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新编剑桥商务英语 练习册 (中级)

PASS Cambridge BEC Vantage Workbook

An examination preparation course

Updated for the revised exam



Lan Wood

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Lan Wood

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BEC

Vantage

WORKBOOK
with Answer key

Pass Cambridge BEC Vantage Workbook

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Introduction

The Cambridge Business English Certificate

The Cambridge Business English Certificate (BEC) is an international Business English examination which offers a language qualification for learners who use, or will need to use, English for their work. It is available at three levels.

Level 1 Preliminary

Level 2 Vantage

Level 3 Higher

Cambridge BEC is a practical examination that focuses on English in business-related situations. The emphasis is on the development of language skills for work: reading, writing, listening and speaking.

Pass Cambridge BEC Vantage

As an examination preparation course, *Pass Cambridge BEC Vantage* focuses on all the language skills tested at BEC Vantage (reading, writing, listening and speaking) as well as the examination skills required to fully prepare students who wish to take the exam.

Pass Cambridge BEC Vantage Workbook

As an important component of the *Pass Cambridge BEC Vantage* course, the Workbook is a language-focused supplement to the Coursebook. Each four-page unit is split into a grammar and a vocabulary section. The Contents list on the opposite page shows how the Workbook follows the topics and syllabus of the Coursebook, providing revision and extension of the material presented.

Pass Cambridge BEC Vantage Workbook includes the following features.

- **Grammar**

Each grammar section begins with a clear and full explanation of the grammar presented in the Coursebook. This is followed by practice exercises that test and develop students' knowledge. A full Answer key is provided at the back of the book.

- **Vocabulary**

Each vocabulary section recycles key items from the *Pass Cambridge BEC Vantage* Coursebook and introduces more key BEC Vantage vocabulary. A full Answer key is provided at the back of the book.

- **Review**

There are two language reviews in *Pass Cambridge BEC Vantage Workbook*: after Units 5 and 10. Each review consists of one hundred grammar questions, which revise the grammar of the previous five units, and fifty multiple-choice vocabulary questions also based on the previous five units. A full Answer key is provided at the back of the book.

- **Writing**

This reference section provides students with guidance on writing emails, formal letters, faxes and brief exam-style reports. The section includes a list of essential phrases useful to students not only in the examination but also in their professional lives.

Pass BEC Vantage Workbook



1 Management

6

Present simple
Present continuous
Auxiliary verbs



2 Customers

10

Past simple
Present perfect
Time references



3 Commerce

14

Future arrangements
Future intentions
Predictions



4 Brands

18

Determiners
Articles



5 Facilities

22

Comparatives and superlatives
Participles

Review 1

26

Review of Units 1–5



6 Reporting

32

Adjectives and adverbs
Relative clauses



7 The workplace

36

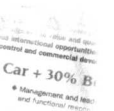
Modal verbs
Passive



8 Business travel

40

Indirect questions
Reported speech
Verbs of suggesting



9 People

44

Gerunds
Infinitives



10 Marketing

48

Conditionals (real possibility)
Conditionals (hypothetical situations)

Review 2

52

Review of Units 6–10

Writing

58

Letters and emails
Formal letters
Reports

Answer key

66

Management

Present simple

Form

The present simple has the following forms.

We **use** consultants.

She **doesn't** **authorise** payments.

Who **do** you **report** to?

Who **reports** to you? (no auxiliary in questions asking for the subject)

Use

The present simple is used in the following ways.

- to describe facts and permanent situations

All our contracts **comply** with EU law.

- to describe routines

We **negotiate** salaries every autumn.

Present continuous

Form

The present continuous has the following forms.

They're **cutting** jobs in middle management.

I'm **not** **attending** the conference.

What **are** you **planning** to do about it?

Use

The present continuous is used in the following ways.

- to describe actions happening at the time of speaking

We're **restructuring** our sales operation at the moment.

- to describe temporary situations

A consultant **is** **working** with us for a few weeks.

- to refer to future arrangements

We're **relocating** to offices in Helsinki next year.

Note!

We do not use the present continuous to express the following.

routines (usually, normally etc.)

emotions (like, love, hate),

ownership (own, have, need)

opinions (think, believe)

senses (see, hear, feel)

Auxiliary verbs

Use

Auxiliary verbs (do, have, be and modals) are used in the following ways.

- to form questions and negatives

We **don't** have any subsidiaries.

