

英国剑桥大学考试委员会推荐

新编剑桥商务英语 练习册 (高级)

PASS Cambridge BEC Higher Workbook

An examination preparation course

Updated for the revised exam



Lan Wood

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**PASS Cambridge BEC
Higher Workbook**

**新编剑桥商务英语练习册
(高级)**

Lan Wood

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Lan Wood

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出 版 说 明

剑桥商务英语证书 (BEC) 考试是教育部考试中心和英国剑桥大学考试委员会合作举办的权威性考试。自 2002 年起, 英国剑桥大学考试委员会对 BEC 考试大纲进行了重新修订, 由原来的 BEC1、BEC2、BEC3 改为 BEC Preliminary (初级)、BEC Vantage (中级) 和 BEC Higher (高级) 三个等级。该系列考试是一项水平考试, 它根据商务工作的实际需要, 从听、说、读、写四个方面对考生在商务和一般生活环境下使用英语的能力进行全面考查, 对成绩合格者提供由英国剑桥大学考试委员会颁发的标准统一的成绩证书。由于该证书的权威性, 使其已成为在所有举办该考试的一百多个国家和地区求职的“通行证”。

由剑桥大学考试委员会和教育部考试中心推荐, 英国 Summertown 出版社出版的《新编剑桥商务英语》是目前惟一一套专为剑桥商务英语证书考试而编写的教材。

为了给考生应试提供全面有效的学习指导, 以使其熟悉试题题型, 顺利通过考试, 经济科学出版社原版引进了英国 Summertown 出版社出版的本套练习册。它是教材的重要组成部分, 由教材编写者 **Lan Wood** 编著, 围绕教材的重点内容进行讲解, 每一单元由语法和词汇练习组成, 并且提供专门的写作练习和复习单元, 对教材内容进行有益的补充, 在全书的最后还附有详细的练习题答案。

本套练习册由英国 Summertown 出版社授权经济科学出版社在中华人民共和国境内独家出版。

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WORKBOOK
with Answer key

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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 Higher

As an examination preparation course, *Pass Cambridge BEC Higher* focuses on all the language skills tested at BEC Higher (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 Higher Workbook

As an important component of the *Pass Cambridge BEC Higher* course, the Workbook is a language-focused supplement to the Coursebook. Each unit is split into a grammar, reading, vocabulary and writing section.

Pass Cambridge BEC Higher 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.

- **Reading**

Each reading section begins with a text that complements or extends the corresponding coursebook topic and is similar to texts in the BEC Higher reading examination. The text is followed by exercises that practise various reading skills.


- **Vocabulary / Writing**

Each vocabulary section recycles key items from the *Pass Cambridge BEC Higher* Coursebook and is followed by a writing exercise that provides practice in writing emails, formal letters, faxes and brief exam-style reports. A full Answer key is provided at the back of the book.

- **Review**

There are two language reviews in *Pass Cambridge BEC Higher* Workbook: after Units 4 and 8. Each review consists of one hundred grammar questions, which revise the grammar of the previous four units, and fifty multiple-choice vocabulary questions also based on the previous four units. A full Answer key is provided at the back of the book.

Pass BEC Higher Workbook

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Organisation

Present simple and continuous

The present simple is used in the following ways.

- to describe facts and permanent situations
*We **don't have** a large hierarchy.*
- to describe routines and fixed timetables
*Our managers **report** in on a daily basis.*
*The train to Bucharest **leaves** at six thirty tomorrow.*

The present continuous is used in the following ways.

- to describe unfinished or temporary actions or situations
*We're **restructuring** the department at the moment.*
*I'm **working** in another department for a few weeks.*
- to describe future arrangements
*When **are** you **holding** the teamwork seminar?*

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, feel)
senses (see, hear, feel)	

Past simple

The past simple is used in the following ways.

- to describe finished events
*I **sent** the report to the client yesterday.*
- to refer to definite or finished time (ago, yesterday, last, all dates)
*The meeting **didn't finish** until 3 o'clock.*

Present perfect

The present perfect is used in the following ways.

