

Answer key

Introduction

1 Formal or informal?

A

1 d 2 h 3 i 4 n 5 b 6 e 7 c 8 f 9 m 10 j 11 o
12 k 13 l 14 a 15 g

B

Email 1

Sorry, I can't make it on Friday. As I'll miss the meeting, could you send me a copy of the minutes? I'll write to Anita as well, to tell her (that) I won't be there. Once again, I'm sorry for this, and I promise (that) I'll be at the next meeting.

Email 2

Thanks for the email of 25 Jan where you asked for help on how to order on-line. I need to know your a/c number before I can deal with this. Please could you also provide details of which version of Windows you're using.

Email 3

Re your order number J891 – we received it this morning, but you haven't filled in the sections on size and colour. What exactly do you need? These products are selling very well at the moment, and I'm sorry to tell you that the medium size is temporarily out of stock. But we're expecting more supplies soon. Shall I email you when they arrive?

C

1 k 2 c 3 a 4 m 5 o 6 f 7 h 8 l 9 j 10 i 11 g
12 b 13 n 14 d 15 e

2 Missing words and abbreviations

A

1 c, j 2 b, i 3 e, f 4 a, d, k 5 h, l 6 g

B

It was a great evening wasn't it! I really enjoyed the meal, and it was nice to see Mary and Roger again. Have you had a chance to speak to Lucy yet? Don't worry if you haven't, I will be seeing her tomorrow.

About next week – the film you suggested sounds great. I've been talking to some colleagues at work about it. I'm not sure about the day, though. Tuesday might be difficult. Perhaps Wednesday would be better? Let me know. I'm going to my parents at the weekend – I'm looking forward to it. They live in Chichester. Have you ever been there?

Sometime soon we need to talk about holiday plans for next summer. Things are still a bit uncertain at my work. It might be possible to take two weeks off in July, but I can't be sure. Three weeks would be impossible. It's a pity. Anyway, I've got to go now. I hope you're well. I'll see you next week.

C

1 b 2 a 3 d 4 c

D

Email 1

Subject: *Your order reference number KD654*

In relation to your order received today, we cannot supply the quantities you need at this moment. Please confirm as soon as possible if a part-delivery would be acceptable, with the rest to follow later. Regards, Stefan

Email 2

Subject: Thanks for your message

Regarding your message left on my answering machine – yes, I'm free for lunch on Wednesday next week. By the way, good news about your interview. Have to work now. See you, Jane.

Email 3

Subject: Options for Technical Help

We have a Technical Assistance section on our website, with an extensive list of Frequently Asked Questions. Customers find this very convenient as it is available 24 hours per/a day, 7 days a week. On the other hand, if you need to speak to somebody in person, you can call during working hours. Best wishes, Alan.

3 Key phrases

A

Email 1 Meeting 14/5

Email 2 Regarding your order

Email 3 Action re contract

Email 4 Special Offer!

Email 5 Shipping confirmation

B

- 1 *Re your last email*
- 2 Just a short note to let you know that ...
- 3 Good news!
- 4 We can confirm that ...
- 5 Sorry for ...
- 6 Unfortunately, ...
- 7 Please ... / Can you ...?
- 8 Can you ...? / Please ...?
- 9 Do you want me to ...?
- 10 Shall I ...?
- 11 I'll get back to you.
- 12 I've attached ...
- 13 Thanks for your help.
- 14 If there's anything else, just let us know.
- 15 Looking forward to ...
- 16 Regards / Best wishes
- more formal

Basics

4 Opening and closing

A

1 c 2 g 3 b 4 h 5 d 6 f 7 a 8 e

B

1-5d 2-1c 3-7a 4-4h 5-8e 6-6f 7-2g 8-3b

C

- | | |
|------------|-------------|
| 1 Beg/Neut | 7 Beg/Neut |
| 2 End/Inf | 8 End/Inf |
| 3 End/Neut | 9 Beg/Neut |
| 4 Beg/Inf | 10 End/Neut |
| 5 End/Inf | 11 Beg/Inf |
| 6 End/Neut | 12 Beg/Inf |

D

a) 3, 9 b) 1, 6, 7, 10 c) 4, 5, 8, 11, 12 d) 2

5 Giving news

A

1 formal 2 informal 3 informal 4 formal

B

- 1 I'm writing to confirm our appointment on Tuesday 6 June.
- 2 Unfortunately, I will not be able to make the meeting on Tuesday 6 June.
- 3 You will be pleased to hear that your application has been accepted.
- 4 We regret to inform you that your application has not been successful.
- 5 Bad news I'm afraid about our trip next weekend. / Bad news about our trip next weekend, I'm afraid.
- 6 You'll never guess what's happened!
- 7 Here's an update on the project.

