

PROJETO IDIOMAS
EXERCÍCIOS EXTRAS
INTERMEDIÁRIO 7

Unit ONE

Complete the sentences with the most suitable word.

- a If you don't know his number, why don't you look it up in the _____ ?
- b The phone's _____. Would somebody answer it, please?
- c I called you a while ago, but your line was _____ .
- d The telephone _____ has been increased.
- e I left her a message on the _____, but she didn't call me back.
- f Our telephone _____ was enormous last month. I had to call abroad several times, so it is not a big surprise.
- g I'm sorry, it's a _____. I can't hear you very well.
- h Sorry, you have the _____ number.

Choose the best answer for the question

1. When you telephone a company the person answering the phone may ask you a question. What is the question?
- a) Who's calling please? b) Who calls? c) Who it is? d) Who called?
2. Which phrase means the same as 'hang on a moment?'
- a) Just a second b) I'll put you on c) Go ahead d) I'm ready
3. Choose the correct word: "Please and I'll put you through."
- a) stop b) stay on c) talk d) hold
4. What is the expression used to connect two people on the telephone?
- a) I'm sending you through. b) I'm putting you through.
c) I'm calling you through. d) I'm talking you through.
5. What question the person answering may ask to offer some help?
- a) How can I help you? b) I'm putting you through.
c) Just a second. d) Who's calling?

Rewrite the words into the correct sentences.

1. take / can / your / message / I / a / please? /

2. later? / call / can / back / you

3. meeting. / afraid / I'm / she's / in

Do you know these expressions?

1. I'll put you through. (_____)

2. Hold on, please. (_____)

3. The line is engaged. (_____)

4. May I know who's calling? (_____)

5. Mr. Smith, please. (_____)

6. Mr. Smith: This is he. (_____)

7. I'm afraid he is not available now. (_____)

8. I'll give you a ring later. (_____)

9. So long. (_____)

10. May I see him tomorrow? (_____)

From the following list, choose the expressions which have similar meanings to the above, to fill in the gaps.

_____ Bye now.

_____ I'd like to have an appointment with him tomorrow.

_____ What's your name, please?

_____ I'll connect you.

_____ May I speak to Mr. Smith, please?

_____ Please wait for a moment.

- _____ I'll call you back later.
- _____ I'm sorry Mr. Chan isn't around right now.
- _____ Smith speaking.
- _____ The line is busy/ occupied.

For each stage of the call, rewrite the phrases using the correct expressions.

1 Introduction

- What do you want? _____
- What's your problem? _____
- I can't follow what you are saying. _____

2 Assisting the customer

- Tell me what you wanted again. _____
- I think you ought to/should ... _____
- Send me a copy of your receipt. _____

3 Showing understanding

- It's your problem, not ours. _____
- I think you are over-reacting. _____
- We hear this same comment from every customer. _____

4 Promising action

- I'll ring you back sometime next week. _____
- I'll have to ask the manager if I can do anything about it. _____
- I don't know how I can help you. _____

5 Closing the conversation

- Anything else? _____
- Is that it? _____
- Hope you won't call us again with your problems. _____

Complete the sentences with the most suitable phrasal verb.

- a 'The phone's ringing.' – 'I'll _____ it _____.'
- b Sorry, I've got to go now. I'll _____ you _____ later.
- c 'Could I speak to Mr Barring, please?' – 'I'll _____ you _____.'

d I tried to call you several times last night, but I couldn't _____. There must have been something wrong with the lines.

e I was going to explain the details when suddenly we were _____.

f Could you _____ for a moment. I'll check the figures for you.

g Why don't you _____ his number in the directory?

h I was waiting for a couple of minutes but there was no answer, so I _____.

i Could you _____ Harry _____? I'd like to talk to him as well.

Match the words and phrases with similar meaning.

_____ a I'll put you through.

_____ b Who's calling, please?

_____ c Anything else?

_____ d The line's busy.

_____ f Go ahead.

_____ g Hold on.

_____ h This is ...

1 Is that all?

2 I'm ready.

3 I'll connect you.

4 ... speaking

5 Could I have your name?

6 The line's engaged.

7 One moment.

Use the following chart to complete a telephone conversation.

Receptionist

Caller

“Good morning, Triad Publishing.”

Introduce yourself. Ask to speak to Mr Barry.

Say Mr Barry is not in.

Ask when you can contact him.

Explain that he is out of office for a few days.

Offer to take a message.

Say you would like Mr Barry to call you.

Ask the caller to repeat his/ her name and give you his/ her telephone number.

Repeat your name and give your number.

Confirm the information.

End call.