- to describe events that started in the past and are still continuing
*Some employees **have been working** from home since 1998.*
- to refer to unfinished time (already, today, this, for, since, yet, ever, never)
*Their technical support **has improved** a lot already.*
- to describe changes that affect the present situation
*We've **just implemented** a 24-hour IT support service.*

Note!

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

*We've **reduced** our overheads by 15 per cent.*
*We've **been looking** at ways of reducing our overheads.*

For expresses the duration of an action. *Since* states a starting point.

*We've been working with them **for 5 years** / **since 1997**.*

Grammar practice

Present simple
and continuous

1 Complete the sentences with the correct form of the verbs in brackets.

- 1 We (try) 're trying to cut costs by 20 per cent this year.
- 2 The post (not / arrive) _____ until 10.30.
- 3 How long (you / stay) _____ in Paris after the conference?
- 4 At the moment, I (feel) _____ we should cancel the project.
- 5 Who (you / report) _____ to?
- 6 With our teleworking initiative, we (not / need) _____ as much office space.
- 7 The videoconference (not / start) _____ until 3.30 this afternoon.
- 8 I (see) _____ the MD on Monday about working from home.

Past simple and
present perfect

2 Complete the dialogue with the correct form of the verbs in brackets.

- Ingrid Ah, Freddie, I (1want) wanted to talk to you about a follow-up report to that team leadership seminar we (2run) _____ last year. The MD (3ask) _____ about it the other day and wants some kind of feedback – you know, whether we (4do) _____ anything about the recommendations yet. That kind of thing.
- Freddie Well, we still (5not / implement) _____ all the recommendations as the report only (6come) _____ back six months ago.
- Ingrid I know. And I think that's exactly why the MD wants some kind of update. What (7we / do) _____ so far?
- Freddie We (8start) _____ screening all managerial applicants for appropriate leadership attributes but we (9not / manage) _____ to set up the assessment centres yet for existing team leaders.
- Ingrid And why's that?
- Freddie We (10have) _____ a few problems setting them up.
- Ingrid What kind of problems?
- Freddie Well, there (11be) _____ some resistance amongst some of the managers. They think the assessments are a threat to their jobs.
- Ingrid But (12not / you / explain) _____ to them their jobs are safe?
- Freddie I did. But there's also the issue of who actually does the assessments.
- Ingrid Isn't that for HR to decide?
- Freddie We originally (13ask) _____ them to propose a framework for doing the assessments but they (14come) _____ back and said the department heads should do it as they know the managers better.
- Ingrid (15you / speak) _____ to any department heads yet?
- Freddie Yes, we (16speak) _____ to most of them last week. They (17say) _____ it would mean more unnecessary paperwork and it (18will) _____ affect their relationships with their managers.

Present perfect
simple and
continuous

3 Complete the sentences with the more appropriate form of the present perfect simple or continuous.

- 1 We've finally finished / been finishing the company restructuring.
- 2 I haven't read / been reading the report yet.
- 3 We've run / been running training days this summer and they're proving very useful.
- 4 Have you filled / been filling in the questionnaire yet?
- 5 Staff who have worked / been working at home recently have increased productivity.
- 6 How long have you waited / been waiting for them to finish the report?
- 7 Sales have gone / been going up by 12 per cent this year.
- 8 Staff have worked / been working very long hours recently so they're tired.

Reading practice

- 1 Read the text and put the paragraphs in the correct order.

a What happened to the teleworking revolution?

As the new millennium approached, we all dreamt of working from the comfort of our own homes. Tricia Patel finds out whether reality lived up to the hype.

It was said to be the biggest change in our working lives since the industrial revolution. New technology would make office space a thing of the past as companies would save fortunes in rent by setting employees up to work from their own homes. Employees, in turn, looked forward to a working life that started when they stumbled out of bed and sat down at their computers. Spared the stress of the daily commute, the new flexibility would finally put them in charge of their lives. The dream was an ideal win-win situation. But has reality lived up to the hype? The government recently commissioned a study to find out whether the office exodus is still continuing or whether the good old desk is once more back in fashion.

