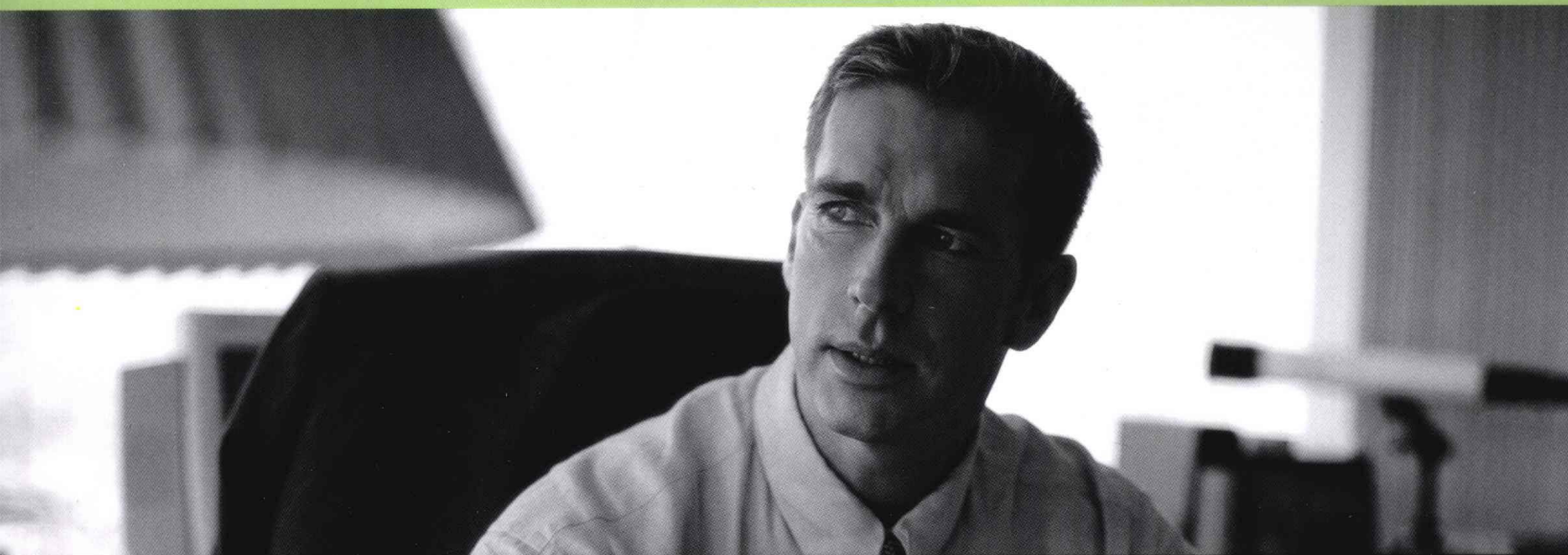


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新编剑桥商务英语 (中级)

练习册 (第三版)



SUCCESS **BEC**
WITH
WORKBOOK **VANTAGE**

PAUL DUMMETT

附答案



经济科学出版社
Economic Science Press



Summertown
Publishing

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1.1

Ways of working

1 Write the opposite of each phrase.

- 0 to start work: to finish work
 1 regular, fixed hours: _____ hours
 2 a temporary job: a _____ job
 3 to work part-time: to work _____
 4 an employer: an _____
 5 a staff (salaried) photographer:
 a _____ photographer

2 Complete the journalist's description of her working life by writing the correct preposition in each space.

I've been working as a freelance journalist (0) for six years. Before that, I worked (1) _____ a big daily newspaper in the business section, but I didn't have the freedom to write the stories I wanted to. In fact, I'm someone who needs to work (2) _____ her own – I really enjoy being my own boss. I dislike being (3) _____ an office too, but fortunately I get out a lot. My work takes me all (4) _____ the world, investigating stories from Rio to Riyadh, according (5) _____ what interests me at the time. At the moment, I'm working (6) _____ a story about Japanese inventors. There's an interesting team of them who are employed (7) _____ a big electronics firm, but instead of being in a research lab, they work (8) _____ home. The company thinks this will open their minds. I'm not quite so sure, because they have to report (9) _____ their bosses every day about what they've been doing!