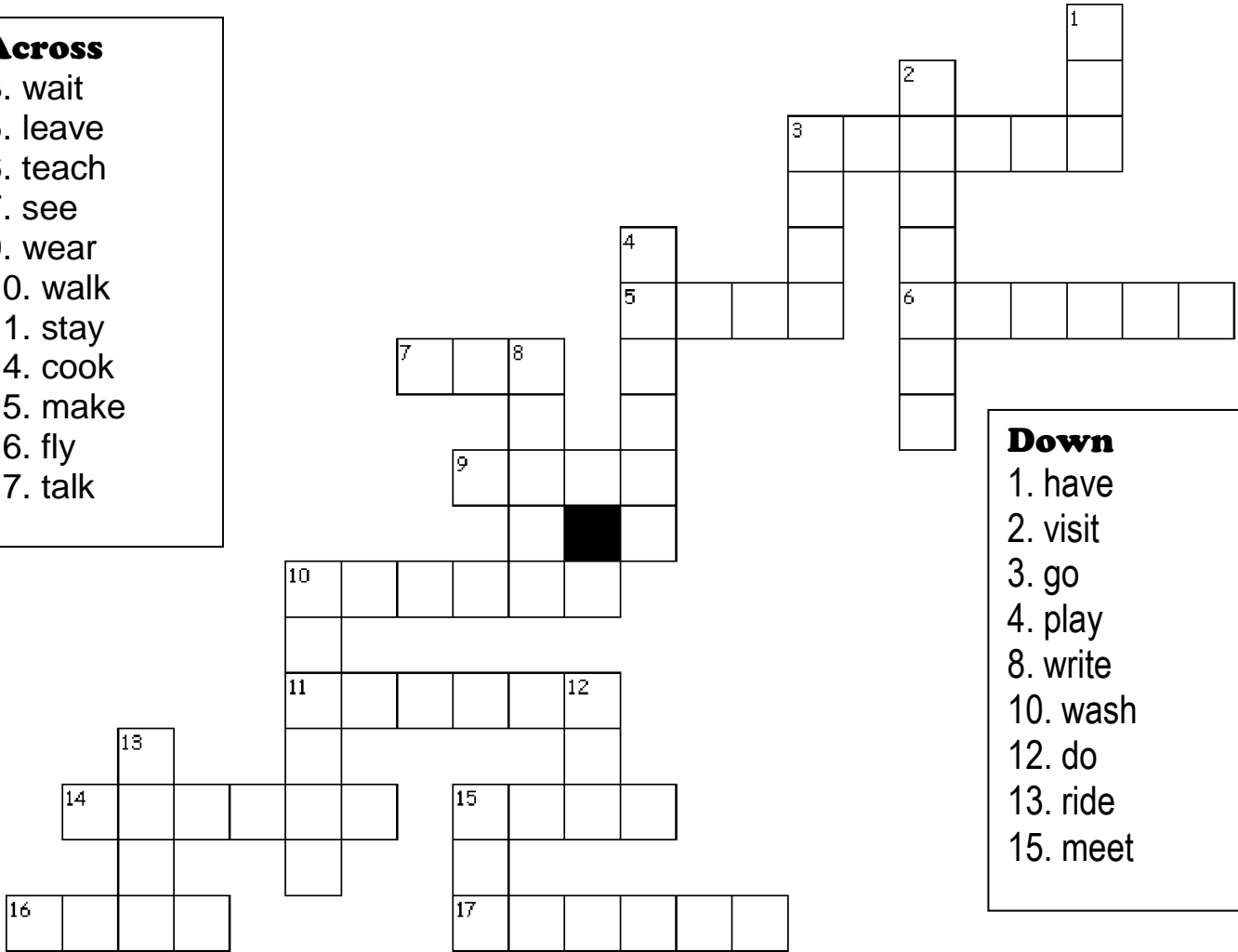
End call.

Unit TWO

Fill in the puzzle with the simple past tense forms of the verbs in the clues. After group the verbs into regular vs. irregular verbs

- Across**
- 3. wait
 - 5. leave
 - 6. teach
 - 7. see
 - 9. wear
 - 10. walk
 - 11. stay
 - 14. cook
 - 15. make
 - 16. fly
 - 17. talk

- Down**
- 1. have
 - 2. visit
 - 3. go
 - 4. play
 - 8. write
 - 10. wash
 - 12. do
 - 13. ride
 - 15. meet



Irregular Simple past tenses

Regular Simple past tenses

Question and Answer match (Practice simple past)

- | | |
|--|---|
| 1. ____ Where were you last week? | a. I went swimming. |
| 2. ____ Where did you go? | b. I met my uncle and aunt. |
| 3. ____ What was the weather like there? | c. Yes he was. |
| 4. ____ What did you do there? | d. We left at half past five. |
| 5. ____ Was Dave there? | e. Yes I did. I sang and we had a barbeque. |
| 6. ____ Did you do anything interesting last week? | f. I was on vacation. |
| 7. ____ Who did you eat with yesterday? | g. I wore a hat. |
| 8. ____ Who did you meet at the ranch? | h. I ate with Tom. |
| 9. ____ what did you wear yesterday? | i. I went to my aunt's ranch. |
| 10. ____ What time did you leave? | j. It was hot, windy and very dusty. |

Choose which verb tense (present/past simple or continuous) fits better.

- I ____ - I didn't hear you come in.
a. was sleeping b. slept
- I ____ to see her twice, but she wasn't home.
a. was coming b. came
- What ____? I was watching TV.
a. did you do b. were you doing
- Robin Hood was a character who ____ from the rich and gave to the poor.
a. stole b. was stealing
- Hey, did you talk to her? Yes, I ____ to her.
a. was talking b. talked
- I ____ home very late last night.
a. came b. was coming
- How long ____ the flu?
a. did you have b. were you having
- ____ a good time in Brazil? Yes, I had a blast!
a. Were you having b. Did you have
- We ____ breakfast when she walked into the room.
a. had b. were having

10. Last month I decided to buy a new car, and today I finally _____ it.

- a. bought b. was buying

Match the correct response to the question or statement.

- Did he inherit that painting? _____

Whom do I make the cheque out to? _____

1. £400.

How much do you want for this water-color? _____

2. I'm saving up to buy a new motorbike.

Why are you putting so much money in the bank _____

3. Maybe we should try to save a little.

Your car must have cost a lot of money.... _____

4. Yes, his Grandfather left it to him.

5. No, you've paid it all back.

- The house has burnt down! What are we going to do?

