

### LANGUAGE

#### Lesson 2.1 Vocabulary

B2 Business Vantage / C1 Business Higher

##### 1 Choose the correct option.

I manage a team of ten people. It's important to me to create a <sup>1</sup> ..... atmosphere in the team. So, last year I went on a <sup>2</sup> ..... training course. I wanted to learn more about how to be a <sup>3</sup> ..... listener. As a result, I started a group <sup>4</sup> ..... programme for my team. We meet once a month to give each other <sup>5</sup> ..... I believe that listening to <sup>6</sup> ..... as well as managers is mutually <sup>7</sup> ..... A work environment should be <sup>8</sup> ..... and not competitive, otherwise employees can feel <sup>9</sup> ..... If the company has the best <sup>10</sup> ..... of its employees at heart, it focuses on inclusion.

1 a peers b best c cooperative d mistrust

2 a nurturing b benefits c leadership d candid

3 a compassionate b mentoring  
c isolated d best

4 a peers b interests  
c cooperative d mentoring

5 a benefits b feedback c shots d inclusion

6 a peers b interests c feedback d leadership

7 a best b isolated c candid d beneficial

8 a mentoring b mistrust c nurturing d isolated

9 a candid b isolated  
c beneficial d compassionate

10 a interests b shots  
c atmosphere d leadership

/10

#### Lesson 2.2 Grammar

2 Complete the second sentence using a cleft sentence that emphasises the words in bold.

1 **Zania** is responsible for ordering stationery.

It .....

2 I need **another day** to finish the report.

All .....

3 Jane most likes **the sense of teamwork** in her job.

The thing .....

4 The **convenient location** made me buy this flat.

It .....

5 I want to **finish** my Business Studies degree before I look for a job.

What .....

6 We can improve **listening to others** in a meeting.

Something .....

7 At work, I admire **my co-worker Julie** most.

At work, the person .....

8 **Two years ago** Heike started working here.

It .....

9 We should **focus on** improving sales for the next year.

What .....

10 We must upgrade **all the company software**.

Something .....

/10

Name: \_\_\_\_\_

### Lesson 2.3 Functional language

3 [BP\_B2+\_Test\_02\_01.mp3] Listen to the speaker and choose the correct answer.

- 1 a b c
- 2 a b c
- 3 a b c
- 4 a b c
- 5 a b c

/5

### Lesson 2.4 Functional language

4 Choose the correct option.

- Hanna:** So, what we're all looking to <sup>1</sup> ..... today is to agree on the focus for the staff training programme.
- Jacob:** Well, I think we're all agreed that ...
- Hanna:** Jacob, if I can just <sup>2</sup> ..... you there. I want to hear other views, too.
- Jacob:** Oh sorry, of course.
- Hanna:** So, Milos, any <sup>3</sup> ..... on this?
- Milos:** Um, for me the most obvious thing is to focus on how to commit code to the task tracker.
- Hanna:** Yes, that's a good point. Jacob, what's your <sup>4</sup> ..... on this?
- Jacob:** I think it's important but I also think we need to focus on actual code quality.
- Hanna:** Mmm. I think both <sup>5</sup> ..... are valid because we currently spend too much time fixing errors.

- 1 a suggest b comment c achieve d dismiss
- 2 a stop b tackle c hear d understand
- 3 a wins b benefits c thoughts d thinking
- 4 a take b comment c move d page
- 5 a boats b reflections
- c opportunities d perspectives

/5

### Lesson 2.5 Functional language

B2 Business Vantage

5 Complete the email with one word in each gap.

Dear Kenji,  
I'm writing to confirm what you need  
<sup>1</sup> ..... do to prepare for the meeting tomorrow.  
Firstly, I <sup>2</sup> ..... like you to email the report to the client <sup>3</sup> ..... that they have time to read it.  
Secondly, I <sup>4</sup> ..... you to contact the IT team in <sup>5</sup> ..... to check the meeting room has audio facilities.  
Best wishes,  
Bill

/5

Name: \_\_\_\_\_

### SKILLS

#### Short listening

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6 [BP\_B2+\_Test\_02\_02.mp3] You will hear part of a meeting and a telephone conversation. For each question, write one or two words or a number. You will hear each recording twice.

#### Listening 1

Look at the notes below. You will hear a manager discussing the company's website.

##### Website meeting

- Need to get quotes that match the  
1 ..... – not too expensive; role allocated to Toni
- Staff party on 2 ..... so need finished website a week before
- Rewrite website text – role allocated to  
3 .....
- Staff photo session to take place  
4 .....

#### Listening 2

Look at the notes below. You will hear two colleagues talking about another member of staff.

##### Florencia's notes about Bruno

One problem is time-keeping. Jan changed start time to 5 .....  
My view: Being late is 6 ..... – bad example  
Jan said Bruno needs to show improved  
7 .....  
To do = Jan to arrange meeting to talk about  
8 ..... @ end of month

/8

### Reading

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7 Look at the statements below and the article about office environments. Which section (A–D) does each statement (1–7) refer to? You will need to use some of the letters more than once.

- How offices can affect our emotions
- Jobs that might benefit from modern office spaces
- A workplace that cannot be altered
- Examples of unusual office rules
- Balancing fun and work in offices
- Support for offices being comfortable
- Why analysing efficiency is not straightforward

1 ..... 2 ..... 3 ..... 4 .....  
5 ..... 6 ..... 7 .....

/7

#### A

We have all heard about the cool offices of technology and fashion companies. These kinds of organisations allow their employees to do all sorts of things like bring their pets to work, skateboard around the office or work at any time of day or night. They take a non-traditional approach to designing office space. This trend has been growing in recent years and now everyone wants a cool workplace. There is a belief amongst employees, business leaders and entrepreneurs that company buildings should provide spaces for relaxation and make employees feel special. Considering the fact that we work for a large proportion of our lives, it seems reasonable that we should work somewhere that makes us feel good. The idea is that happy employees are more productive.

#### B

There is some evidence that a pleasant working environment can make people feel happier at work. Even simple changes such as more plants can make people feel better. And of course, the opposite is true. Dark offices often make employees dislike their job more. But, there is a different and much more complex question, too. We also need to be able to work out whether these super cool offices actually make people more efficient or better at their jobs or not. In many ways it is not possible to answer this question since the duties and responsibilities of people's jobs are so different. There is not much point analysing the effects of hospitals on doctors' efficiency since their environments need to be controlled and stable at all times.

**Name:** \_\_\_\_\_

**C**

In contrast, it is likely that a change in environment could positively affect other types of jobs. For example, people doing repetitive administration jobs which are not essential in the same way as doctors or teachers. It may be possible to study the effects of changes in office design in these situations. For example, employees could be interviewed about their productivity and attitudes before and after the redesign.

## D

But has this trend of making offices cool gone too far? Many of these offices offer quite luxurious benefits. They provide high quality toiletries, kitchens stocked with huge ranges of health food and various games such as ping pong or video games. It feels like they are trying to make people feel like they aren't at work at all. Maybe this is a good thing, but for more traditional people, going to work should be about work not all about fun.

## Writing

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**8 You recently had a mid-year review meeting with an employee Anders Toven. Read the notes from your meeting.**

**Write an email to Anders summarising your meeting.**

## Meeting with Anders Toven – notes and actions

- Positive = meeting deadlines & communication with team members
- Future aims = improve planning and organisation, use online calendar
- Set daily and weekly goals
- Review goals end of every day and end of week

**Write 180–200 words**