- to show surprise or ask follow-up questions

■ He **doesn't** **have** any formal qualifications.

● **Doesn't** he?

- to form question tags

He **doesn't** **speak** French, **does** he? (negative sentence + positive tag)

They're **working** today, **aren't** they? (positive sentence + negative tag)

We **can't** attend the meeting tomorrow, **can** we?

Grammar practice



Present simple ① Complete the sentences with the correct present simple forms.

- 1 Our manager (*like*) likes good team players.
- 2 We always (*do*) do a lot of on-the-job training.
- 3 Who (*you / report*) report to?
- 4 Why (*she / not / like*) doesn't she like the new manager?
- 5 Who (*authorise*) authorises pay rises?
- 6 The assistant (*not / have*) doesn't have much responsibility.
- 7 They (*not / have*) don't have production meetings every week.
- 8 Who (*supervise*) supervises all the assistants and secretaries?

Present continuous ② Complete the sentences with the correct present continuous forms.

- 1 We (*recruit*) 're recruiting some extra people for this project.
- 2 I (*try*) am trying to reduce our costs at the moment.
- 3 The company (*restructure*) is restructuring its management right now.
- 4 The team (*not / perform*) aren't performing very well this year.
- 5 Why (*you / schedule*) are you scheduling a meeting for Monday?
- 6 Who (*take*) is taking care of the administration work while Sue's away?
- 7 We (*not / go*) aren't going on the teamwork seminar next month.
- 8 They (*find*) are finding it hard to overcome the language problems in the team.

Present simple and continuous ③ Complete the email with correct present simple or present continuous forms.

RE: Team-building

From: Jason O'Connell [joconnell@eurobrands.com]

Sent: Tuesday, September 10, 2001 1.43 pm

To: Karen Majors

Subject: RE: Team-building

Thanks for your email, Karen. We (¹go) 're going ahead with the team-building weekend next month so you (²need) need to think about who you (³want) want to send on it from your team. Claudia (⁴organise) is organising the weekend. I (⁵believe) believe she (⁶negotiate) is negotiating with a company in Scotland - one of those outdoor survival weekend type things. It (⁷not / sound) doesn't sound very cheap but I'm sure it'll be well worth the money - these things always (⁸make) make a huge difference to team spirit. Who usually (⁹authorise) authorises budgets for this kind of thing at your end? I (¹⁰think) think we should send as many people as possible this year. Let me know your numbers as soon as possible.

Question tags ④ Complete the sentences with the correct question tags.

- 1 You are going to the meeting on 25 May, aren't you?
- 2 He doesn't like working in large teams, does he?
- 3 We won't meet the target, will we?
- 4 They need to recruit more people, don't they?
- 5 Janice is organising the training, isn't she?
- 6 We're not having a seminar this year, are we?



Vocabulary practice

Meetings ① Use the following words to complete the extract from an email below.

chief executive points of view minutes unanimous casting vote
counter-productive summary brainstorming decision-making objective

RE: How's it going?

From: Suzanna Gudinski [sgudinski@archetype.com]
Sent: Tuesday 3 April 11.36am
To: Alex Drummond
Subject: RE: How's it going?

Alex

Thanks for your email yesterday – great to hear from you. My first month with the new sales team has been good and I'm slowly getting used to how they work. You asked what's different here – well meetings for a start! They seem to have no definite 1 objective or agenda to begin with and Michael Freed, the 2 _____, calls meetings without any notice at all. He suddenly decides to have a 3 _____ session to come up with new ideas and calls an instant meeting. No-one is prepared or anything so we sit around, drink coffee and can't think of anything, which seems a bit 4 _____ to me. And the 5 _____ process is a bit strange too. Everyone puts forward their 6 _____ and then if there isn't 7 _____ agreement, it gets put to a vote. Michael has the 8 _____, of course, so he usually gets what he wants at the end of the day and you wonder what the point of voting on it was. And there's no 9 _____ at the end of the meeting of what was agreed and I've never seen any formal written 10 _____ distributed to anyone after the meeting either. It's certainly all very different to how we used to do things but the department is very profitable so I guess Michael must know what he's doing. It's going to take a while for me to get

Management ② Match the verbs with the nouns then use them to complete the sentences below.

allocate	the company structure
authorise	resources
delegate	a vote
negotiate	a report
reorganise	a payment
submit	a task
cast	costs
control	a deal