6. To Countdown English Language Centre.

Can we change money at the restaurant to pay the bill?

7. Actually, I won it in a lottery.

8. I think they accept travellers cheques anyway.

How much do you earn a year?

9. That is really none of your business.

Do I still owe you any money?

10. Don't worry, we're insured.

We seem to be spending a lot of money lately. _____

Match column on the left with the definitions on the right

1	<input type="checkbox"/>	balance	(plastic) card from a bank authorizing the purchasing of goods on credit
2	<input type="checkbox"/>	bank charges	a record of transactions in a bank account
3	<input type="checkbox"/>	branch	a sum deducted from a bank account, as for a check - <i>also v.</i>
4	<input type="checkbox"/>	checkbook	an instruction to a bank to make regular payments
5	<input type="checkbox"/>	check	bank a/c from which money may be drawn at any time; checking account ^{US}
6	<input type="checkbox"/>	credit	bank a/c on which interest is paid; savings account ^{US}
7	<input type="checkbox"/>	credit card	book containing detachable checks; checkbook
8	<input type="checkbox"/>	current account	deficit in a bank account caused by withdrawing more money than is paid in
9	<input type="checkbox"/>	debit	local office or bureau of a bank
10	<input type="checkbox"/>	deposit account	money in a bank a/c; sum added to a bank a/c; money lent by a bank
11	<input type="checkbox"/>	fill in	money lent by a bank etc and that must be repaid with interest - <i>also v.</i>
12	<input type="checkbox"/>	interest	money paid for the use of money lent
13	<input type="checkbox"/>	loan	money paid to a bank for the bank's services etc
14	<input type="checkbox"/>	overdraft	person to whom money is paid
15	<input type="checkbox"/>	pay in	small document recording money that you pay in to a bank account
16	<input type="checkbox"/>	payee	the difference between credits and debits in an account
17	<input type="checkbox"/>	paying-in slip	to add written information to a document to make it complete; to fill out
18	<input type="checkbox"/>	standing order	to deposit or put money in to a bank account
19	<input type="checkbox"/>	statement	to take money out of a bank account -

20 **withdraw**

written order to a bank to pay the stated sum from one's account; check

Choose the words or expression that best completes the idea.

1: I don't have any cash just now. I'm _____.

- flat broken
- no money
- flat broke
- less money



2: She needs to ask her parents to lend her some money because she's already 250 pounds _____ at the bank.

- overdraw
- overdebt
- overdebts
- overdrawn



3: Her company didn't make a profit again this year. She's really disappointed it's still _____.

- not make money
- in the red
- in the black
- no making money



4: They've found a house they really want to buy. Now they need to get a(n) _____ from the bank.

- mortgage
- interest
- money
- loan



5: He gets a gross salary of 2,000 pounds a month but after _____ he only takes home 1,400 pounds.

- tax allowance
- tax exile
- income tax
- tax free



6: She worked really hard this year so she was given a 10% pay _____.

- decrease
- inflation
- extra
- increase



Fill each of the blanks in the following text with a word from the box.

Use one word only in each space.

index ● wishing/hoping ● be ● risk ● financial ● been
 become ● but ● buyer/purchaser ● falls ● agreed ● began/started

A financial futures contract is an agreement to buy or sell, on an organized exchange, a standard quantity of a specific financial instrument or foreign currency at a future date. The price has to be _____ between the two parties. Although contracts are traded between _____ and seller on an exchange floor, these brokers do not have an obligation to each other, _____ to a clearing house. This ensures that the futures market is free from credit _____ to a large extent. Growth in _____ futures trading has _____ enormous since it _____ in the United States in 1972. Financial futures have _____ increasingly popular since then. Financial futures can _____ traded by people willing to assume price risk and _____ to profit from the rises or _____ they expect to occur in interest rates or the share _____. Financial futures offer opportunities for the control of interest rate risk which are not possible in the cash market.

Look at the words below which can be used with the word "investment" to make word partnerships, for example "capital investment".

capital ● equity ● real
 tax-free ● INVESTMENT ● net
 speculative ● fixed-interest ● gross

"Capital investment"

is investment in capital goods, such as machinery or buildings needed for the production process.

Which of the other "investment" word partnerships have the following meanings?

1. Investment in goods and services needed for the benefit of the community, not for financial gain.
 _____ investment
2. The use of money to buy a security or commodity with the intention of selling it at a profit.
 _____ investment
3. An investment which earns interest at an agreed fixed rate.
 _____ investment
4. The gross investment reduced by the amount of capital consumption.
 _____ investment
5. An investment which gives the holder a right to receive a share in the profits, usually in the form of a dividend.
 _____ investment

Unit THREE

Which word is used incorrectly

The members of the committee conduced in the end that the topic under discussion should be postponed until further notice.

- (a) members (b) conduced (c) topic (d) be postponed

By taking ahead with the proposal without reference to other members of the board, the chairman got into serious trouble.

- (a) taking ahead (b) proposal (c) chairman (d) serious trouble

We decided that there were no other substances to discuss and for the first time in ages we decided to close the meeting and go home early.

- (a) decided (b) substances (c) in ages (d) to close

The aiming that the company had set itself of doubling production within 5 years has certainly not been reached.

- (a) aiming (b) set itself (c) within (d) been reached

It was a difficult topic to discuss but after lengthening discussions it was finally agreed that the whole business should be looked at by a much smaller group.