The disadvantage of working for yourself is that you never take enough time (10) _____. Actually, that doesn't matter to me, because I get to travel and work (11) _____ a lot of interesting people.

When I'm (12) _____ home I relax a bit more, as well as writing and doing research for the next project.



3 Each of these sentences contains one grammatical mistake. Find the mistake and correct it.

- 0 I'm glad I don't have to get up ~~on~~ 6 o'clock every morning! at 6 o'clock
 1 I work a five-days week. _____
 2 I've been working there since a couple of months. _____
 3 I often work few extra hours on Monday. _____
 4 I am not every day in the office. _____
 5 I miss to chat to my colleagues. _____

Pronunciation

4 Check that you can pronounce the underlined words correctly.

- | | |
|---|-----------------------------|
| 0 A busy <u>office</u> | good <u>advice</u> |
| /ɒfɪs/ as in 'miss' and /ədvaɪs/ as in 'nice' | |
| 1 hard <u>work</u> | a long <u>walk</u> |
| 2 part of a <u>team</u> | part- <u>time</u> |
| 3 parental <u>leave</u> | <u>live</u> near the office |
| 4 one <u>child</u> | three <u>children</u> |
| 5 a job <u>share</u> | an office <u>chair</u> |

Present tenses



- 5** Life coaches are employed by some busy executives to give advice about how they can manage their working lives. Below are some examples of this advice. Put the verbs in brackets in the present perfect simple or present perfect continuous tense.
- 0 It's all about work-life balance. You *have been* working (work) too hard and not relaxing enough.
 - 1 Just because you _____ (do) the same thing for years, it doesn't mean you have to go on doing it.
 - 2 If you _____ (have) the same job for seven years, it's probably time for a change.
 - 3 If you _____ (know) only success in your life, failure can be very difficult to deal with.
 - 4 Being at the top can seem lonely. The reason is probably that you _____ (not / listen) to other people enough.
 - 5 You _____ (worry) too much about little things – the things that are important are your health, your family and your happiness.
 - 6 Business should be a pleasure. As far as I can tell, for you up to now it _____ (be) a chore.
 - 7 You _____ (think) about your standard of living and not your quality of life.
 - 8 To get to where you are now _____ (be) your ambition all your life. I'm not surprised you feel uncertain about what to do next.

- 6** Write a one more piece of 'life coach advice' for someone who works long hours.
- 7** Complete each sentence in your own words using the present simple or present continuous tense.
- 0 I'm not a qualified engineer yet.
I am still training.
 - 1 When I arrive at work, I always _____
 - 2 I rarely _____ after 7 o'clock.
 - 3 I usually drive to work, but this week I _____
 - 4 At lunchtime, I generally _____
 - 5 My boss _____ at the moment.
 - 6 After work I often _____
 - 7 Please don't disturb me now. I _____
 - 8 When I speak English I sometimes _____
- 8** Write how long you have been doing OR have done these things:
- 0 live at your current address
I've been living in a flat in London for 6 months (OR since July).
 - 1 study English

 - 2 work in your current job

 - 3 have your mobile phone

 - 4 know what you want to do in life

 - 5 do these exercises

1.2

Making contacts

1 Choose the correct word(s) to complete each statement.

- 0 It's a small company – there are only fifteen of us – and I'm responsible for / of answering the phone and making appointments for the director.
- 1 I've been working at Dell Computers for two years. I *am specialised* / *specialise* in examining international contracts to make sure that they comply with the law.
- 2 I'm in charge *of* / *for* a small team of workers in the Jaguar car plant. We work on the engine assembly line.
- 3 Remploy is a company that employs disabled people. I *handle* / *deal* with the media and try to get us as much good publicity as possible.
- 4 I am quite independent and I *report* / *depend* directly to the Managing Director. I'm involved *in* / *by* making sure the company's activities have a positive impact on the environment.
- 5 I work *with* / *for* a specialist garage. We repair and restore old vintage models, like Rolls Royce and Bugatti.