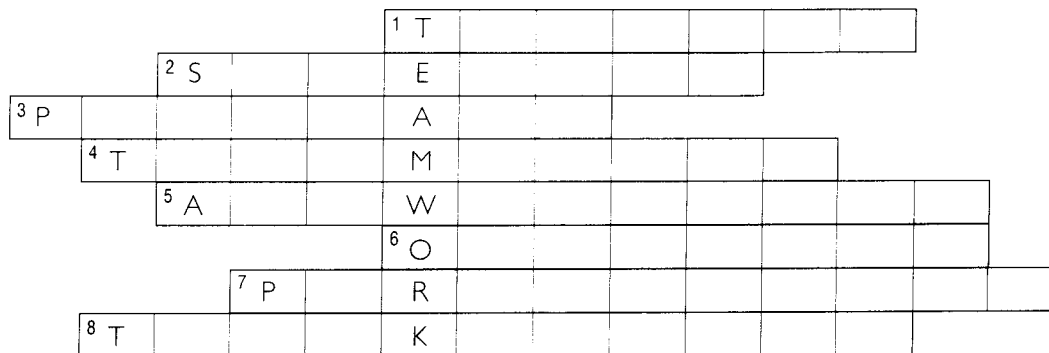
- 1 We're reviewing how we allocate resources in order to maximise productivity.
- 2 She _____ with the supplier and saved us a lot of money.
- 3 I'm afraid only the Head of Department is able to _____ over \$500.
- 4 We're hoping to _____ in time for people to read it before the meeting.
- 5 They're trying to _____, which will probably mean no pay rise this year.
- 6 Any directors not attending the board meeting can _____ by email.
- 7 They've hired a consultant to _____ and improve our processes.
- 8 He's a very 'hands-on' manager – he doesn't know how to _____.

Abbreviations 3 Match the abbreviations with the definitions.

- | | |
|--------|---|
| 1 asap | a) enclosed documents |
| 2 AOB | b) very quickly |
| 3 enc. | c) with reference to |
| 4 etc. | d) copy sent to |
| 5 SAE | e) miscellaneous items on an agenda |
| 6 c /o | f) sent care of someone else |
| 7 cc | g) and so on |
| 8 re. | h) enclosed pre-paid addressed envelope |



Teamwork 4 Use the clues below to complete the puzzle.



- 1 person being taught how to do a job
- 2 programme of events /actions and times when they happen
- 3 diagram of a circle divided into segments
- 4 person who is part of a team
- 5 machine for taking telephone messages
- 6 training carried out while the employee works
- 7 someone who takes part in something
- 8 person's or organisation's past achievements

Word formation 5 Complete the table then use the words to complete the sentences below.

verb	noun	person	adjective
manage	<u>management</u>	manager	<u>managerial</u>
_____	administration	_____	_____
_____	_____	assistant	assistant
organise	_____	organiser	_____
_____	_____	partner	partner
represent	_____	representative	representative
_____	analysis	_____	_____
_____	_____	supervisor	_____

- 1 She's got great managerial skills. She always gets the best out of her staff.
- 2 The figures aren't very _____ of our performance last year.
- 3 He's retired but keeps a _____ role as a non-executive director.
- 4 She's really good at understanding figures – she's got a very _____ mind.
- 5 All the _____ in the department is done by our secretarial staff.
- 6 We formed a _____ with one of our overseas agents.
- 7 I'd like you to _____ Ingrid with getting the project off the ground.
- 8 Peter can arrange the conference – he's got excellent _____ skills.

Customers

Past simple

Form The past simple has the following forms.

We **took** our clients to see the new factory.
Many customers **didn't attend** the product launch.
When **did** you **finalise** the deal?

Use The past simple is used in the following ways.

- to describe finished events
We **reorganised** our **distribution** two years ago.
- to refer to definite or finished time periods
We **ran** some customer service training sessions in May.

Present perfect

Form The present perfect has the following forms.

We **have reduced** our budget. Our service **has been improving** lately.
I **haven't processed** the order yet. He **hasn't been visiting** clients enough.
Have they **renewed** the contract? What **have you been working on**?

Use The present perfect is used in the following ways.

- to describe events that started in the past and are still continuing
The company **has been doing** business with them since 1994.
- to refer to unfinished or indefinite time
They've **improved** their customer service a lot.
- to describe changes that affect the present situation
We've **just opened** a new after-sales service centre.

