

Best Practice *Pre-Intermediate*

情境 国际商务英语 (中级)

练习册

**BUSINESS
ENGLISH IN
CONTEXT**

Workbook

本书适用于:

- 职业学校商务英语课程中级教材
- BEC初—中级教材
- BULATS 2, 3级

DAVID KERRIDGE



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Entry test

Best Practice Pre-Intermediate

PART 1

Grammar

Choose the correct word or words to complete the sentence.

Circle the correct letter (a, b or c) in the column on the right.

1 He _____ in Tokyo this week.

- a 's stay
- b 's staying
- c staying

a b c

2 _____ he go to a lot of meetings?

- a Does
- b Goes
- c Do

a b c

3 Did he finalise those figures?

- Yes, _____.
- a he finalised.
 - b he does.
 - c he did.

a b c

4 She finished _____ candidates yesterday.

- a to interview
- b interview
- c interviewing

a b c

5 He gave me some _____ that I never forgot.

- a advices
- b advice
- c advise

a b c

6 _____ you ever visited Mexico?

- a Have
- b Has
- c Did

a b c

7 I'm absolutely sure she _____ win the election.

- a could
- b will
- c may

a b c



8 London is the _____ of the three cities.

- a most expensive
- b more expensive
- c expensivest

a b c

9 He's worked in his present job _____ 18 months.

- a since
- b for
- c ago

a b c

10 _____ she been a web designer?

- a Since when did
- b For when has
- c Since when has

a b c

11 She _____ when the line went dead.

- a was talking
- b talked
- c was talked

a b c

12 If we _____ an agreement tomorrow, I'll send the contract next week.

- a reached
- b will reach
- c reach

a b c

13 Their products _____ mainly to South America.

- a are export
- b are exported
- c is exported

a b c

14 I _____ sell my car even if petrol prices _____.

- a wouldn't ... doubled
- b won't ... doubled
- c wouldn't ... double

a b c

15 I've _____ seen her, but we haven't agreed on prices _____.

- a yet ... just
- b just ... already
- c already ... yet

a b c



PART 2

Functions and vocabulary

Choose the best word/expression in the sentences.

Circle the correct letter (a, b or c) in the column on the right.

16 She worked fast, and finished the job _____ schedule.

- a behind
- b in
- c ahead of

a b c

17 He faxed his CV and a letter of _____.

- a cover
- b motivation
- c application

a b c

18 "Hi, Jake, how are you?"

- a "A little overweight but otherwise OK, thank you."
- b "Fine, and you?"
- c "How do you do."

a b c

19 Our engineers started _____ last year, but some still prefer to commute.

- a remote working
- b away work
- c houseworking

a b c

20 Last month sales rose but then, sadly, they began to _____.

- a shoot up
- b fall
- c increase

a b c

Telephoning

Choose the best expression in the sentences below.

Circle the correct letter (a, b or c) in the column on the right.

21 "She's in a meeting, I'm afraid. Can you _____ later?"

- a come back
- b recall
- c call back

a b c

22 "Jimmie? ... I can't hear you ... The signal's _____."

- a getting through
- b breaking up
- c breaking down

a b c

23 "_____ in on Monday at 4?"

- a Come you
- b Is it possible for you to come
- c Are you free to come

a b c

24 "Sorry, but I can't make Monday. _____ Tuesday morning?"

- a How about
- b How around
- c What around

a b c

25 "Good morning. _____ Paula Connolly in R&D."

- a I want to talk
- b I'm trying to reach
- c I try to reach

a b c

Writing

Choose the best expression or formula below.

Circle the correct letter (a, b or c) in the column on the right.

26 *Beginning an e-mail to a friend, Maggie Horsley:*

_____. How's life?

- a Hi, Horsley
- b Dear Ms Horsley
- c Hi, Maggie

a b c

27 *Ending an e-mail to a friend*

- a Regards,
- b Best wishes,
- c Salutations,

a b c

28 *Beginning and ending a letter to Mr Potter (a client)*

- a Dear Potter, ... Yours faithfully,
- b Dear Sir, ... Yours sincerely,
- c Dear Mr Potter, ... Yours sincerely,

a b c

29 *Reply to a formal invitation*

- a Thank you for your kind invitation, which I ...
- b Thanks for the invite, and I'll ...
- c It is with the greatest pleasure that I ...

a b c

30 *Ending of a formal company memo to all staff*

- a ...so tell us what you think by 5 November.
- b ...opinions by 5 November please.
- c ...so please let us have your reactions by 5 November.

a b c

A working day

Grammar

- A** Look in the Coursebook (page 6, Reading), then complete the sentences with the correct forms of the verbs in the box.

visit have sleep drive sing ~~leave~~ negotiate play

It's 11.30 am in Brazil. Alvaro (1) is leaving the warehouse. He (2) _____ back to his office.