C

a) 5, 6 b) 1, 2 c) 3, 4 d) 7

D

- | | |
|---------------|-----------------|
| 1 Further | 5 reference |
| 2 confirm/say | 6 let |
| 3 make/attend | 7 Unfortunately |
| 4 forward | 8 attached |

E

1 b 2 a 3 d 4 e 5 c 6 f

F

1 D 2 B 3 C 4 C 5 B 6 A 7 D 8 A 9 D 10 A
11 C 12 C 13 D 14 B

6 Information, action, help

A

- 1 seen/read
- 2 Please
- 3 Can/Could
- 4 trouble/co-operation/help
- 5 hearing
- 6 Regards/Yours

- 7 about/regarding
- 8 attached
- 9 require/need/want
- 10 hesitate

B

1 b 2 c 3 a 4 f 5 d 6 e 7 h 8 j 9 i 10 g

C

- 1 I'd like to know a little more about
- 2 I'd appreciate your help on this
- 3 Please get back to me if you need any more information
- 4 I'd like you to prepare a report
- 5 I need you to be there at the meeting
- 6 I'll send it to you
- 7 Can I ask you to look after them
- 8 Of course, I'd be pleased to help
- 9 Shall I show them round
- 10 Let me know if there's anything else

D

- 1 I'd like to know a little more about ...
- 2 Please get back to me if you need any more information.
- 3 I'd appreciate your help on this.
- 4 I need you to ...
- 5 I'd like you to ... (Could you ...)
- 6 Shall I ...?
- 7 I'd really appreciate it.
- 8 Can I ask you to ...?
- 9 Let me know if ...
- 10 Of course.

7 Internal messages

A

Version 1 is not appropriate for an internal company communication. It is too long, and it is not clear what action the reader should take. Version 2 is better because it is easy to understand and has a clear structure.

B

Situation: Mr Bianchi of Ferrara Textiles will be looking around the company tomorrow, from about 12.00.

Objective: It is important to make a good impression.

Strategy: Please:

- 1 Inform all staff in your department.
- 2 Remind them to greet Mr Bianchi by name and take time to answer his questions.
- 3 Arrange lunch breaks so that there is always someone available in your section.

Closing comment: Thank you for your cooperation.

C

Model answer:

Subject: training course

I have found some information about a computer training course. I think it would be useful for someone from our department to attend. The details are as follows:

Course: Spreadsheets for Financial Planning.

Dates: 4 June – 8 June

Times: 18.00 – 19.30 every evening

Cost: €750

I am free and would like to go. Would it be possible for the company to pay?

Thank you.

D

Model answer:

Subject: Mrs Rothe's retirement

As you may know, Mrs Rothe will be retiring at the end of the year. She has been with the company for 15 years.

We would like to organise a leaving party for her, and present her with a small gift. Claudia will be coming round if you want to make a contribution.

The party will be after work on 20 December, in the main conference room. Everyone is welcome.

8 Attachments

A

1 B, C ('enclosed' is the word used when something is inside an envelope, but some people still use it for email)

2 A, D

3 B, D

4 A, B

5 A, C

6 B, C

7 C, D

8 B, C

9 A, B

10 A, D

B

1 *hope you like it*

2 return them to me

3 I'm sending

4 I have attached

5 you'll be able to

6 carefully

7 I would be grateful

8 forgot to send

9 as promised

10 what do you think

11 I'll let you know

12 in red

C

Email 1

1 find 2 Hope 3 Let

Email 2

4 sending/attaching 5 attention 6 by

Email 3

7 As 8 else/more 9 end

Email 4

10 forgot 11 Here 12 back

Email 5

13 would 14 could 15 note

9 Arranging a meeting

A

1 *be convenient*

2 one time

3 at, on, on

4 shall

5 return to

6 for, could be

7 occupied

8 Pardon me, control

9 a promise

10 What if, in place of

11 matter, away

12 regret again

13 see

14 telephone

15 compliments

B

1 on/next/-

2 in

3 convenient/good/okay

4 regards

5 afraid/sorry

6 make/manage

7 away/busy

8 How/What

9 instead

10 able

11 would

12 seeing/meeting

13 call/ring

14 any

C

1 b 2 e 3 d 4 a 5 f 6 c

D

1 are we still okay for Tuesday?

2 I need to finalise arrangements today.

3 can we reschedule for the following week?

4 something urgent has come up.

5 I'll circulate the agenda in the next few days.

6 let me know if you want to make any changes.

E

1 're going

2 're catching

3 will be

4 're staying

5 're meeting

6 'll take

7 're not doing/aren't doing

8 'll have

9 are sending (will send)

10 'll give

10 Invitations and directions

A

Formal company

Email 1

1 Dear Mary

2 We would be very pleased if you could come

3 It has been arranged

4 in order to

5 Your attendance will be very welcome.

6 it will not be necessary to

7 Refreshments will be provided

8 Your presence at the meeting will be very useful.

9 will be able to attend,

10 as soon as possible.