Note! The present perfect simple emphasises the product of an action while the present perfect continuous emphasises the process itself.

We've **increased** our customer base by 22 per cent this year.
We've **been spending** a lot of money on our sales outlets lately.

Time references

Form Note the verb forms used with the following time references.

- finished time (ago, yesterday, last week / month / year, all dates)
We **started** planning the launch six months **ago**.
- unfinished time (already, today, this week / month, for, since, yet, ever, never)
I **haven't managed** to speak to the client **today**.
- recent time (recently, just, lately, in the last few minutes / days / weeks)
She was at her desk but I **haven't seen** her **in the last few minutes**.

Note! For is used with periods of time whereas since is used with fixed points.

Barnard Design has been a customer of ours **for 12 years / since 1990**.

Grammar practice

Past simple 1 Complete the sentences with the correct past simple forms.

- 1 We (reorganise) _____ the department last year.
- 2 What time (the clients / arrive) _____ this morning?
- 3 (you / take) _____ the client to the Grand Prix last week?
- 4 The customer (not / be) _____ happy with the level of service.
- 5 After some small talk, we (get) _____ down to business after lunch.
- 6 They (take) _____ the visitors shopping yesterday afternoon.
- 7 We (not / want) _____ to lose such a valued customer.
- 8 (you / secure) _____ a deal over dinner last night?
- 9 We (not / finalise) _____ the arrangements until yesterday.
- 10 The client (not / have) _____ time to go to the theatre on Friday.

Past simple and present perfect 2 Complete the dialogue with the correct form of the verbs in brackets.

- Michelle So, Mr Franks, you (¹come) _____ 've come in this morning to talk about a start-up loan for a small business.
- Mr Franks That's right, yes. I (²come) _____ last month ...
- Michelle And you (³speak) _____ to my colleague Joanne Watts. She (⁴pass) _____ your application on to me a few days ago. What (⁵she / say) _____ to you?
- Mr Franks She just (⁶give) _____ me some general advice on applying for the loan and (⁷ask) _____ me to fill in some forms.
- Michelle Which I see you (⁸already / do) _____. That's great. I see she also (⁹ask) _____ you to prepare a business plan, which we (¹⁰already / receive) _____. (¹¹you / find) _____ it hard to do the plan?
- Mr Franks Well, I (¹²not / do) _____ it on my own. A friend of mine, who owns his own company, (¹³help) _____ me with it.
- Michelle That's very useful, knowing someone running their own company. How long (¹⁴he / be) _____ in business?
- Mr Franks About five years now. That's where I (¹⁵get) _____ the idea from to start my own company.
- Michelle That's often the case. Now (¹⁶you / do) _____ a cash flow forecast yet? It says here that we (¹⁷not / receive) _____ one.
- Mr Franks No, but I (¹⁸bring) _____ it with me ... here it is.
- Michelle Excellent. So, let's have a look at these figures, shall we?

Time references 3 Use the following time references to complete the sentences below.

never since for already ever yet recently ago

- 1 We've never had any problems doing business with them.
- 2 We've been banking with them _____ over 22 years.
- 3 We haven't been having as many complaints _____.
- 4 We've _____ transferred the money to your account.
- 5 Have you finished the customer satisfaction survey _____?
- 6 Have you _____ taken a client to a sporting event?
- 7 We opened our customer service call centre two years _____.
- 8 Entertainment budgets have increased _____ the merger last year.



Vocabulary practice

Corporate
hospitality

1 Use the clues below to find 14 ways of entertaining clients in the puzzle.

E	V	S	S	Y	D	N	E	Y	Y	O	E
S	I	G	H	T	S	E	E	I	N	G	T
T	G	C	O	N	C	E	R	T	F	A	C
H	G	O	P	E	G	O	L	E	O	L	R
E	R	L	P	G	F	P	P	N	O	L	I
A	A	D	I	N	N	E	R	N	T	E	C
T	N	R	N	L	W	R	U	I	B	R	K
R	D	U	G	K	R	A	G	S	A	Y	E
E	P	G	F	O	O	T	B	A	L	L	T
S	R	B	T	E	N	N	Y	P	T	S	R
E	I	P	H	O	R	S	E	R	A	C	E
P	X	G	R	G	O	L	F	O	P	E	R