- (a) topic (b) lengthening (c) agreed (d) should be

The chairman insisted that the members were not getting their priories right because they were spending far too much time on less significant matters.

- (a) insisted (b) getting (c) priories (d) less significant

The leader of the group has to produce a progression report at the end of each financial year so that shareholders know how successful the company has been.

- (a) leader (b) progression report (c) financial year (d) has been

It would be a complete wastage of time if we tried to debate that issue again because last time we reached no conclusion.

- (a) would be (b) wastage (c) issue (d) conclusion

If you want something to be brought over at the next meeting, you must give sufficient notice to the clerk to the corporation.

- (a) brought over (b) sufficient (c) clerk (d) corporation

We don't have a regular timetable, we simply meet periodic if and when there appear to be enough items to justify drawing up an agenda.

- (a) timetable (b) periodic (c) there appear (d) to justify

What does the sentence or underlined word(s) mean? Choose a, b, c, or d.

Chris told us to hand in our term paper next Monday.

- a. to write our paper by hand b. to submit c. to correct d. to proof-read

Professor Wilson is a wonderful teacher but there are too many assignments in his course.

- a. His marks are always low. b. There are too many books to read.
c. He often gives homework. d. There are too many students in his course.

Since I wanted to buy the new course catalog, I had to put in an order through the store manager.

- a. The store-manager didn't want to buy it. b. The course catalog was out of print.
c. I had to ask for it to be bought for me. d. The computer was out of order.

Did you know it's down to three of us for the job in the library?

- a. The three of us will be working in the library. b. There are only three applicants left.
c. The library only hires three students. d. At least three students will be retained.

I'll really have to hit the books this weekend.

- a. I have to tidy my room. b. There is a book fair this weekend.
c. My books need a cover. d. I have to study.

To major in astrophysics you need an extra math course.

- a. To get higher grades in astrophysics b. To specialize in astrophysics
c. To finish your astrophysics paper d. To better understand the astrophysics course

Did you know Mark was a sophomore?

- a. Mark is a second-year student. b. Mark majors in philosophy.
c. Mark has a special grant. d. Mark's parents are both university professors.

I haven't completed all the prerequisites for this course.

- a. I still have to fill in some papers. b. I have to finish some assignments.
c. I haven't done enough research. d. I have to do some other courses first.

This year I will need to find off-campus housing.

- a. I will live on the campus. b. I will buy a house next to the campus.
c. I will live outside the campus. d. The campus will provide a house for me.

Alice, if I were you, I'd skip the meeting.

- a. Alice should prepare for the meeting. b. Alice should put the meeting on her agenda.
c. The meeting is going to be cancelled. d. Alice shouldn't bother to go to the meeting.

Choose the correct word to complete the idea.

- 1 We ran out of time and were forced to a) allocate b) address c) adjourn d) accomplish the meeting.)
- 2 If you have a a) commence b) comment c) Wrong ity d) implement please wait until Marie has finished speaking.
- 3 The board members couldn't come to a a) grievance b) designate c) motion d) consensus so they had to hold a vote.
- 4 Markus was away on business, so a) a show of hands b) apologies c) a proxy vote d) a participant was assigned.
- 5 Before we a) wrap up b) strategize c) recommend d) collaborate I want to remind everyone to sign the attendance form on the way out.
- 6 In his a) agenda b) ballot c) closing remarks d) deadline the chairman thanked everyone for doing such a good job this month.
- 7 I'll a) verification b) commence c) brainstorm d) motion as soon as all of the board members take a seat.
- 8 Since everyone was so a) participant b) punctual c) confidential d) absent we were able to finish the meeting early.
- 9 We'll be discussing this year's profits at the a) AOB b) AGM c) ABC d) AMM .
- 10 A a) action b) caution c) vision d) motion to eliminate all part-time positions was put forward at the meeting.

Are the following statements True or False?

1. The person who is in charge of the meeting is the person who takes the minutes.

True False

2. The best way to call a meeting is to inform each participant individually by phone.

True False

3. An agenda should outline the order and amount of time to spend on each item at the meeting.

True False

4. Engaging in small talk throughout the meeting is an effective way to keep the focus.

True False

5. When someone agrees with a motion it is "seconded".

True False

6. The person who is speaking during a meeting is the person who "has the floor".

True False

7. A polite way to indicate that you want to make a comment during a meeting is to say: "If I could just come in here..."

True False

8. When there is a tie vote, it is customary for the chairperson to ask one participant to reconsider his/her decision.

True False

9. During the closing remarks, the person holding the meeting should introduce new staff members or guest speakers.

True False

10. Reminders are typically announced after all of the items on the agenda have been covered.

True False

Unit FOUR

Without looking at the sentences below, say if each sentence is Informal or wrong.