11 John Saunders

Email 2

12 Thank you for your kind invitation.

13 I would be delighted to attend

14 I am sure it will be very useful.

15 Would it be possible

16 Thank you once more for your invitation

17 I look forward to seeing you

Email 3

18 Thank you for your kind invitation.

19 Please accept my apologies.

20 let me have a copy of any report arising from the discussion.

21 we will have the opportunity to meet on another occasion in the near future.

22 I am sure that the meeting will be a great success.

Informal company

Email 1

1 Hi Mary

2 I'm writing to invite you

3 I've arranged it

4 to

5 It'd be great to see you.

6 you won't need to

7 There'll be plenty to eat and drink

8 Hope to see you in May!

9 can make it,

10 asap.

11 Stephanie

Email 2

12 Thanks a lot for the invite.

13 I'd love to come to

14 It sounds like a great idea.

15 Will it be okay

16 Thanks again,

17 see you

Email 3

18 Thanks a lot for the invite.

19 I'm very sorry that I will miss the meeting.

20 email me and let me know how it went.

21 we can meet up soon.

22 Good luck with the meeting!

B

1 would, could

2 presence/attendance, useful/welcome, make

3 let, know, as

4 kind, delighted/pleased, seeing/meeting

5 Unfortunately, appointment/meeting/commitment, apologies

6 opportunity/chance, near, success.

C

1 c 2 b 3 e 4 f 5 a 6 d

D

1 get/come

2 find

3 by

4 turn

5 on

6 until

7 miss

8 past/by

9 at

10 in

11 give

12 lost

13 do

14 Either

15 country/countryside/park

16 yet

17 feeling

18 stay

19 looking

20 wishes/regards

11 Negotiating a project

A

1 Can

2 would, could

3 could

4 need to

5 should

6 would

7 would

8 could

9 should

10 might

11 would

12 need to have

13 would

14 couldn't

B

1 c 2 f 3 i 4 d 5 h 6 b 7 g 8 j 9 a 10 e

C

1 What are your usual charges/rates for

2 How do you think we should deal with this?

3 Why don't you

4 My main concern at this stage is

5 Do you think you could

6 I'll be in touch again soon with more details.

7 We would be prepared to

8 I understand what you're saying about

9 Okay, I'm happy with that for now.

10 I look forward to working with you.

12 Checking understanding

A

1 the attachment

2 you mean

3 Which conference/one

4 me know

5 you sure/certain

6 open it

7 be wrong

8 to you

B

1 in on

2 back to

C

1 Sorry, you forgot to send the attachment. Can you send it again?

- 2 Did you mean to send this? I don't want to open the attachment in case it's got a virus.
- 3 Are you sure about that? I thought the conference was in Istanbul.
- 4 I'll check and get back to you later today.
- 5 Which conference do you mean?
- 6 Sorry, I don't understand this point. Can you explain it in a little more detail?
- 7 I'm not sure what you mean by this. Could you clarify?
- 8 I thought the meeting was on Thursday, but I may be wrong.
- 9 Sorry, forget my last email. You're right. It should be Thursday, not Friday.
- 10 What I meant was Gatwick, not Heathrow. I hope this clarifies the situation.

D

- | | |
|------------|-------------------|
| 1 attached | 7 point/term/word |
| 2 Let | 8 detail |
| 3 forgot | 9 latest |
| 4 again | 10 back |
| 5 by | 11 in |
| 6 checked | 12 wrong |

Language focus

13 Verb forms

A

- 1 b) *present simple*
- 2 d) *present continuous*
- 3 f) *present perfect*
- 4 c) *present perfect continuous*
- 5 a) *past simple*
- 6 e) *past continuous*

B

Present simple

always/often/never; every day; from time to time; now; nowadays; once a year; these days

Present continuous

at the moment; currently; now; nowadays; these days

Present perfect

already; always/often/never; ever; just; not yet; over the last few months; recently; so far this year; up to now

Past simple

ago; always/often/never; every day; from time to time; in the nineties; last week; yesterday

C

- 1 interview
- 2 'm planning
- 3 need
- 4 've always been able to
- 5 're operating
- 6 have fallen
- 7 means
- 8 hope

D

- | | |
|---------------------|-------------------------|
| 1 've just received | 5 distributed |
| 2 need | 6 want |
| 3 've given out | 7 've already contacted |
| 4 had | 8 think |

E

- | | |
|----------------|--------------------|
| 1 haven't been | 5 didn't recognise |
| 2 met | 6 was wearing |
| 3 was waiting | 7 has dyed |
| 4 was | 8 was going out |