- | | |
|---|--|
| 1 see the famous sights of a city | 8 an event with live music |
| 2 a meal at a nice restaurant | 9 visiting interesting stores |
| 3 a sport played with an oval ball | 10 a place where paintings are displayed |
| 4 seeing Manchester United, for example | 11 Wimbledon, for example |
| 5 a musical by Mozart or Puccini, for example | 12 a sport where both teams wear white |
| 6 a place to see a play by Shakespeare | 13 a game with clubs and 18 holes |
| 7 an event where people bet on horses | 14 a race with Formula One cars |

Word formation 2 Complete the table then use the words to complete the sentences below.

verb	noun	person
partner	<u>partnership</u>	partner
claim	claim	_____
_____	negotiation	_____
consume	_____	consumer
_____	distribution	_____
host	_____	host

- The joint venture has been a very profitable partnership.
- A sports event isn't the best place to _____ an important contract.
- He's a terrible _____. He leaves guests on their own and talks to colleagues.
- Our overseas _____ is handled by a Dutch transport company.
- Working for an insurance company, I know that a lot of _____ don't tell the whole truth when they fill in accident report forms.
- Customers have increased their _____ of organic food by 16 per cent.

Customer relationships

- 3 Match the verbs with the nouns to complete the table.

	customers	relationships	orders	objectives	contracts
finalise	x	x	✓	✓	✓
meet					
win					
establish					
cancel					
manage					

- 4 Use the following words to complete the letter below.

co-workers substantial satisfaction after-sales service
backlog valued customer inconvenience value for money

Mrs Janet Walberg
MetroTechnics
1044 Corn Fields
San Diego
CA 92122

2 July 2001

Re: **Order No. 2001036MT**

Dear Mrs Walberg

Thank you for your letter of 27 June. We are very sorry that your order has not been sent. This is because of the large numbers of orders we have received lately, which have caused a ¹ backlog. This has not been helped by the fact that several of my ² _____ are off sick at the moment.

We will despatch the parts very shortly. We hope this is to your ³ _____ and the delay has not caused you too much ⁴ _____.

As you are a ⁵ _____, we would like to offer you a ⁶ _____ saving on our extended warranty option. For as little as \$200, you could enjoy our full ⁷ _____ for 4 years on all parts. This special price offers excellent ⁸ _____ as well as peace of mind. Please call me if you would like to take advantage of this offer.

Yours truly

- 5 Use the following information to write a reply to the letter. Write 120–140 words.

Jenny

Could you reply to this letter from Peter Carson at West Coast Electrics for me and include the following points?

- Ask him to confirm the delivery date.
- Add another 2 motors to the order (cat no. 2203E) - if we can.
- Agree to the extended warranty.
- Ask Peter to send a new invoice with those changes.

Thanks

Commerce

Future arrangements

Form Future arrangements can be expressed in the following ways.

We're **getting** a new delivery in tomorrow morning.
The train **leaves-at** 6.30 tomorrow evening.

Use These forms are used in the following ways.

- to describe events that have been arranged
The shipment **is arriving** on 16 October.
- to refer to fixed timetables or schedules
The plane **lands** at 10.40pm local time.

Note! **Will** is not used to describe future arrangements.

We ~~will meet~~ our agents next week.
We're **meeting** our agents next week.

Future intentions

Form Future intentions can be expressed in the following ways.

We're **going to issue** a final demand if they don't pay soon.
I think we'll **pay** by letter of credit.

Use These forms are used in the following ways.

- to describe existing intentions
We're **going to set up** a direct debit agreement.
- to express spontaneous intentions
A mistake is seen on an invoice: Oh no. We'll **have to** issue a credit note.

Predictions

Form Predictions can be made in the following ways.

The ship's **going to be** ready to leave in the next day or two.
The goods **will arrive** late if the bad weather continues.
Shipping costs **are likely to** go up in future. (also bound to, set to, unlikely to)

Use These forms are used in the following ways.

- for spoken predictions based on knowledge / evidence
We're **going to have** problems getting the order ready in time.
- for spontaneous spoken predictions
A dockers' strike? This means our shipment'll **be** delayed.
- for written predictions in newspapers / magazines
The strong pound **will hit** UK exports into Europe.

Note! Modal verbs can also be used to express uncertainty about the future.

There **could be** a delay at customs.
The consignment **might not leave** Rotterdam until Friday.