2 Match each of the descriptions in exercise 1 to these job titles.

- A Legal advisor
- B Head of Sustainable Development
- C Personal assistant = O
- D **Production foreman**
- E **Press officer**
- F **Car mechanic**

3 Read the job advertisement and then answer the questions.

- 1 What will the HR officer be mainly responsible for?
- 2 What else does the job involve?
- 3 Who will he / she report to?
- 4 What will he / she need to attend from time to time?
- 5 What doesn't he / she have to have for this job?

Post: HR Officer

Organisation: Green Associates

Salary: £35,000 plus excellent benefits and progression

Are you looking to join a rapidly growing advertising agency in central London? Your duties are to recruit staff at all levels across the firm. Working directly under the HR manager, you will support her in all projects relating to Human Resource development of the organisation: recruitment, training and career development. You will also represent the company at conferences and job fairs. The successful candidate will have good organisational skills, experience of recruitment and the ability to work to tight deadlines. Previous knowledge of the sector is not necessary, as training will be given.

4 Correct the underlined phrases in this conversation between people meeting at a conference.

Barney Hello, Sara, good to see you again. Can I introduce you to Su Li?

Sara How are you do, Su Li? I'm Sara.
How do you do?

Su Li It's a pleasure. Please call me Su.

Sara I am pleased meeting you, too. Barney has told me about you. How long were you here?

Su Li I arrived in London two days ago.

Sara And is that your first time in England?

Su Li Yes, it is.

Sara How you like?

Su Li London is great, but rather expensive.

Sara Well, can I join to you two for a coffee?

Su Li Yes, sure. Are you enjoying the conference?

Sara Yes, it has been very useful. I make a lot of new contacts. And you?

Su Li Yes, it's new for me, but I have learned a lot.

Sara You work for Taylor Associates, isn't it?

Su Li Yes, I am their Chinese agent. And you are with Featherstone, I think.

Sara Yes, this is right.

Correspondence

5 Read the two emails and say which one definitely requires action. Write a short reply to the one that requires action.

A

Hi David,

Thanks for your message. I'm sorry to hear that you didn't get the job. To be honest, I expected them to give it to someone with more experience. You've only been working there for nine months. Anyway, how about a drink some time? Let me know when is good for you.

Kate

B

Dear Ms Kowlowski,

I am writing to apologise for the mistake we made with your order. The correct item is now on its way and should be with you in the next couple of days. Do not hesitate to contact me if I can be of further assistance.

Kind regards

Alfonso Alvares

6 Convert these short messages from an informal to a formal style using the words given.

- 0 Please don't forget to call Kate. She's wants your answer. (remind / contact / would like)

May I remind you to contact Kate. She would like to know your answer.
- 1 Just a quick note to say that we have got your order and it will be with you very soon. (writing / inform / received / arrive shortly)

- 2 I am sorry for the mistake with the invoice. Here is the correct one. (apologise / incorrect / attaching / version)

3 We met earlier in the week. I'm now sending you the information you asked for. (further / meeting / please / attach / requested)

7 Convert these short messages from a formal to an informal style using the words given.

- 0 Please find attached estimate for the plumbing work. Please do not hesitate to contact me if you require further information. (Here / estimate / plumbing / in touch / need / more)

Here is the estimate for the plumbing work. Please get in touch if you need any more information.
- 1 I am afraid I will be unable to attend the meeting this afternoon. I would be grateful if you could tell me the result. (sorry / can't / please / let / know / happens)

- 2 I would like to suggest that we meet at the restaurant. Unfortunately, I will only have an hour. (how / meeting / ? / bad news)

- 3 It was a pleasure to see you last week and I am looking forward to our next meeting. (good / hope / again soon)

8 You are a salesperson for a lighting company. You want to visit some lighting shops in the UK next month to show your product range. Write an email of 40-50 words to the owners of these shops explaining when and why you would like to visit them. Use the framework below.

Dear Mr _____

I represent _____

I will be _____

Please suggest _____

I look _____

1.3

Speaking Test: Part One

- 1** Fill in the missing words in each question to complete the dialogue from a speaking exam.