F

- | | |
|--------------------|----------------------|
| 1 've been phoning | 5 've been dieting |
| 2 've been waiting | 6 've started |
| 3 Have you found | 7 've been going |
| 4 've decided | 8 Have you ever done |

14 Comparisons

A

- 1 *the fastest*
- 2 *the biggest*
- 3 *easier, the easiest*
- 4 *less, the least*
- 5 *worse, the worst*
- 6 *further, the furthest*
- 7 *than*
- 8 *much*
- 9 *a little*
- 10 *one of our best*
- 11 *more than*
- 12 *more and more*
- 13 *better, the more*
- 14 *the best, ever*
- 15 *compared to/in comparison with*
- 16 *as expensive as*
- 17 *the same as*
- 18 *as many*
- 19 *as much*
- 20 *like*

B

- | | |
|---------------|------------------|
| 1 to | 6 more and more |
| 2 rainier | 7 as |
| 3 much | 8 more expensive |
| 4 friendliest | 9 as |
| 5 ever | 10 more |

C

- | | |
|-------------------|------------------------|
| 1 <i>like</i> | 8 <i>much</i> |
| 2 <i>best</i> | 9 <i>same</i> |
| 3 <i>the</i> | 10 <i>more</i> |
| 4 <i>to</i> | 11 <i>as</i> |
| 5 <i>less</i> | 12 <i>with/to</i> |
| 6 <i>compared</i> | 13 <i>ever</i> |
| 7 <i>than</i> | 14 <i>more/further</i> |

D

- 1a) a lot more than 50%
- 1b) considerably more than 50%
- 2a) a little over 50%
- 2b) slightly more than 50%
- 3a) around 50%
- 3b) roughly 50%
- 4a) almost 50%
- 4b) nearly 50%
- 5a) far less than 50%
- 5b) much less than 50%

E

- 1 little over
- 2 much less than
- 3 around
- 4 nearly
- 5 slightly more than
- 6 roughly the same as

15 Sentence structure**A**

- 1 You may remember me. We exchanged business cards at the Trade Fair last week.
- 2 Our advertising campaign is going well. We should consider extending it until June.
- 3 I am writing to ask about availability of rooms in July. I need a single room for 3 nights.
- 4 I am going to my parents next weekend. I haven't seen them for a long time.

B

- 1 I am writing from Head Office in Munich to let you know that I am coming to visit your offices in Moscow next month.
- 2 This will be part of a visit that I am making to all our subsidiaries in Central Europe.
- 3 I will take the opportunity to consult with you about our strategic plan for Central Europe, which we have been working on for some time.
- 4 I would also like to visit our production facility while I am in Moscow, and if there is time, some of the local suppliers as well.
- 5 I will contact you again as soon as I know the exact dates when I can travel.

C**Email 1**

I am writing to thank you for your hospitality during my recent trip to Paris. The meetings were very productive, and I am sure that they lay the basis for a good long-term business relationship.

As well as the business side of things, I really appreciated the time you took to show me Notre Dame, and the wonderful meal that we had afterwards. The next time that you are in Munich it will be my pleasure to return your kindness.

Please give my regards to your colleagues in the Paris office, it was a great pleasure to meet them all.

Email 2

Thank you for taking the time to attend an interview with us last week. Unfortunately, we have to inform you that your application has not been successful.

As we mentioned in the interview, we had many applicants for this position and the standard of candidates was very high. While we were impressed with your interview, we did not feel that you have the necessary skills and experience for the position.

We appreciate your interest in working with us, and we would like to take this opportunity to wish you every success in the future.

16 Common mistakes**A**

- 1 I am writing
- 2 ~~until~~ by Friday
- 3 ~~I will be~~ I would be
- 4 ~~attach~~ attached
- 5 ~~can to meet~~ can meet
- 6 ~~so soon as~~ as soon as
- 7 ~~I been~~ I've been
- 8 ~~more better~~ better/much better
- 9 ~~at 8 Feb~~ on 8 Feb
- 10 ~~don't can help~~ can't help
- 11 ~~informations~~ information
- 12 ~~to meet~~ to meeting
- 13 ~~I am really~~ I really
- 14 ~~the follow~~ the following
- 15 ~~I'm afraid but we~~ I'm afraid (that) we

B

- 1 reference to your
- 2 you for sending
- 3 inform you that
- 4 able to confirm
- 5 apologise for the
- 6 appreciate it if
- 7 get back to me
- 8 would be convenient
- 9 you would like
- 10 think I'll stop
- 11 meet you at the
- 12 hearing from you
- 13 a copy of the
- 14 invitation to visit
- 15 reference to your

C**Email 1, first paragraph**

~~going visit~~ going to visit / ~~I like to~~ I would like to / ~~to showing~~ you to show you