It's 2.30 pm in Paris. Monique (3) _____ a supplier. They (4) _____ prices.

In Bangalore it's 8.00 pm. Daljit is at home. She (5) _____ with her children. Her team (6) _____ dinner together in a restaurant.

In Kyoto, it's 1.00 am. Taro (7) (not) _____ now, he (8) _____.

- B** Use the correct forms of the verbs in brackets and put the words in order to make questions (?), affirmatives (✓) and negatives (X).

1 lunch / right now / Sonia / is / (?) (have)

Is Sonia having lunch right now?

2 office / Peng / in / is / his / (?) (work)

3 Monique / she / now. / at work / is / home. (X) (drive)

4 with / is / who / Taro / (?) (sing)

5 on a business trip. / tennis. / a / Alvaro / is / he (X) (play)

- C** Match these responses to the sentences in exercise B.

a Where does she live? ☒ 3

d A business partner. ☐

b Is he winning? ☐

e No, she's visiting the castle. ☐

c No, he's watching TV. ☐

- D** It is a day later. Write sentences about Alvaro, Monique, Daljit and Taro. Use the correct forms of the verbs in the box.

feel think write drink

1 Alvaro / not in office / at home / report

Alvaro isn't in the office. He's at home. He's writing a report.

2 Monique / not at work / at home / ill

3 Daljit / tea / with a friend

4 Taro / about / business trip / Europe next month

Vocabulary

A Circle the correct prepositions.

- 1 He's not here, I'm afraid – he's out by / to / in lunch.
- 2 Alvaro's working at / off / on home today – he's checking his accounts.
- 3 No, he isn't at / in / on a business trip, he's ill.
- 4 She's at / in / off work today – she's in her office.
- 5 Sonia's group of tourists are at / on / in holiday.
- 6 Taro's into / out to / out of the office at the moment.
- 7 Ali is off / in / at work today – he's sick.
- 8 Dajlit's team are off / in / on a meeting right now.

ON THE LINE

A Sonia is trying to contact Jeremy Patterson, a travel agent in London. Complete the telephone conversations.

Conversation 1

Sonia: Can I (1) speak to Jeremy Patterson, please?

Assistant: I'm (2) he's out to lunch. Can I
(3) a message?

Sonia: No, that's OK. I'll (4) back later.
Thanks, bye.

Assistant: Goodbye.

Conversation 2

Sonia: Is Jeremy Patterson (5) , please?

Jeremy: Speaking.

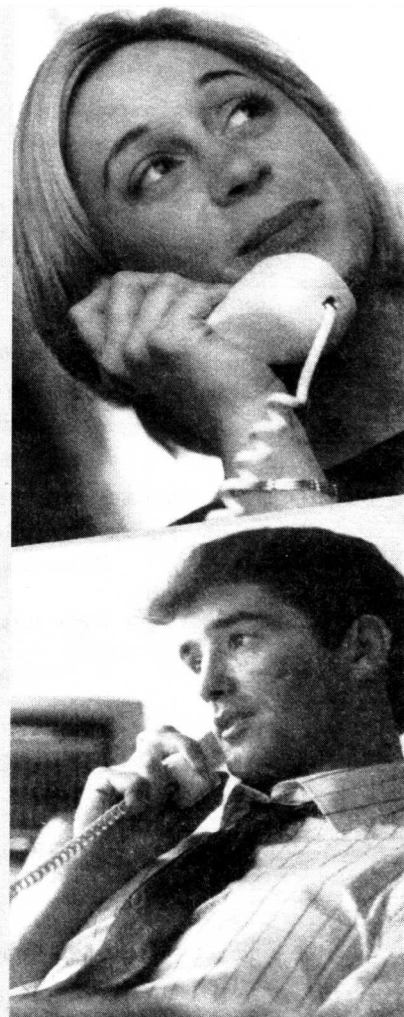
Sonia: Hi, Jeremy. (6) Sonia.

Jeremy: Hi, Sonia. Look, I'm just (7) to
a meeting. Can you call back later?

Sonia: No, I'll (8) you an e-mail.

Jeremy: OK, Sonia. And I'll call you back tomorrow.
Promise!