Examiner So, Paolo. (0) *Where* are you from?

Paolo My home town is near Milan in Italy.

Examiner And (1) _____ do you do?

Paolo I'm a student at a business college

Examiner (2) _____ have you been studying?

Paolo Three years. I'm in my final year.

Examiner (3) _____ you have a job lined up afterwards?

Paolo: Yes. I'm going to work for my father's company.

Examiner (4) _____ company is it?

Paolo We make jewellery.

Examiner And (5) _____ will your job _____ ?

Paolo I will be working in marketing, trying to develop international business.

Examiner And (6) _____ do you feel _____ working for your father?

Paolo Well, actually, he is semi-retired now, so we won't see a lot of each other.

- 2** Read the examiner's questions and say what you are being asked to talk about in each case.

company's activity ~~work duties~~
ambitions your opinion job prospects
hobbies

- 0 What does your job involve? *work duties*
- 1 What do you do in your spare time?
- 2 What are your long-term goals?
- 3 What line of business are they in?
- 4 What do people on the course generally go on to do?
- 5 How do you feel about working abroad?

- 3** The responses of this candidate are a bit short! Expand each one into a full answer.

Examiner Where are you from?

Candidate Vienna. (0) I'm Austrian. I come from Vienna originally.

Examiner And are you working at the moment?

Candidate Yes, the last six months.

(1) _____

Examiner What do you do exactly?

Candidate Trainee, sales.

(2) _____

Examiner Can you tell me a bit about the company?

Candidate Cosmetics.

(3) _____

Examiner Who are your main customers?

Candidate Department stores, pharmacies.

(4) _____

Examiner Do you have to use English in your work?

Candidate Not yet.

(5) _____

Examiner What do you think about the testing of cosmetics on animals?

Candidate What? (6) _____

Examiner What do you think about the testing of cosmetics on animals?

Candidate It's OK. (7) _____

Examiner And what would you like to do in the future?

Candidate International manager.

(8) _____

- 4** Now use the prompts below to write long answers to the questions in exercise 3. How do these compare with your own answers?

- 1 working / company / called / six months
- 2 moment / just / working / trainee / department
- 3 manufacture / sell / range / products
- 4 mainly / sell to
- 5 moment / hope / future
- 6 Sorry / repeat ?
- 7 know / people / disagree / I / problem / actually
- 8 ambition / manager / abroad

2.1

Company benefits

- 1 Complete this list of job benefits using the words in the box.

unpaid promotion off pension
company flexible good holiday

Your employment package will include:

- a (0) *good salary*
- use of a (1) _____ car
- (2) _____ working hours
- excellent opportunities for (3) _____
- a full (4) _____ on retirement
- possibility of (5) _____ leave
- five weeks annual (6) _____
- one day (7) _____ per month for personal training

- 2 Complete these expressions using *take*.

- 0 I am taking a trip to Madrid next week. I hope I'll get some time to see the city.
- 1 Don't worry. Andrew is an excellent host. He will take _____ of you.
- 2 We have taken _____ a temporary secretary for three months to help us get through the work.
- 3 I think we should take a _____. We've been discussing this for two hours now.
- 4 You should take what she says with a _____ of salt.
- 5 The conference will take _____ in New York in October next year.

- 3 Read the passage about job title inflation and choose the best sentence (A–G) to complete each gap (1–6).

- A That's a lot of chiefs and not very many Indians.
- B Have you got greater responsibilities?
- C They make a public statement that this employee is important to the company.
- D In terms of the job they actually do, the title is meaningless.
- E In other words, you are doing the same job, but it now has a grander title.
- F After all, the company cannot be made up of only high-flying managers.
- G The other will be to have an impressive job title.