Email 1, second paragraph

~~would being~~ would be / ~~Please to let~~ Please let / ~~to see you~~ to seeing you

Email 2, first paragraph

~~we been interviewing~~ we have been interviewing / ~~to inform that~~ to inform you that / ~~member of team~~ member of the team

Email 2, second paragraph

~~invite you a short~~ invite you to a short / ~~have chance~~ have a chance / ~~can to estimate~~ can estimate

Email 3, first paragraph

~~I am write~~ I am writing / ~~was transfer~~ was transferred / ~~we~~
~~yet haven't~~ we still haven't (we haven't received the
goods yet)

Email 3, second paragraph

~~told said~~ (told me) / ~~at the morning~~ in the morning / ~~for to~~
~~lose~~ to lose

Email 4, first paragraph

~~not so good as~~ not as good as / ~~remember you~~ remind you /
~~particular~~ particularly (in particular)

Email 4, second paragraph

~~I could be grateful~~ I would be grateful / ~~at the later~~ at the
latest / ~~I also~~ I'll also

17 Punctuation and spelling

A

Dear Antoine Curiel

I am the Sales Manager for Genetech, a small
biotechnology company based in Cologne. I attended your
presentation at the Eurotech conference in Paris in
November and we met briefly afterwards. Here is the
information I said I would send, including our latest annual
report. I hope it is of interest.

Best regards

Michael Bretz

B

Hi Jean – how are you? Thanks for your email about
Mr Williams. In fact, I'm meeting him on Friday
16 March. We're meeting in his Brussels office and I'm a bit
nervous about it because I don't speak French very well!
He's the Marketing Director of the company, and reports
directly to the CEO. It's going to be an interesting meeting,
and I haven't been to Belgium before, so I'm looking
forward to it. Anyway, I'll be in touch when I get back.

C

Angela – have you read John's report yet? I think its main
conclusions are correct. This is basically what he's saying:
sales are flat, and have been so for months; there's no new
products in the pipeline, despite our large R&D budget; and
our share price is at its lowest point since last November. I
hope the Board take it seriously.

D

- | | |
|-----------------|------------------|
| 1 which | 13 accommodation |
| 2 received | 14 cities |
| 3 haven't | 15 beginning |
| 4 replied | 16 February |
| 5 really | 17 it's |
| 6 Actually | 18 great |
| 7 finally | 19 completely |
| 8 successful | 20 different |
| 9 independent | 21 restaurant |
| 10 interesting | 22 opportunity |
| 11 arrangements | 23 Hopefully |
| 12 their | 24 people |

25 responsibilities

26 money

27 could

28 visiting

29 England

30 forward

Commercial

18 A customer-supplier sequence

A

1 d 2 c 3 e 4 b 5 a

6 1/4/5 7 2/3

B

- | | |
|-----------------|-------------------------------|
| 1 an inquiry | 5 an order |
| 2 information | 6 an invoice (with the goods) |
| 3 a quotation | 7 a complaint |
| 4 the quotation | 8 the problem |

C

1 b 2 a 3 f 4 d 5 c 6 h 7 e 8 g

D

- | | |
|--------------------------|------------|
| 1 supply | 5 standard |
| 2 advertisement | 6 terms |
| 3 acknowledge receipt of | 7 willing |
| 4 value for money | 8 charges |

19 Inquiries and orders

A

- | | |
|--------------|--------------|
| a) Inquiry 2 | f) Reply 3 |
| b) Reply 2 | g) Inquiry 3 |
| c) Inquiry 5 | h) Inquiry 1 |
| d) Inquiry 4 | i) Reply 5 |
| e) Reply 1 | j) Reply 4 |

B

1 c 2 a 3 e 4 b 5 d
6 b 7 e 8 d 9 c 10 a

C

- | | |
|---------------------------|-----------------------------|
| 1 attached, delay | 7 accept, quotation |
| 2 would, grateful | 8 processed, track |
| 3 first-time, pre-payment | 9 note, records |
| 4 discount, repeat | 10 temporarily, stock |
| 5 dispatched, firm | 11 apologise, inconvenience |
| 6 assure, prompt | 12 correct, amend |

20 Discussing and agreeing terms

A

1 d 2 g 3 e 4 a 5 c 6 h 7 b 8 f
9 an order 10 an offer 11 an agreement 12 a compromise

B

Email 1

- | | |
|-------------|---------------|
| 1 list | 7 credit |
| 2 units | 8 terms |
| 3 order | 9 guarantee |
| 4 discounts | 10 latest |
| 5 size | 11 reach |
| 6 prepared | 12 well-known |

Email 2

- | | |
|---------------------|-----------------|
| 13 relation | 19 full/further |
| 14 regard/reference | 20 stock |
| 15 first-time | 21 place |
| 16 compromise | 22 fill |
| 17 control | 23 team |
| 18 procedure | 24 deal |