Sonia: Bye ...



Writing

A Imagine what your friends or colleagues are doing and write about it.

They are:

- at work
- off work
- on holiday
- on a business trip

... is at work right now. He/she's probably meeting a business partner and they're discussing a new project.

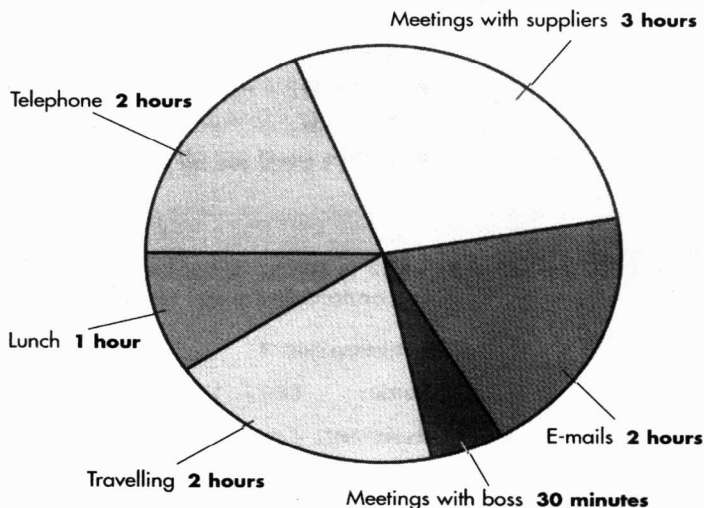
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I spend all my time in meetings

Grammar

- A** Look at the pie chart. It shows how Monique spends a typical working day. Complete the text below with the correct forms of the verbs in the box.

like receive ~~spend~~ send
go travel have speak



Monique meets a lot of people in her job. For example, she (1) spends about three hours per day in meetings with suppliers. She also (2) _____ on the phone a lot, mainly about prices and delivery dates. E-mails are her most important form of written communication – she (3) _____ and (4) _____ about twenty every day. Usually she (5) _____ a short meeting with her boss in the morning to check on progress and new contacts. She (6) _____ to have lunch with colleagues. They usually (7) _____ to a small restaurant near the offices of Galeries Beaumarchais. Monique (8) _____ to work by scooter, except when it's raining.

B Make questions with *do* or *does*.

- 1 Monique often meets suppliers.

Does Monique often meet suppliers?

- 4 I don't write many reports.

_____?

- 2 Daljit and Monique work very hard.

_____?

- 5 Suppliers often invite Monique to lunch.

_____?

- 3 Taro likes karaoke bars.

_____?

- 6 She doesn't like television.

_____?

C Read about Monique's day again, then write questions for the following answers.

- 1 Who _____?
Suppliers, and also her boss.

- 2 How many _____?
About twenty.

- 3 Why _____?
To talk about progress and contacts.

- 4 Where _____?
In a restaurant near the office.

- 5 How _____?
By scooter.

Writing

A What about you? Write about your typical day.

Include:

- three things you do regularly, and
- three things you don't do.

Use the text in exercise A (Grammar) as a model, and give reasons or explanations for your daily actions at work.

Vocabulary

A Circle the 'odd one out' among these adjectives.

- | | | | |
|---|-----------|-----------|--------------|
| 1 | punctual | on time | <u>late</u> |
| 2 | organised | untidy | messy |
| 3 | polite | nice | rude |
| 4 | careless | tidy | disorganised |
| 5 | efficient | organised | inefficient |

B Use the words in the box to describe these two colleagues.

efficient rude disorganised tidy late out of the office
punctual good mood ~~make lists~~ nice

He never (1) makes lists of things he has to do, and is very (2) _____ and often (3) _____ for meetings. But he's a (4) _____ guy and is always in a (5) _____. So he's popular with his colleagues.

She's very (6) _____. She checks her e-mail with a PDA when she's (7) _____, and she's (8) _____ for meetings. Her desk is always (9) _____. But the problem is, she's (10) _____ – so she's not very popular.

ON THE LINE

A Alvaro receives a call on his mobile phone from Miroslav, a Central European agent. Put the words in order.

Miroslav: Alvaro? This is Miroslav.

Alvaro: Oh, hello, Miroslav.

Miroslav: (1) you / am / disturbing / I

Am I disturbing you?

Alvaro: customer / I'm / right now / with / a

(2) Yes, _____.

Miroslav: call / time / it's / a / not / to / good

(3) So _____

Alvaro: back / I / afternoon / call / can / you / this

(4) No, it isn't. _____?