Hi John/ To John/ Dear Mr. John/ Hey John	Wrong	Informal
I'm looking forward to seeing you/ I look forward to see you	Wrong	Informal
Yours, Tanaka	Wrong	Informal

I'd like to ask a favor/ I like to ask a favor	Wrong	Informal
How are the wife and family? / How are things?	Wrong	Informal
Tomorrow is fine. See you later. / Tomorrow is fine. CU then.	Wrong	Informal

I need some advice/ Can you give me some advices?	Wrong	Informal
You're a star! / You're being a great help	Wrong	Informal
I owe you one/ Cheers very much	Wrong	Informal

You won't be sorry	Wrong	Informal
Give me a bell later if you like/ Call to me anytime	Wrong	Informal
The document is attached/ The document is enclosed	Wrong	Informal
I'll pop it into the post for you this arvo/ It's on the way	Wrong	Informal
Have a look at this/ Check this out	Wrong	Informal
We are totally out of A24s	Wrong	Informal
Sorry I land you in it like this	Wrong	Informal
It's selling like hot buns at the moment/		
We can't keep them on the shelves	Wrong	Informal
That could be a wee bit tricky/ I can see us having problems with that	Wrong	Informal

Match the phrases 1-9 with the equivalent phrase A-F

1) Thanks for your letter last week
2) How're you all doing?
3) Sorry it took me so long to get back to you
4) Write soon!
5) Sorry but I'll be on a plane
6) Hi, I'm your new classmate Sue
7) Don't be a stranger!
8) I will be able to meet on Monday next week if that is convenient with you
9) Please give my regards to Mr. Smith

a) With reference to your letter of 3rd July
b) I hope you and your family are well
c) I apologize for the delay in replying to your email
d) I look forward to hearing from you soon
e) I regret to inform you that I am flying abroad at that time
f) I would like to introduce myself. My name is Susan Saarland and I will be studying with you.
g) I hope we have the chance to meet again soon
h) How about meeting up on Monday?
i) Send my love to John

1)	
2)	
3)	
4)	
5)	
6)	
7)	
8)	
9)	

Credit card cancellation letter: This letter contains some inappropriate vocabulary which is very difficult to spot. The words are either not formal enough, or ungrammatical. You need to find them and change them. **Find the 6 mistakes**

Dear Sir/Madam

I am writing this letter to ask the stopping of mine and my husband's Westpac credit card. The card is a Gold Card with the number: ----4 ----0 ----9 ----1, open until 11/04. The reason is that we are living in the UK for the seeable future, and will not be using the credit card, and do not wish to get the annual fee.

If there is any other information you need, please do not wait to contact us at the above e-mail address.

Thanking you in advance.

Yours Faithfully

Claire Weetman

Fill in the gap with the correct determinator below.

of at the of an a the a an the a

Dear Mr. Thompsen

I recently received 1) _____ letter from 2) _____ Mr. Robinson, 3) _____ valued customer 4) _____ ours. He purchased 5) _____ Italian coffee table and four French dining-room chairs from us which your company delivered to his residence. He has written to complain that 6) _____ purchases arrived damaged. We pride ourselves in 7) _____ quality 8) _____ our products and would like 9) _____ explanation as to how this mishap occurred. Even though 10) _____ items are insured, our reputation is 11) _____ stake.

I would be most grateful if you would reply as soon as possible so that this matter can be resolved to everyone's satisfaction.

Sincerely

Jackie Middleton

Customer Services Manager

Fill in the gap with the correct preposition below.

to to to to to to to to in in of of of of up

Dear Sir,

I am writing this letter 1) _____ complain 2) _____ the strongest terms about the poor service that I have received from your company. We signed 3) _____ 4) _____ your telephone and internet service package two months ago because your advertising suggests that you are better than Telco. In addition, you promise 5) _____ deal with problems quickly and efficiently, something that Telco were unable or unwilling 6) _____ do. However, 7) _____ the first month 8) _____ service you managed 9) _____ cause me 10) _____ lose two days' worth 11) _____ business because 12) _____ poor administration. The main problem was that you failed 13) _____ provide me with the correct telephone number, 9818 8747, that you had promised when I completed the contract. This phone number was an established business line which I had been using for the last three years. Obviously this meant that my clients were unable 14) _____ contact me and it cost me many hours 15) _____ phone calls 16) _____ resolve the matter with your support center. I would appreciate it if this situation could be resolved and a substantial rebate offered on my first three month's account. I look forward 17) _____ hearing from you soon.

Yours Faithfully

Charlie Williams

Test Your Writing Skills Writing Informal and Formal Letters

1 We write informal letters to friends, family members and people that we know well, for example, a letter to an old school friend.

We write formal letters to people that we don't know well, for example, a letter to the local council to enquire about childcare facilities.

Say whether the following phrases come from informal or formal letters. Write either 'informal' or 'formal' next to each one:

1. Dear Mr. Williams _____
2. See you later _____
3. Yours sincerely, Alan Stewart _____
4. Hi, how's it going? _____
5. Lots of love, from Jermaine _____
6. Yours faithfully _____
7. Dear Madam _____
8. Dear Jeff _____
9. Take care _____
10. I look forward to hearing from you soon _____
11. Sorry I haven't written for a while _____
12. Please can you send me an application form? _____
13. Best wishes, from Tracey _____
14. Please say hi to Patricia for me – thanks! _____
15. We are writing to inform you that... _____

Match the words with their definition

- a) incur
- b) request
- c) hesitate
- d) foreseeable
- e) cancellation
- f) annual

- 1) This word is a noun which means the ending of some form of agreement. _____
- 2) This is the formal synonym for 'ask". It can be a noun or a verb. _____
- 3) This is an adjective that means as far as something can be predicted. _____
- 4) This verb means to have some negative thing (such as a fee) applied or directed to you. _____
- 5) This adjective means that something happens every year. _____
- 6) This is a synonym for pause, it is usually used to talk about people though, and cannot be applied to things. _____

Cancelling a credit card: Put the following sections in the correct order.

