

UNIT 1 Face to face

Vocabulary

EXERCISE 1 Choose the best word to fit the gap.

- 1 It's important to understand how other cultures behave so you don't cause _____ .
A offence **B** problem **C** disaster **D** behaviour
- 2 In some countries it is quite _____ to use the correct title when talking to business colleagues.
A offensive **B** likely **C** formal **D** tricky
- 3 Having good _____ may help you to make deals more easily.
A entertaining **B** manners **C** demonstrations **D** handshaking
- 4 Ian has to be very organised as his work involves meeting tight _____ .
A problems **B** responsibilities **C** challenges **D** deadlines
- 5 Lesley doesn't like having to wait for other people to _____ work for her.
A generate **B** solve **C** resolve **D** tackle
- 6 Paul enjoys working at Small World because he finds the _____ stimulating.
A installation **B** environment **C** application **D** opportunity
- 7 If someone looks me straight in the eye without _____ I tend to think they are honest.
A yawning **B** sighing **C** blinking **D** sniffing
- 8 Your body _____ usually gives other people information about how you really feel.
A appearance **B** impression **C** language **D** relationship
- 9 Bob and Tony are business _____ and have arranged to meet at the sales conference.
A delegates **B** customers **C** associates **D** officers
- 10 I've given the latest sales _____ to Mr Allen but he hasn't had a chance to look at them yet.
A systems **B** figures **C** worksheets **D** facts

EXERCISE 2 Fill in the gaps with the correct nationality.

- 1 He lives in Holland so he must be _____ .
- 2 She comes from the USA so I think she's _____ .
- 3 They speak French so they could be _____ or _____ (France/Canada).
- 4 He's a _____ but he can't speak any Swedish.
- 5 I became a _____ citizen when I married a woman from Hungary.

New International Business English

Reading

EXERCISE 3 Put these sentences in the best order. Put a number, 1-4, in the space.

- 1 A Very well, thanks. Let's get down to business, shall we? _____
B I'm fine, thanks. How are you? _____
C Hello again! How are you getting on? _____
D Yes, all right. _____
- 2 A Miss Smith, I'd like you to meet Mrs Jones. _____
B Oh, please call me Liz. _____
C How do you do, Mrs Jones? _____
D And I'm Claire. _____
- 3 A Oh, yes. I've heard of you. _____
B The name's Alex White. _____
C I'd like to introduce myself. _____
D Pleased to meet you. _____
- 4 A I wondered if I might take Friday off? _____
B Yes. Tony, of course. _____
C Oh, Friday's rather difficult. _____
D Mrs Lang, could I have a word please? _____
- 5 A What do you think? _____
B Yes, sure, Bob. _____
C Geoff, could you come over here a minute? _____
D Aha, yes, you've put a lot of work into it. _____