- b This definition of working from home includes people who use their own living space as part of their full-time job. This includes more mobile workers who travel a lot using their own home as a base and people who work from home at least one day a week. Seven out of ten teleworkers are likely to be men. One in four of them is employed by a company in either the business or financial services sector.

- c 'The way to get around these problems is to work from home just a couple of days a week,' argues Hunt. 'That's definitely the way forward. It has all the advantages but avoids any of the downsides of teleworking. If you look at the figures, it's definitely the future.'

- d However, business change expert Marsha Hunt thinks this is not the main saving. 'The single greatest cost to an employer is recruiting and training a new employee. And with an ageing UK workforce, it's vital that companies retain staff. Giving employees the flexibility to work from home can be the difference between retaining and losing key personnel.'

- e The advantages teleworking offers these businesses have not changed. BT, who has been promoting working from home initiatives since 1992, claims to have saved £180m of office space expenditure to date. The company currently has nearly 10,000 home-based staff and with average costs per desk in the UK between £10–16,000, the attractions are obvious.

- f Further disadvantages for teleworkers include the lack of quick technical support when computers go wrong and the resentment of colleagues unhappy at not being allowed to telework themselves. However, the biggest complaint is isolation from daily office life. Many teleworkers feel cut off socially and politically from their office-based colleagues.

- g Hunt points out, though, that any employee using their own home as office space has the disadvantage of effectively subsidising the company. 'Take someone working from home in London, for example. Office space is massively expensive in London, so if the company can put desks in people's homes, the employees are effectively paying to work for the company.'

- h The government Labour Force study shows that the number of people now working from home has risen to 1.5 million, or approximately 6 per cent of the UK workforce. The figures represent an increase of 19 per cent on the previous year, so in terms of numbers alone, teleworking is indeed more popular than ever before. The study also profiles who is most likely to work from home and an explanation of exactly what counts as working from home.

2 Match a summary with each paragraph of the text.

- 1 introduction *a*
- 2 figures to show teleworking trends
- 3 details on how the figures were arrived at
- 4 the advantages for companies
- 5 the main advantage for companies
- 6 a disadvantage for employees
- 7 further disadvantages for employees
- 8 conclusion

3 Read the text again and choose the correct option for each question.

- 1 The Labour Force study revealed that
 - a) about 6 per cent of the UK workforce works at home.
 - b) 1.5 million more people in the UK now work from home.
 - c) 19 per cent of the UK workforce now works at home.
- 2 The definition of working from home does not include
 - a) sales reps who spend most of their time travelling.
 - b) people who only work from home one or two days a week.
 - c) people working at home in part-time jobs.
- 3 According to Marsha Hunt, the main savings teleworking offers companies are in
 - a) rent for office space.
 - b) equipment and technical support.
 - c) recruitment and training.
- 4 Teleworkers subsidise companies by
 - a) providing free office space.
 - b) doing unpaid overtime.
 - c) reducing staff turnover.
- 5 The main problem facing teleworkers is
 - a) the lack of technical support.
 - b) not being part of everyday office life.
 - c) the jealousy of office-based colleagues.
- 6 Marsha Hunt thinks that in future
 - a) the trend towards working from home will decrease.
 - b) more people will work from home one or two days a week.
 - c) companies will continue to reduce office space.

Vocabulary 4 Match the words from the text with their definitions.

- | | |
|--------------|---|
| 1 hype | a) disadvantage |
| 2 commute | b) publicity that exaggerates the importance of something |
| 3 exodus | c) bitterness or anger at someone or something |
| 4 downside | d) being kept away from other people and things |
| 5 isolation | e) daily journey to work |
| 6 resentment | f) departure of many people at the same time |



Vocabulary practice

Managing 1 Use the noun form of the following verbs to complete the email below.