- 1. and will not be using the credit card so do not wish to incur the annual fee.
- 2. Yours Faithfully
- 3. Claire Jenson
- 4. Thanking you in advance.
- 5. If there is any other information you need, please do not hesitate to contact us at the above e-mail address.
- 6. I am writing this letter to request the cancellation of mine and my husband's Westpac credit card.
- 7. Dear Sir/Madam
- 8. The reason is that we are living in the UK for the foreseeable future,
- 9. The card is a Gold Card with the number: 4-----1, valid until 11/04.

Which of these greetings would be inappropriate in a business email?

- To Jacob
- Dear Jacob
- Hello Jacob
- Dear Mr. Wentzell

Which of the following is appropriate for a business email?

- How are things?
- How's the family?
- How have you been?

Which of the following is not appropriate in a business email?

- Let me know when would be a good time for me to call.
- Let me know when you are free to discuss this.
- ttyl (talk to you later)
- Can we meet to discuss this on Tuesday?

Which of the following is appropriate language for a business setting?

- Hey!
- See you!
- What's up?
- I look forward to hearing from you.

You are sending an email to a group. You have several good friends in the group, but many of the recipients are people you do not know. Which of the following statements is true?

- It is okay to be informal, because you know some of the people well.
- This requires you to be more formal, because it is going to a group and you do not know all the people.
- You can write a more formal email, but include a joke directed towards your friends in the group

Unit FIVE

Due to, Because of

Grammar

When stating the cause of something or the reason why something happened, people often use the expressions 'due to' or 'because of' followed by a noun, gerund, or a noun clause. Here are some examples.

The game was cancelled *due to* rain. ('rain' = noun)

He's quitting *because of* what you said. ('what you said' = noun clause)

In a business setting, these expressions can be used to explain why changes took place in the corporation. Here are some more examples:

Sales fluctuated *due to* a price war among competitors.

Airfares increased dramatically *because of* rising oil prices.

Investment declined *due to* higher interest rates.

Production dropped *because of* the labour strike.

The stock price fluctuated wildly *due to* rumours of bankruptcy.

Writing

Rewrite the following sentences using the expressions 'due to' or 'because of'.

(1) Inflation caused a rise in the cost of raw materials.

The cost of raw materials rose due to inflation

(2) Corruption caused a decline in efficiency.

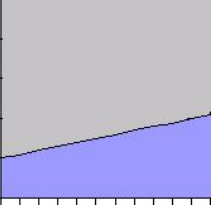
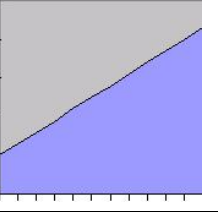
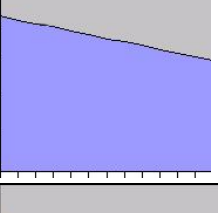
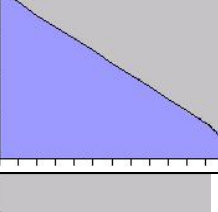
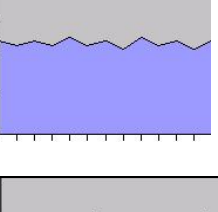
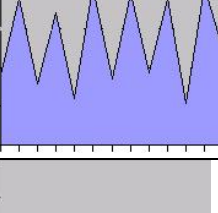
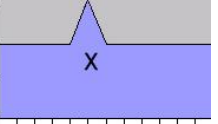
(3) Poor quality control caused an increase in complaints.

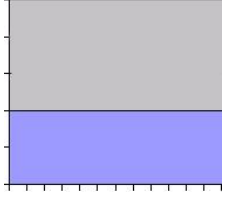
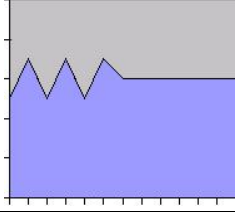
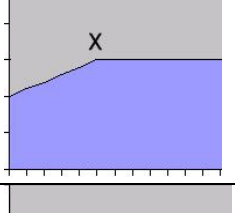
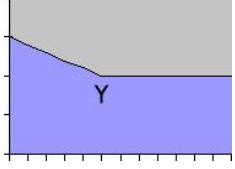
(4) A price war among competitors caused a fluctuation in prices.

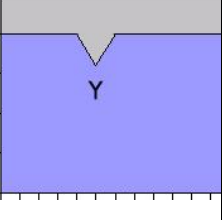
(5) An increase in accidents caused a dramatic increase in insurance rates.

Reporting Change

Match the picture with the description

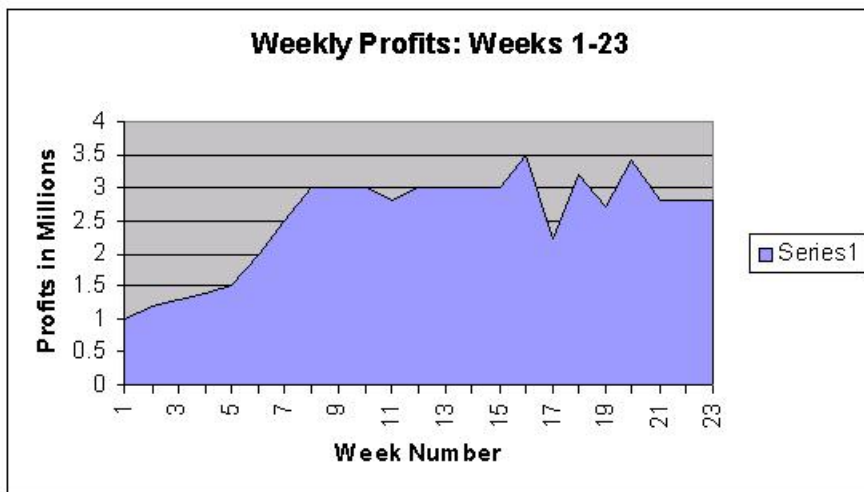
1.		a) decreased slightly declined gradually
2.		b) dipped at Y
3.		c) fluctuated mildly
4.		d) fluctuated wildly
5.		e) increased sharply rose dramatically
6.		f) spiked at X
7.		g) increased gradually rose slightly