Have you just been promoted to the status of manager? Then ask yourself these questions: Has your salary risen significantly? (0) B Have your benefits increased? If not, then you are probably the victim of what is known as 'job title inflation'. (1) _____

One in four company employees in London are now managers. (2) _____ It cannot be the case that companies need so many people giving orders and so few people taking them. So we can only conclude that these managers are managers in name only. (3) _____

So why do companies continue to hand out these titles? The answer is simple. They are a cheap way to recognise an employee's commitment to the job and to give them an incentive to stay. (4) _____ If you ask an MBA student these days what their ambitions are, one will certainly be to pick up a fat pay cheque some day. (5) _____

But companies have to be careful. Too many title promotions can lead to employees feeling suspicious about their value. (6) _____ If the company keeps creating new titles (Senior, Deputy, Vice-President, Marketing and so on) their significance soon decreases.

The past



4 Look at the underlined verbs in this dialogue. If the verb is in the correct tense, write 'correct'. If it is incorrect, write the correct form.

Interviewer So, I see from your CV that you are currently with Cadbury's. How long did you work (0) have you been working there?

Candidate I have joined (1) _____ them in 2004. At first, I worked (2) _____ in the sales department but more recently I worked (3) _____ in the Marketing Innovation department.

Interviewer That sounds interesting. What have you done (4) _____ there exactly?

Candidate We have been researching (5) _____ what products we should sell into our new markets in the Far East. In some cases we took (6) _____ an existing product and rebranded it. In other cases we have been developing (7) _____ a completely new product.

Interviewer And you lived (8) _____ in Australia until last January. Is that right?

Candidate Yes, we have moved (9) _____ back to the UK in February. I have looked (10) _____ for a new job since then.

5 Write the profile of this company using the facts in the box. Begin like this:

Reynard Inc is based in Birmingham in the UK.
The company ...

Company name:	Reynard Inc
Headquarters:	Birmingham, UK
Established:	1906
Main products:	Bicycles and motorcycles
Experience:	Over 50 years motorcycle manufacture
Subsidiaries:	USA and Hungary (last year)
Recent developments:	New partnership with Chinese factory

Pronunciation

6 Look at this extract from a presentation and mark where you think the natural pauses should go.

I think we all recognise that incentives are important, but why? And what kind of incentives work best? Should they be financial or should we concentrate on praising employees for good work or for achieving their targets? The answer is not simple because not every individual responds in the same way.

7 The letter 'i' can be pronounced /ai/ as in nice, or /i/ as in quick. Sort the words from the box into the correct column in the table.

recognise	incentive	promise	finance
individual	outline	policy	final
flexible	benefit	behind	article
division	describe		

Long 'i' /ai/	Short 'i' /i/
recognise	

2.2

Presenting your company

- 1** Complete the company profile of a French energy company, by choosing the correct word A-D below to fill each gap.

HOME INVESTING NEWS & OPINION PERSONAL FINANCE
GET QUOTES

TOP STORIES As of 5 minutes ago

EDF is one of the largest electricity companies in the world with a (0) turnover of 59 billion Euros in 2006. Its (1) _____ are in Paris, and it is the dominant player in France, with over 80% of the market. Its largest (2) _____, 100% owned by EDF, is EDF-Energy which supplies over five million customers in the UK.

The company has three main (3) _____ : electricity production, of which 70% comes from nuclear power (4) _____ ; distribution; and retail or supply. The first two are very technical activities. The third, retail, is more customer focused. Nowadays, most customer contact is handled by (5) _____ centres, where operators manage customer enquiries online or over the telephone. Electricity is an unusual product. It cannot be stored in a (6) _____ like other goods. What you produce has to be consumed immediately. So, supply and demand have to be balanced exactly on a day by day, or hour by hour basis.

- | | |
|----------------|-------------------|
| 0 A sales | B turnover |
| C income | D figure |
| 1 A base | B foundation |
| C headquarters | D seat |
| 2 A subsidiary | B subsidy |
| C substation | D daughter |
| 3 A agencies | B corporations |
| C holdings | D divisions |
| 4 A factories | B plants |
| C branches | D centres |
| 5 A call | B phone |
| C ring | D telecoms |
| 6 A depot | B holding |
| C plant | D warehouse |

- 2** Write these numbers in words (as you would say them).