~~brief~~ collaborate respond co-ordinate
motivate assign assess balance allocate

RE: New sales project

From: Higgins, Alan [ajh@concam.co.uk]
Sent: Friday 7 December 10.17pm
To: Brownjohn, Cornelia
Subject: RE: New sales project

Connie

Sorry you couldn't make it to the meeting yesterday. I've attached your project ¹ brief outlining the strategy for the new sales project. It's going to be a tough ² _____ with ambitious targets but I'm sure you can do it.

We've already started recruiting the new team and the ³ _____ has been great. I'll hand over all the CVs for your ⁴ _____. I think it's very important that we get the right ⁵ _____ of personalities within the team - we don't want compatibility problems that will have a negative effect on ⁶ _____. I think it's vital you concentrate on team ⁷ _____ - so don't get too 'hands on' and involved on a day-to-day basis. The budget ⁸ _____ is quite generous so you should be able to afford to recruit the right people.

And finally, don't forget that ⁹ _____ with other offices is one of the prime objectives - so make sure communication channels are set up properly right at the start.

Good luck!

2 Match the words then use them to complete the sentences below.

real-time	units
online	information
flexible	advantage
business	support
competitive	working
communication	structure
company	processes
operating	channels

- 1 Technology now gives us real-time information on sales as they happen so we can order products the moment we look as if we might run out of stock.
- 2 The company is divided into six separate _____.
- 3 We're assessing the effectiveness of our _____ to see whether we can improve the flow of information between project team members.

- 4 They've streamlined their _____ by removing some of the layers of hierarchy in senior management.
- 5 I don't think the new _____ policies have increased productivity, but letting employees work from home has certainly improved morale.
- 6 Our web team will provide the _____ for the new product.
- 7 We're hoping that by producing in the Czech Republic, we can get good quality at good prices, which will give us a _____ over our rivals.
- 8 She wants us to review our _____ to find out how we can reduce production times and waste levels.

Describing tasks 3 Match the words with opposite meanings.

- | | |
|------------|---------------|
| 1 nimble | a) dynamic |
| 2 static | b) hampered |
| 3 feasible | c) focused |
| 4 flexible | d) simple |
| 5 complex | e) rigid |
| 6 diverse | f) impossible |

Writing practice: Organising a report

- Formal report 1** You have been asked to write a report on how communication could be improved within your project team. You have made the following notes to help you plan your report. Use the notes to write a report of 200–250 words.

Notes on planning a report

Report making recommendations

- **Start with an introduction**
aim - to identify problems with communication within the team & make recommendations how to improve it
- **Findings - state your main points & give one or more supporting ideas for each main point**
 - 1) *whole team rarely gets together*
 - 2) *people in different departments are in different parts of the building*
 - 3) *people don't copy emails to other team members*
- **Conclusion - summarise your main points**
 - 1) *improving procedures will improve attitudes among team members*
 - 2) *no real reason why communication shouldn't be better*
- **Recommendation - say what action needs to be taken**
 - 1) *schedule weekly meetings*
 - 2) *ensure people are copied in on emails*
 - 3) *organise a team-building seminar*

Don't forget to lay it out in separate paragraphs with headings!!

Mergers

Relative clauses

Defining clauses define a noun and have the following forms.

- with *who*, *which* or *that* (no commas)
*The news will affect all the companies **which / that** do business with them.*
- without a relative pronoun (if it is the object of the verb in the clause)
*They've renamed the company **(that)** they bought last year.*
- with *whom* (to refer to the object of the clause – formal style only)
*The new CEO **whom** they have hired has a marvellous reputation.*
- with *whose* (to show possession)
*They merged with a company **whose** products complemented their own.*

Non-defining clauses give extra information and have the following forms.

- with *who*, *which*, *whom* or *whose* (extra information within commas)
*The deal, **which** is worth £600m, will be completed tomorrow.*

Note!