9.		i) bottomed-out at Y levelled-off at Y
10.		j) peaked at X levelled-off at X
11.		k) Stabilized levelled-off
12.		l) remained steady

8. 	h) decreased sharply declined dramatically
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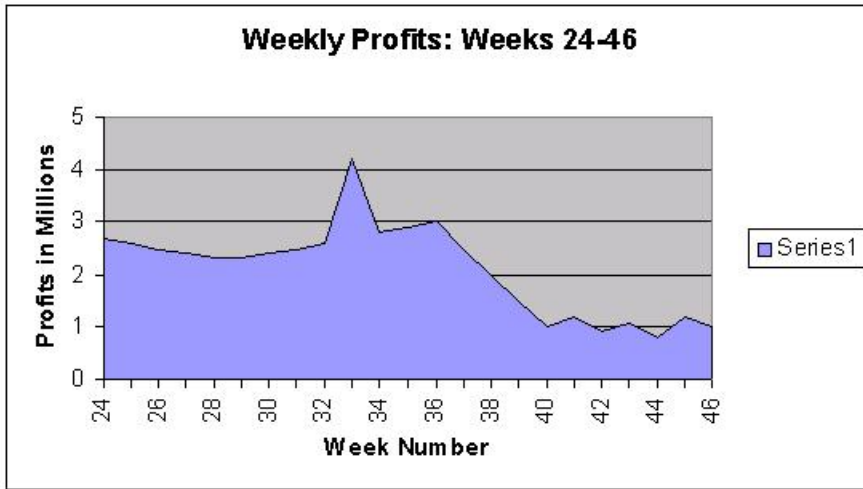
Reporting Change

Use the words in the boxes and the charts to complete the cloze activities below:



- rose dramatically
- stabilized
- maximum
- minimum
- increased slightly
- slight dip
- peaked
- levelled off
- fluctuated wildly

From week 1 to week 5, profits _____ . Then from week 6 to week 8, profits _____ and _____ at 3.0 million at week 8. From week 8 to week 15 profits _____ with a _____ at week 11. Then from week 15 to week 21 profits _____ with a _____ of 3.5 million at week 16 and a _____ of 2.2 million at week 17. From week 21 to week 23, profits _____ at 2.8 million.



- increased gradually
- dropped substantially
- minimum
- spike
- decreased slightly
- maximum
- fluctuated mildly
- bottoming out

From week 24 to 28, profits _____ and then from weeks 29 to week 36, profits _____ with a _____ at week 33 of 4.2 million. From week 37 to week 40, profits _____, _____ at 1 million at week 40. From week 40 to week 46, profits _____ with a _____ of 1.2 million and a _____ of 0.8 million.

Unit SIX

	Goal	a. Punishment for breaking the rules
	Discount	b. An action to stop an order
	Guarantee	c. Getting goods to customers
	Compromise	d. A reduced price
	penalty	e. Aim or purpose
	delivery	f. A promise
	cancellation	g. An agreement that satisfies both parties

NEGOTIATIONS: Vocabulary Match the word to the definition

Agent

Agreement

Bargain price

Bedrock price

Commitment

Compromise

Condition

Contract

Counter-offer

Counter-productive

Deal

Discount

Estimate

Facilities

Feasible

Figure out

Know-how

Joint Venture

Negotiate

Point out

Proposal

Quote

Range

Rebate

Supply

Supplier

Tender

Turnkey

Underestimate

Work out

a. A business transaction
b. A selection of products sold by a company
c. A stipulation or requirement which must be fulfilled
d. A way of entering a foreign market by joining with a foreign company to manufacture or market a product or service.
e. An offer, in writing, to execute work or supply goods at a fixed price
f. Approximate calculation of the cost
g. Arrangement between two or more people or companies
h. Calculate (e.g. the price of something); find a solution
i. Course of action, or plan, put forward for consideration; to make a proposal
j. Describes equipment ready for use or operation - (e.g. plant or factory)
k. Discuss a business deal or contract in order to reach an agreement
l. Draw attention to something (e.g. the advantages of your proposal)
m. Each party gives up certain demands in order to reach an agreement.
n. Engagement or undertaking; to commit oneself
o. Equipment (e.g. parking facilities)
p. Find a solution; estimate the cost
q. Give an estimated price (a quotation)
r. Having the opposite effect to that intended
s. Lowest possible price
t. Make too low an estimate of something (cost, danger, difficulty)
u. Offer made in response to an offer by the other party
v. Person or company that acts for another and provides a specified service
w. Person or company that supplies goods or services
x. Possible, something that can be done
y. Practical knowledge or skill
z. Provide customers with goods or services
aa. Reduced price
bb. Reduction in price
cc. Reduction or discount
dd. Written agreement between two or more parties