C

- | | |
|--------|-----------|
| 1 for | 10 to |
| 2 in | 11 of |
| 3 on | 12 for |
| 4 with | 13 ahead |
| 5 on | 14 in |
| 6 by | 15 on |
| 7 on | 16 over |
| 8 on | 17 from |
| 9 for | 18 within |

21 Asking for payment

A

- I wish to draw your attention to my two previous emails.*
- There is an overdue payment on your account.
- We are concerned that the matter has not yet received your attention.
- This situation cannot be allowed to continue.
- We must urge you to take immediate action to settle your account.
- We have still not received payment for the outstanding sum.
- We shall have no alternative but to take legal action to recover the money.
- We would appreciate your cooperation in resolving this matter.

B

- First reminder: email 3
Second reminder: email 4
Third reminder: email 2
Final demand: email 1

C

- 1 a 2 b 3 a 4 b

D

- concerning a payment
- should have been cleared
- to settle your account
- have still not received
- the outstanding sum
- further delay
- now two months overdue
- forward the payment
- shall have no alternative

22 Describing business trends

A

- | | |
|--------------|--------------|
| a) go down | e) decrease |
| b) fall | f) shrink |
| c) get worse | g) be down |
| d) hit a low | h) be stable |
- go-went-gone
rise-rose-risen
grow-grew-grown
fall-fell-fallen
- | |
|------------------|
| a) slowly |
| b) sharply |
| c) slightly |
| d) gradually |
| e) significantly |
| f) steadily |
- a gradual improvement, slow growth
- | |
|-----------------|
| a) by |
| b) of |
| c) in |
| d) from, to, by |
| e) since, for |

B

- | | | |
|--------|-----------|------------|
| 1 at | 5 figures | 9 for |
| 2 rose | 6 by | 10 at |
| 3 to | 7 steady | 11 rapidly |
| 4 of | 8 growth | 12 watch |

C

- I'm sure*
- won't
- I expect*
- probably won't
- are likely to
- I doubt*
- could
- may not (might not)
- might
- might not (may not)
- (NOT used: won't probably, could not)
- c 12 a 13 b

D

- likely
- at
- will increase
- uncertain
- will probably
- to raise interest rates
- likely to
- considerably
- increasing
- might have
- probably won't
- it's going to rain

23 Cause, effect, contrast

A

- 1 to, in
- 2 therefore, as
- 3 from, of, of, to
- 4 because, due

B

- | | |
|---------------|--------------|
| 1 such | 5 led to |
| 2 as a result | 6 because |
| 3 so | 7 So |
| 4 due to | 8 because of |

C

- | | |
|----------------------------|-------------------------------|
| 1 <i>though</i> , although | 5 fact that |
| 2 whereas, while | 6 However, Nevertheless, Even |
| 3 spite, despite | 7 though |
| 4 spite, Despite | 8 Even |

D

- 1 D 2 B 3 C 4 D 5 C 6 A 7 C 8 D 9 A 10 B
11 A 12 C 13 A 14 D

Problems

24 Complaints

A

- | | |
|-------------------------|-----------------------------|
| 1 connection, attitude | 7 terms, treatment |
| 2 matter, inconvenience | 8 entitled, replacement |
| 3 delivered, urgently | 9 dissatisfaction, received |
| 4 purchased, standard | 10 unless, cancel |
| 5 attention, problem | 11 complain, quality |
| 6 appreciate, replaced | 12 refund, further |

B

- 1 f 2 g 3 a 4 c 5 b 6 h 7 e 8 d

C

- | | |
|--------------|-------------------|
| 1 connection | 6 standard |
| 2 urgently | 7 terms |
| 3 further | 8 dissatisfaction |
| 4 refund | 9 replacement |
| 5 attention | 10 inconvenience |

D

- 1 Furthermore, In addition
- 2 Finally, Firstly
- 3 However, Nevertheless
- 4 Even though, In spite of the fact that
- 5 As a result, Therefore
- 6 Above all, In particular
- 7 In fact, In reality
- 8 In conclusion, Taking everything into consideration
- Even though, In spite of the fact that

E

- 1 Firstly
- 2 However
- 3 Furthermore
- 4 Above all

5 In fact

6 in spite of the fact that

7 As a result

8 Taking everything into consideration

25 Apologies

A

Email 1

- 1 *on behalf of*
- 2 unprofessional conduct
- 3 Please accept my sincere apologies for
- 4 You have my assurance that
- 5 resolve the matter to your satisfaction
- 6 We will
- 7 To compensate for the inconvenience caused
- 8 regarding the incident
- 9 If you have any further queries
- 10 do not hesitate to contact me