- | | |
|-------------------|----------------------------|
| 0 542 | five hundred and forty-two |
| 1 60% | 2 1905 (the year) |
| 3 2008 (the year) | 4 5,000,000 |
| 5 3,210 | 6 ½ |
| 7 11/4 | 8 33.3% |

- 3** Put one word in each space to complete this extract from a presentation.

Thanks everyone (0) for coming. Today I'd like to (1) _____ you a bit about our new company. I'll be (2) _____, so if you have any questions please wait and I'll be (3) _____ to answer them at the end.

First of (4) _____, how did we get the idea for Mobile Media? I met Steve my partner three months ago when he was working with Vodafone to ...

One other thing I'd like to point (5) _____ is that this is not a technology just for the future. It is already being used in China and Korea.

... Finally, I'd just like to (6) _____ you this chart which (7) _____ an overview of all the possibilities that this technology offers. We are really excited about the prospects for it and I hope I've been able to communicate some of that enthusiasm to you today. Thanks for (8) _____. Are there any questions?

- 4** What comes next? Continue these presentation phrases using the prompts in brackets.

- 0 Thank you (come / today) for coming today.
- 1 I'd like to begin by (tell / something / product) _____
- 2 At this point I will quote our CEO: (great / product / not enough) _____
- 3 Let's move on (look / sales) _____
- 4 This chart (show / turnover / 2007) _____
- 5 Let's take a look (profits / last year) _____
- 6 That brings me (end / presentation) _____

Memos

5 Read the following memo and answer the questions.

- 1 What is the relationship between John Simmons and Graham Pole?
- 2 What is the problem?
- 3 What solution is proposed?
- 4 What action should Graham take next?

INTERNAL MEMO

To: Graham Pole

From: John Simmons

Date: 16 March

Subject: Absence from work

You have been absent from work for 22 days this year. I am aware that some of this was due to sickness, but if there is some other problem, you are welcome to come and chat to me any time. If I don't hear from you, I will expect your attendance to return to normal.

6 There are eight more mistakes in this memo. Find them and correct them.

INTERNAL MEMO

To: Every All staff

From: Sarah Kandarathi

Date: 9th of October

Subject: Suggestions for staff party

Just a quickly reminder that the staff party will be at 5 December. We have not done a final decision on where it will take place, so please to send me your suggestions. If anyone is not able attending, please make me know before the next Friday.

7 Read these two memos and then replace the underlined phrases with the synonyms below.

for further information as you may know
I'd like to point out further to as a result
if you would like because of you hear from me

INTERNAL MEMO

To: All sales staff

From: Davis Allan, Sales Director

Date: 12 February

Subject: Product defect – B3050

(0) As you are probably aware, As you may know a number of vacuum cleaners (Model B3050) have been returned with a faulty electrical connection. (1) Consequently, we are temporarily withdrawing this product from our list. Please do not try to sell any until (2) further notice. (3) If you have any questions, please contact me directly.

INTERNAL MEMO

To: All staff

From: Katja Ebert, Production Manager

Date: 7 May

Subject: Closure of Mannheim plant

(4) Following a meeting of the board on 6 May, the company has decided to close the plant in Mannheim. This is (5) due to recent poor results. There will be an official meeting to discuss the closure on 3 June. (6) For anyone wishing to attend, (7) please note that the deadline for registration is 21 May.

2.3

Reading Test: Part Five

1 Find the extra word in each sentence. Explain why it is wrong.

0 The company ~~don't~~ cannot know what motivates each employee the most.

You not need two auxiliary verbs ('do' and 'can') and 'company' is a singular noun so 'don't' is incorrect.

1 For most people, it is more better to have an interesting job than a high salary.

2 The company encourages a people to go on training courses.

3 It is a job with a lot of variety and which with flexible working hours.

4 When you join to the company, you become part of a family.

5 But it is not only the company's responsibility. Each employee that has to motivate himself.

2 Answer the exam question.

- Read the article with advice for restaurant owners.
- In most of the lines there is one extra word. It is either grammatically incorrect or does not fit in

- with the sense of the text. Some lines are correct.
- If a line is correct, write CORRECT next to the line. If there is an extra word, write it next to the line.