Miroslav: afternoon / this / in / meeting / a / I'm

(5) No, _____

Alvaro: morning / about / what / tomorrow

(6) What _____?

Miroslav: Yes, that's fine. Talk to you then. Bye.

Alvaro: Bye.

3

We're behind schedule

Grammar

A Read Daljit's memo in the Coursebook (page 11, Reading and speaking), then use the words below to make questions using the simple past.

1 Why / have problems recruiting software developers

Why did they have problems recruiting software developers?

2 When / software writing start

_____?

3 Why / not like / package designs

_____?

4 When / design work end

_____?

5 What happened / factory

_____?

B Now match these answers to the questions in exercise A.

a In July. ☐ 2

d Two months late. ☐

b They had technical problems. ☐

e Because they looked too violent. ☐

c Because other companies recruited them. ☐

C Two years ago, the director of the small APlus regional supermarket chain (8 branches) decided they needed modernisation. The modernisation plan was completed in all the branches six months ago. Here, the human resources manager, Diane Jenkins, is being interviewed by a local journalist. Complete the text with the correct forms of the verbs in the box.

go work lose need like hate decide come experience lead have complain

Journalist: How (1) did the modernisation go, Ms Jenkins?

Diane: Very smoothly on the whole.

Journalist: Why (2) _____ APlus _____ to modernise in the first place?

Diane: We (3) _____ to appeal to a wider range of customers, particularly younger people.

Journalist: (4) _____ you _____ any particular problems at the beginning?

Diane: Yes, some. A lot of our older customers (5) (not) _____ the new logo, they (6) _____ that it was too flashy.

Journalist: Anything else?

Diane: Yes, the stock control system. It simply (7) (not) _____. We (8) _____ mountains of butter, and no beer. We weren't very popular! And the other thing was the new check-out system – it (9) _____ to long queues, and everybody (10) _____ it. We (11) _____ a lot of customers to begin with, but they (12) _____ back later.

ON THE LINE

A It is 5th April. Andy, the head of projects at a games software company, is speaking on the phone to Janet, one of the project leaders. Put their conversation in order.

Andy: Hello, is that Janet?

Janet: Speaking.

- a ☐ **Andy:** Can you give me a definite date? We're working to a tight schedule, you know.
- b ☐ **Janet:** I didn't want to bother you.
- c ☐ **Andy:** This is Andy. I'm calling about the design.
- d ☐ **Janet:** Yes, I appreciate that. Look, Andy, my team's working overtime and ...
- e ☐ **Janet:** Don't worry, Andy. They'll be ready soon.
- f ☐ **Janet:** Yes, of course, I know. Around 30th April, I guess.
- g ☐ **Andy:** It's not a question of bothering me, Janet. I need to know.
- h ☐ **Andy:** The 30th? That's two weeks late! Why didn't you tell me about the delay?
- i ☐ **Andy:** Yes, OK, Janet. But just make sure the designs are ready as soon as possible.

Vocabulary

A It is early in July. Andy is talking to Mike, another senior manager. Look at the information and then complete the conversation.

Team leader:	Janet	Ramesh	Jason
Responsibility:	Design	Software	Packaging
Budget:	€280,000	€590,000	€27,000
Completion date:	15th April	15th June	30th June

Andy: Janet's team didn't complete the design until 5th May, nearly three weeks (1) behind schedule. But they were (2) _____ budget by nearly 10% – the actual cost was only €254,000.

Mike: That's not too bad then. What about the software development team – that's Ramesh, isn't it?

Andy: Well, they finished (3) _____ schedule – just. On the evening of 14th June.

Mike: And how much did they spend?

Andy: They were more or less (4) _____ budget – €592,000.

Mike: Good. And what about Jason's lot?

Andy: The good news is they finished on 20th June – ten days (5) _____ schedule.

Mike: And the bad news?

Andy: They spent €44,000. That's €16,000 (6) _____ budget.

Mike: Right. Can you tell Jason I want to see him immediately?

Writing

A Have you ever worked on a complex project at work or outside work? Write about your experience, giving details of what happened, in what order, if you had any schedule or budget problems, etc.

4 Are you a team player?

Grammar

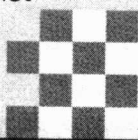
- A** Read the job advertisement and the extracts from the CVs of applicants for the job. Then complete the sentences below using the information in *italics*.