That is used only in defining relative clauses.

The offer price, ~~that~~ was confirmed yesterday, will surely attract investors.

*The offer price, **which** was confirmed yesterday, will surely attract investors.*

In very formal style, **whom** is necessary following a preposition.

*I would like to thank Jo Cox, without **whom** the deal couldn't have succeeded.*

Adjectives and adverbs

Adjectives are used in the following ways.

- before nouns
*There's been a **dramatic** rise in the price of oil this week.*
- after the verbs *be*, *become*, *seem*, *appear*, *look*, *feel*, *remain*
*The forthcoming merger looks **interesting**.*
- in comparatives and superlatives
*Our stock market performance wasn't **as strong as** last year.*
*Vodafone is the world's **largest** mobile telecoms group.*

Adverbs are used in the following ways.

- after verbs
*They expanded **quickly** in the late 1990s.*
- before adjectives and other adverbs
*Many companies are struggling in **increasingly** competitive markets.*
*The service sector did **extremely** well this year.*
- in comparatives
*Their share price has risen **more sharply** than their rival's.*

Note!

Some adverbs have irregular forms.

fast - fast *good* - well *hard* - hard *late* - late

Grammar practice

Relative pronouns ① Join the sentences using an appropriate relative pronoun where necessary.

- 1 They'll need to negotiate with the unions. The unions are afraid of job cuts.
They'll need to negotiate with the unions, who are afraid of job cuts.
- 2 The offer price is \$18 a share. It was confirmed yesterday.

- 3 They've increased the offer. They made the original offer last week.

- 4 The merger will make them the biggest bank in the UK. It hasn't been approved yet.

- 5 They'll need the approval of private shareholders. They own 35% of the company.

- 6 Shareholders have lost faith in the board. Its expansion strategy has lost £800m.

- 7 The merger was masterminded by Luc Van der Saar. All credit should go to him.

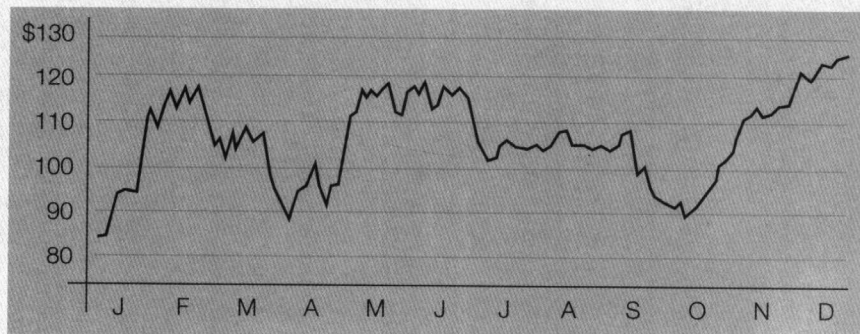
- 8 The company sold the web TV subsidiary. The company bought it two years ago.

- 9 After the merger they closed 64 retail outlets. The outlets were in similar locations.

- 10 We're having problems integrating two management styles. They are very different.

Adjectives and adverbs ② Complete the report with the correct form of the words in brackets.

IBM share price performance 2001



The IBM share price began 2001 with a ^(1dramatic) dramatic rise, soaring from \$85 to over \$110. In February prices became ^(2erratic) erratic, fluctuating between \$110 and \$120, before then dropping ^(3sudden) suddenly to back below \$90 by April. The share price soon rose ^(4quick) quickly again to over \$110 by May. Throughout May and June there were further ^(5marked) marked fluctuations between \$110 and \$120. By July, however, the price had slid again ^(6slight) slightly back to just over \$100. Over the next three months the price remained ^(7reasonable) reasonable ^(8stable) stable around the \$105 mark. However, the price then fell ^(9sharp) sharply once more back to the \$90 level in October. There then followed a ^(10strong) strong recovery with shares climbing ^(11steady) steadily until the end of the year, ending with a 52-week high of \$125.