0 Imagine the best dining experience you ever had in your life, where you were

CORRECT

00 the guest. Now imagine that someone having this experience in your restaurant.

that

1 Does it seem realistic to think this could happen in your place? Could you do even more

2 better? The answer is no, because you cannot give a better service experience

3 for your guests which if you have never experienced it yourself. Now try to imagine

4 the best service experience any of your 16- to 24-year-old staff has been a part out of.

5 Probably not that good. But what does has this got to do with managing employees? The

6 answer is everything! You don't manage people, you lead them. And how you lead your

7 employees directly relates to how because they treat your guests and your business. What

8 business are you in? The food a business? Retail? No, it's the people business!

Writing Test: Part One

3 Memos in the exam are supposed to be 40–50 words long. Look at the question and the candidate's answer, which is too long (100 words). Underline the most important information in the memo and cross out any phrases which give unnecessary detail. Then, write a shorter version of the memo.

You work in the Human Resources Department. The government has recently increased the amount of social security tax for all workers. Write a memo to your staff informing them:

- what the change in tax is
- who will be affected
- when the new rules will take effect.

To: All staff

From: Daniel de Rivaz, Payroll Officer

Date: 13 May

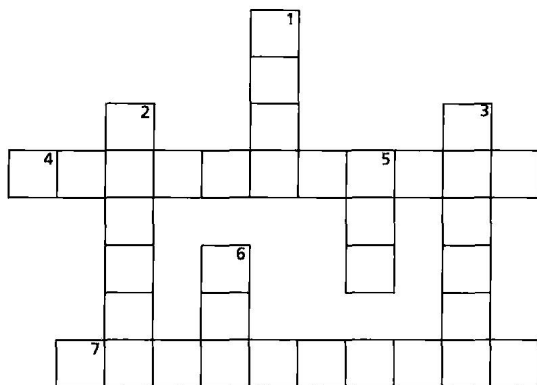
Subject: Tax changes

I would like to point out to all staff that following the recent changes in the tax law announced by the government last week, in future the rate of social security tax will be 11%, which is an increase from the 10% it was before. This new rate will apply to everyone (the level of your salary is not important) and you will be taxed this amount starting in July. If you have any questions or want more information, you are welcome to contact me, Daniel de Rivaz, in the Human Resources department during normal office hours.

3.1

Starting a business

- 1** Complete the crossword with words describing types of businesses.



- 1 and 2** someone who runs a business alone (4 and 6)
3 to be responsible for any financial losses (6)
4 a business where two or more individuals share the risk (11)
5 a phrasal verb meaning to establish: '_____ up' (3)
6 you do something by yourself or 'on your _____' (3)
7 businesses which have a licence to trade under another business name and following their business model (10)

- 2** Match each idiom or phrasal verb with the correct definition.

- | | |
|----------------------|----------------------------------|
| 0 set up | A diversify into something new |
| 1 get into | B be free to use your potential |
| 2 go it alone | C be the boss |
| 3 stretch your wings | D set up a business without help |
| 4 run the show | E establish |
| 5 branch out | F become involved in |

- 3** Complete the text about the qualities of an entrepreneur by putting one of the words below into each gap.

risks enthusiastic hard tested growth run
 entrepreneurs fail profit capital sense

Do you have what it takes to be an entrepreneur?

The most dynamic societies in the world are the ones that have the most (0) *entrepreneurs*. These people are the spark in an economy's engine, activating and stimulating economic (1) _____.

The entrepreneur looks for opportunities to make a (2) _____ by satisfying unsatisfied needs, to fill the gap between what consumers want and the products and services that are currently available.

Do you fit the description of an entrepreneur?

- Entrepreneurs are creative, (3) _____ and future oriented.
- They are innovators who don't need to follow the tried and (4) _____ route.
- They have a natural business (5) _____.
- They are not afraid of (6) _____ work or afraid to (7) _____.
- They are willing to take (8) _____ with their own (9) _____ and resources.
- They are excellent problem solvers and negotiate the legal requirements to launch and (10) _____ a business.
- They focus on sales, cash flow and revenue at all times.