Casino manager

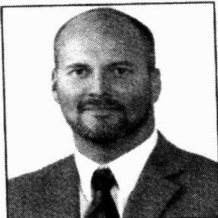
We are looking for an experienced dynamic manager to be responsible for 300 slot machines at a new mixed-use UK leisure complex.

Salary: TBA

Email: julian@sharpslot.com



1



Mark McGill

I (1) *like / meet new people*, and (2) *be / good / organise teams*. I (3) *not / particularly enjoy / do paperwork*, but ...

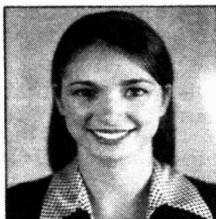
2



Kani Long

I (4) *be / good / communicate with clients* and (5) *enjoy / work at night*. My previous job was in London, but I (6) *not / like / work there*, so I left. After that, I ...

3



Mary Ruvolo

I (7) *love / work in casinos* – they're so exciting! Last year I worked as a hostess in Las Vegas for three months and (8) *enjoy / talk to all kinds of people*. The reason ...

4



Roger Hoxton

At present I manage slot machines at a small casino in Cannes. I've (9) *enjoy / work in France* but after two years, it's time to move on. I (10) *be / good / develop new business contacts* and ...

1 *I like meeting new people*

2 _____

3 _____

4 _____

5 _____

6 _____

7 _____

8 _____

9 _____

10 _____

Writing

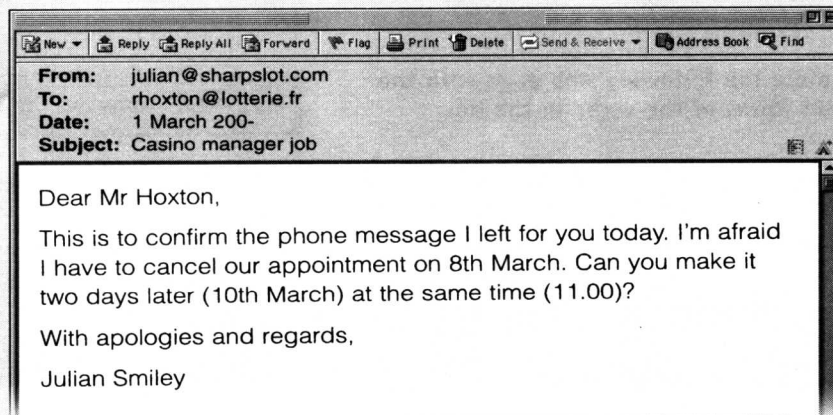
- A** Think about your job (or if you are not in work, your free time activities). What are the things you like doing? What do you dislike doing? What are you good at / bad at?

ON THE LINE A Match these expressions to the responses opposite.

- 1 Delivery's today, isn't it?
- 2 You said the meeting was on Tuesday.
- 3 I thought the deadline was July.
- 4 Your visitor's here.
- 5 She said statistics for Central Europe.
- 6 He needs the figures urgently.

- a I'm not expecting anyone. ☐ 4
- b Why didn't he say they were urgent? ☐
- c No, we won't get the goods until tomorrow. ☐
- d I thought it was only figures for Bulgaria. ☐
- e No, I definitely said Thursday. ☐
- f They extended it by a month. ☐

B Julian Smiley, at Sharpshot, asked Roger Hoxton (Grammar, exercise A) to come for an interview on 8th March at 11.00. A few days later, he sent Roger an e-mail.



It is now 10.30 on 8th March. The receptionist at Sharpshot calls Julian Smiley. Put the words in italics in order.

Receptionist: Julian, there's a Mr Hoxton here at reception.

Julian: What? OK, I'll speak to him.

Roger: Mr Smiley, this is Roger Hoxton.

1 Julian: *message / my / get / you / didn't*
Didn't you get my message?

Roger: What message?

2 Julian: I changed the date of the meeting. *tell / didn't / anyone / you*
 _____?

Roger: No, of course not. Perhaps there was a language mix-up.

3 Julian: *with / confirmed / email / I / but / the / message / an*
 _____.

4 Roger: *it / get / didn't / I*
 _____ - and I've come from France specially.

5 Julian: *afraid / but / today / see / can't / I / you / I'm*
 _____. Look, I'll tell my assistant to take you to lunch and tell you all about the job.

Roger: Yes, OK.

Writing

A You are Julian Smiley. It is 20th March. Write to Roger Hoxton to confirm the terms of your interview of 10th March. Offer him the job and a salary of £34,000, to start on 1st June.