LANGUAGE

Lesson 8.1 Vocabulary

1 Choose the correct option.

1 Young people have more career       compared to fifty years ago.

a alternatives b ways c feelings d constraints

2 I should       all the different possibilities before deciding.

a settle on b consider c end up d drive

3 Knowing when to trust a gut       is an important life skill.

a success b decision c alternative d feeling

4 After thinking hard about what to study Sara finally       geology.

a settled on b ended up  
c examined d reconsidered

5 If you don’t make a decision soon, you’ll        
with nothing.

a examine b give c end up d pull together

6 My boss gave me the       to launch the new clothing range.

a alternatives b way forward  
c go-ahead d success

7 Our sales team is so successful because everyone knows when to       together.

a give b pull c drive d consider

8 The main       on the department is a lack of experienced staff.

a constraint b alternative  
c drive d consideration

9 Kyla believes that the      . forward is to invest in better technology.

a feeling b success c decision d way

10 To       success, it’s necessary to motivate all the staff in the company.

a reconsider b settle on c drive d pull

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Lesson 8.2 Grammar

2 Complete the text using the *to* + infinitive or   
-*ing* form of the verb in brackets.

Not everyone likes decision-making in the workplace. Some employees prefer 1            (not have) to make many decisions. For them, decisions cause stress and they tend to be afraid of 2             
(put) themselves in stressful situations. Usually there is no point in 3            (try) to change them. Managers sometimes try 4             
(encourage) a change by sending these employees on leadership training courses. However, it is often not worth 5            (do) this and rarely do they end up 6            (enjoy) the experience. In addition, managers can regret 7             
(not realise) this beforehand and may even start 8            (lose) confidence in their own decision-making abilities. As all good managers know, understanding your staff is a key skill. It is important to respect the fact that these employees need 9            (feel) comfortable at work and they generally prefer 10            (take on) roles where the duties and tasks are clear and logical.

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Lesson 8.3 Functional language

3 Choose the correct option.

We have suffered some losses recently, but I 1      think we can recover from this. My 2      would be to research the competitors. Even 3      our products are generally cheaper, our competitors were 4      more popular in the market. The fact of the 5      is our brand is not as appealing, and we must find out why.

1 a finally b possibly c personally d slightly

2 a ambition b instinct c findings d sensation

3 a while b although c though d except

4 a still b yet c already d once

5 a element b topic c issue d matter

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Lesson 8.4 Functional language

4 [BP\_B2+\_Test\_08\_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

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Lesson 8.5 Functional language

B2 Business Vantage

5 Choose the correct option.

With 1      to upgrading the company’s online booking system, it has been 2      to do this over the last weekend in April. In 3      of this change, all staff will receive training before the upgrade. We can 4      you that it will not affect how you interact with your clients. 5      will be improved with the new system and this will benefit both staff and our clients.

1 a regard b light c result d discussion

2 a delayed b decided c guaranteed d installed

3 a reason b result c regard d light

4 a assure b contact c decide d realise

5 a Changes b Customers  
c Efficiency d Offices

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SKILLS

Short listening

B2 Business Vantage / C1 Business Higher

6 [BP\_B2+\_Test\_08\_02.mp3] You will hear two conversations. 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 two colleagues discussing a colleague’s possible promotion.

|  |
| --- |
| Performance review notes  Anna: Possible promotion to 1  Key strengths = experience and knowledge  Communication = her colleagues 2  her a lot  Extra specialism = 3  Minor drawback = she can be 4 |

Listening 2

Look at the notes below. You will hear two colleagues discussing the company’s advertising campaign.

|  |
| --- |
| Advertising campaign notes  Channel for this campaign will be 5 – we’re not using websites.  Reason is the target market – women who are 6 .  Plan is to 7 the results of the campaign across 3 different magazines.  Rationale for expensive campaign – these women are 8 shoppers. |

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Long listening

B2 Business Vantage / C1 Business Higher

7 [BP\_B2+\_Test\_08\_03.mp3] You will hear part of a meeting about staff training courses. For each question, choose the correct answer. You will hear the recording twice.

1 What does Mr Jones want to discuss with Ms Lee?

a ways he could invest in her company

b the possibility of an exclusive course for his staff

c how to persuade more staff to take up training

2 What did the Human Resources Manager think of the decision-making course?

a It did not have enough activities.

b It was exactly what he needed.

c It could be more personalised.

3 Ms Lee says that the course is designed to

a ensure all attendees benefit in some way.

b inspire attendees to change their workplace.

c appeal to people who want a lot of information.

4 What is the main business of Capital Inc?

a investing their customers’ money

b solving financial problems

c making recommendations to customers

5 According to Mr Jones, the staff find it difficult to

a communicate decisions clearly to clients.

b give clients negative information.

c change their communication style.

6 What will Mr Jones do to help Ms Lee prepare the course?

a give her some customer information

b Introduce her to a staff member

c email her a list of ideas

7 Why does Mr Jones think a test would be a good idea?

a It will make staff take the training seriously.

b He wants to be able to analyse the impact of the training.

c It will make the training more professional.

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Writing

B2 Business Vantage

8 You are CEO of a fashion retailer who has decided to make a change in your stores. Write an email to all staff explaining the decision. Use the notes below:

* Decision – add iPads and card readers next month
* Reason – increase payment options – not just cash, quicker and easier for customers to pay electronically, portable, accept range of cards
* Result – improved customer satisfaction
* All staff to be trained, mailing list customers to be contacted

Write 180–200 words.

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