Email 2

- 11 for
- 12 unfortunate behaviour
- 13 I'm really sorry for
- 14 You can be sure that
- 15 sort out the problem
- 16 I'll
- 17 As a friendly gesture
- 18 about what happened
- 19 If there's anything else
- 10 please call

B

- 1 g 2 j 3 f 4 i 5 b 6 a 7 c 8 h 9 d 10 e

C

- 1 ~~absolutely~~
- 2 ~~material~~
- 3 ~~wares~~
- 4 ~~out of work~~
- 5 ~~an inflammation in our warehouse~~
- 6 ~~sort out it~~
- 7 ~~restore them~~
- 8 ~~disadvantage~~

D

- 1 Thank you very much for bringing this matter to my attention.
- 2 I was very concerned to learn about the problems you experienced.
- 3 I will look into the matter and get back to you within the next few days.
- 4 Once again, please accept our apologies for the inconvenience caused.
- 5 Having looked into this matter in detail, I regret that I can be of no further assistance.

Reports

26 Report structure and key phrases

A

1 b 2 d 3 a 4 e 5 c

B

1 f 2 d 3 a 4 e 5 c 6 b 7 k 8 j 9 h 10 g 11 l
12 i

Introduction/Background: 1, 2, 3, 4

Findings: 5, 6, 7

Conclusion/Recommendations: 8, 9

Closing comments: 10, 11, 12

C

- 1 purpose of the report
- 2 based on the figures
- 3 divided the report
- 4 can be seen
- 5 led to a situation
- 6 above
- 7 shows that
- 8 See section 4.2
- 9 I suggest that
- 10 as follows
- 11 make reductions
- 12 investigate the possibility
- 13 identify opportunities
- 14 let me have

27 Linking words and relative clauses

A

- 1 In general, However, in addition, As a result,
- 2 In relation to, so, Nevertheless, Obviously, On another point, as,
- 3 In particular,
- 4 Firstly, Secondly, In fact, So, that is to say, Alternatively, especially

B

- 1 Secondly, Finally
- 2 On the whole, Usually
- 3 Nevertheless, On the other hand
- 4 Moreover, On another point
- 5 e.g., For instance
- 6 Alternatively, Instead of
- 7 Actually, As a matter of fact
- 8 Obviously, Of course
- 9 Above all, In particular
- 10 i.e., That is to say
- 11 For this reason, Therefore
- 12 Regarding, With reference to

C

- 1 The report *that the Board issued describes options for our long-term strategy.*
- 2 The Board issued a report *which describes options for our long-term strategy.*

- 3 We interviewed three candidates who were all very good.
- 4 The three candidates that we interviewed were all very good.
- 5 Marketing want to postpone the product launch, which I feel is a mistake.
- 6 The workers who we might need to dismiss are listed below.
- 7 The team whose results were particularly good should be given a bonus.

Direct/Indirect

28 Being direct and brief

A

- | | |
|-------------|-------------|
| 1 Version 2 | 4 Version 2 |
| 2 Version 1 | 5 Version 2 |
| 3 Version 1 | 6 Version 1 |

B

Model answer:

Subject: Meeting 7 Feb

Re our phone call, the meeting place you suggested is fine – lobby of the Intercontinental Hotel in Barcelona, 2.00 on 7 Feb. Look forward to seeing you there. Please be my guest for dinner in the evening.

C

Many thanks for your email ~~which I received yesterday~~. Tuesday at 10.30 is fine for me ~~as my 9am meeting will be finished by then~~. Can you send me the latest sales figures before the meeting? I look forward to seeing you there.

D

~~I am writing to all my colleagues to let you know that I will be away from my office from 14–21 November on a visit to Hungary. Please direct all questions that you have to Helga in my absence.~~

E

Model answer:

Subject: Baltic States

Thanks for sending me the info about the Baltic States – it was really useful. I've forwarded your email to our representative in Estonia, Krista Kilvet. Would you be interested in giving a presentation at Head Office on the political and economic background in the region? I'm sure the Board would be interested.

F

Model answer:

Subject: Thank you for your help

Thank you for all your help during the conference in London last week. It was really appreciated. Please give my best regards to all your UK sales team – it was a great pleasure to meet them. I look forward to seeing you in Dubai at the end of the year.

29 Being indirect and polite

A

- 1 *Could you possibly* / I was wondering if you could
- 2 Is it all right if I / I wonder if I could
- 3 Do you need any help with / Would you like me to
- 4 Perhaps we should / Why don't we

B

- | | |
|-------------------------|---------------------------|
| 1 <i>afraid</i> , small | 5 Actually, doesn't, much |
| 2 seems, slight | 6 Wouldn't |
| 3 think, may | 7 might, quite |
| 4 honest, sure | 8 won't, cheap |

C

- 1 I wonder (was wondering) if we could meet again next week?
- 2 There seems to be a mistake on the invoice.
- 3 The quality is not very high.
- 4 Would you like me to speak to Mr Baker?
- 5 Your estimate for the cost might be a bit low.
- 6 Wouldn't it be a better idea to wait?
- 7 To be honest, I'm not sure it's a good idea.
- 8 Perhaps we should think about cancelling the project.