Choose the best response for each one

1. To arrange/have talks = To ___ talks
 - a. hope
 - b. hold
 - c. take
2. After the last ___ (= series) of talks, they agreed to two of our requirements.
 - a. roundabout
 - b. circle
 - c. round
3. There are still a ___ of issues (= many issues) that we have to resolve.
 - a. digit
 - b. number
 - c. figure
4. The person who works for another company but does the same job as you can be referred to as your ___ at that company.
 - a. counterpart
 - b. counterfeit
 - c. counter
5. We have to ___ (= resolve) these differences as soon as possible.
 - a. iron out
 - b. iron
 - c. iron through
6. When one speaks of ___ differences, one is saying that there are substantial differences in the negotiating parties' positions.
 - a. hollow
 - b. expanded
 - c. deep
7. The atmosphere was ___ = Everyone was friendly/polite to each other
 - a. cordial
 - b. deep
 - c. opinionated
8. The ___ (= final statement made to journalists) stated that the parties failed to reach an agreement.
 - a. communiqué
 - b. community
 - c. disagreement
9. If the atmosphere of a meeting is described as ___ it means it's quite formal.
 - a. back-to-business
 - b. businesslike
 - c. friendly
10. Which one of these terms does NOT mean "negotiations"?
 - a. discussions
 - b. talks
 - c. counterparts
11. Almost any part of a contract can become a ___ of negotiation (= can be negotiated).
 - a. point
 - b. thing
 - c. success
12. The most successful negotiators are the ones who are ___ for a negotiation.
 - a. mostly prepared
 - b. most prepared
 - c. a lot of preparation
13. We just want to make sure that this is ___ to both of us.
 - a. advantage
 - b. advantages
 - c. advantageous

14. We have to ___ (= define) who is responsible for covering shipping costs.
- stipulate
 - stimulate
 - simulate
15. Every business relationship requires a little ___
- take-and-give
 - to-give-to-take
 - give-and-take
16. Because of my limited work experience, I didn't have a lot of ___ power (= I couldn't ask for too much) during the salary negotiations.
- bargain
 - bargaining
 - bartering
17. That is not something I'm ___ to negotiate.
- willing
 - wanting
 - desiring
18. Let's ___ (= think of/ define) a figure that will be acceptable to both of us.
- come out with
 - come up with
 - get in with
19. We have made a lot of ___ already. (= we have already accepted many of your terms)
- consent
 - concessions
 - connections
20. To meet someone ___ means to make a compromise with someone. ex. We're willing to meet you ___ on this point.
- half-road
 - half-heartedly
 - half-way
21. The two sides have not come to an agreement. They are still ___
- deadly
 - successful
 - deadlocked
22. It is doubtful that the parties will come to an agreement. There is little hope of a ___
- changing
 - breakthrough
 - collaboration
23. So, neither party is willing to ___ No. Neither one will make concessions.
- complement
 - compromise
 - retain
24. There is ___ in our position = We have not changed our position
- no change
 - not a change
 - no changing
25. Negotiations are at an ___ The parties are unable to come to an agreement.
- impact
 - impart
 - impasse
26. When negotiations ___ it means that they are continuing, but in an uncertain/difficult manner.
- falter
 - fall
 - fail

27. When will this agreement ___ (= start/become valid/begin to operate)
- come into effect
 - come to effect
 - have an effect
28. We hope to ___ an agreement by Friday.
- come
 - restore
 - reach
29. The talks broke-down = The talks ___
- fell
 - collapsed
 - fell-down
30. Both sides are hoping for a successful ___ (= result)
- outcome
 - outburst
 - change

Choose a), b), c), or d) to complete the sentences

- 1 It took over five hours of negotiating for the parties to come to a
a) hostility b) bottom-line c) consensus d) indecisive
- 2 It was a **a) flexible b) mutual c) unrealistic d) victorious**
 decision to settle our differences out of court.
- 3 One **a) tactic b) bargain c) resistance d) tension**
 that always works is to ask your counterpart to speak first.
- 4 We would have more **a) haggling b) concession c) impulse d) leverage**
 if we had some more recent statistics to use.
- 5 They were **a) hostility b) receptive c) resistance d) tension**
 to our proposal until we made our last demand.
- 6 We were **a) misleading b) conflict c) dispute d) haggling**
 over prices all afternoon.
- 7 I wasn't expecting our opponents to **a) amplify b) yield c) counter proposal d)**
arbitration
 so quickly.
- 8 When I **a) log-rolled b) entitled c) confronted d) dominated**
 the client about their promise they agreed to honor it.
- 9 If that is your only **a) pressure b) objective c) victory d) cooperation**
 I would be happy to concede. Click for answerb)
- 10 Within ten minutes the negotiations had already ended in a
a) deadlock b) counterpart c) collective d) bottom-line.

Are the following statements True or False?

1. During negotiations, one should treat an opponent with respect and consideration at all times.

True

False

2. In "competitive" negotiations, the two parties try to establish a common goal.

True

False

3. Prior to engaging in negotiations it is wise to consider one's own "bottom-line".

True

False

4. When in salary negotiations, employees should "low-ball" in their opening remarks.

True

False

5. Markus had no "bargaining power" compared to his boss, Louis.

True

False

6. One key to effective conflict-resolution is to deal with issues rather than personalities.

True

False

7. It may be possible to detect that a counterpart is lying by observing body language.

True

False

8. One should never admit to agreeing with an opponent during the course of negotiations.

True

False

9. Markus intimidated Louis into accepting his terms by threatening to quit.

True

False

10. Louis used last-minute tactics such as acting as though he was "Mr. Nice Guy".

True

False