D

- 1 *sounds*, practice
- 2 saying, what about
- 3 Wouldn't, little
- 4 honest, sure, convenient
- 5 mean
- 6 don't, would, better
- a) 1, 2, 5, 6 b) 2 c) 3, 6 d) 4

E

- 1 *It seems/I think it's*
- 2 quite/a bit/a little/rather
- 3 Wouldn't it be
- 4 we haven't been very happy
- 5 a small favour
- 6 I was wondering if you could
- 7 It's a bit delicate
- 8 I might/may be
- 9 (To be honest) I'm not sure (that) I agree
- 10 seem/seems to be/might be
- 11 quite/a bit/a little/too
- 12 would

Personal

30 Being friendly

A

- | | |
|--------------|--------------|
| 1 Apparently | 5 Frankly |
| 2 In fact | 6 Anyway |
| 3 Of course | 7 By the way |
| 4 Luckily | 8 Basically |

B

- 1 Actually/In fact/To be honest
- 2 Luckily
- 3 Anyway/Well/So
- 4 Unfortunately
- 5 By the way/Anyway/So/Well
- 6 Apparently/It seems that/Well
- 7 To be honest/Frankly/Actually
- 8 Anyway/Basically/Of course/Obviously/Well

C

The email makes sense without the words underlined, but it is not very friendly. The extra words give a little more detail and interest, and they show your feelings and your personality.

D

Model answer:

Stefan, just a few lines to let you know that I can't join you next weekend. I'm really sorry because I'm sure you'll have great fun, but I've already arranged to go to Paris. I'm staying with Bernard in his flat, and to be honest I really need a break. Things have been a bit difficult recently. First, I've broken up with Rosanna, as you probably know. We've been having a lot of arguments recently, and she told me last month she is going to move to Hamburg. It's a pity, but I think it's best for both of us. Then, the next thing is my job. I have a lot of responsibilities in the office and it's quite stressful. We have hundreds of customers who call all day long and I never get a break. Oh well, that's life! I'm sorry if I sound a bit depressed, but writing to you has helped. Anyway, that's all for now. Hope to see you soon. All the best, Wilhelm.

31 Advice and suggestions

A

- a) 3 b) 5 c) 2 d) 7 e) 1 f) 10 g) 9 h) 4 i) 8 j) 6
- In general phrases a)–j) are more formal, although some examples like b) and d) have a similar level of formality.

B

- | | |
|------------------|-----------------|
| 1 <i>you can</i> | 5 it might |
| 2 I should | 6 you could |
| 3 me know | 7 be preferable |
| 4 such a | 8 I have |

C

- 1 a 2 d 3 b 4 c 5 a/b 6 e 7 b 8 a
9 h 10 j 11 f 12 k 13 i 14 g

D

- 1 wondering, could
- 2 get/have, appreciate
- 3 should, better
- 4 about, might/could/would
- 5 Shall, about
- 6 work, worth

32 Job application

A

1 c 2 g 3 i 4 f 5 n 6 k 7 j 8 d 9 b 10 l 11 e
12 m 13 a 14 h

B

Dear Sir/Madam //

With reference to your advertisement on the JobFinders.com website, I am interested in applying for the post of tour leader for Italian school students. //

I am 26 years old and am currently studying for a diploma in Tourism at Naples University. After that I hope to follow a career in the travel industry. During the last few summer holidays I have worked as a youth leader in Italy, and I enjoyed the work very much. Next summer I would like to do something more varied and challenging, and for this reason I am interested in the job of tour leader, taking students to London. //

I feel that I would be well-suited for this job as I enjoy working with young people. I have a lot of energy and enthusiasm and am also responsible and reliable. //

I have attached my CV as a Word document. You will notice that I have supervised children on a range of sports and cultural activities as well as dealing with transport arrangements and tickets. You will also notice that my English is good and I have First Certificate grade A. //

I would be grateful if you would consider my application. You will see from my attached CV that two people can be contacted as references, one is a university professor and the other is from the summer programme where I worked last year. I am available for interview in Naples any weekday afternoon, and you can email me or telephone me on the number below. //

I look forward to hearing from you soon. //

Yours faithfully

C

- 1 to, on, in, for
- 2 as
- 3 for, in
- 4 as
- 5 on, in
- 6 to, from
- 7 of, at
- 8 at, of
- 9 for, in
- 10 in
- 11 for
- 12 as