

## Part A

Put the words in the correct order to make sentences.

1 been it's to nice you talking

\_\_\_\_\_

2 you would excuse moment me a?

\_\_\_\_\_?

3 have having whatever you're I'll

\_\_\_\_\_

4 this on your what's position

\_\_\_\_\_?

5 get you drink what I can to

\_\_\_\_\_?

6 me take your coat let

\_\_\_\_\_

7 you can I how help

\_\_\_\_\_?

## Part B

Match the words and phrases in the box to the same meaning of the words and phrases in *italics* in the sentences.

at my fingertips	fell through	went through	flat out
up my sleeve	carried away	flopped	fruitful

8 It *was a total disaster*.

\_\_\_\_\_

- 9 It was a very *productive* meeting. \_\_\_\_\_
- 10 The deal *collapsed*. \_\_\_\_\_
- 11 I'm working *as quickly and as hard as possible*. \_\_\_\_\_
- 12 I still have one last thing *to surprise people with*. \_\_\_\_\_
- 13 I need the information to be *easily available*. \_\_\_\_\_
- 14 The deal *succeeded*. \_\_\_\_\_
- 15 Sorry, I got a little *overenthusiastic*. \_\_\_\_\_

### Part C

Each sentence has one incorrect word. Cross it out.

- 16 If we'd have offered you any more would you have agreed?
- 17 I needn't have to called him as he'd already got the message.
- 18 Would it help if I had gave you a few days to think about it?
- 19 Despite of the fact that I'm leaving, I want the job done well.
- 20 Next time you must come in to my place.
- 21 We all seem to be getting on side-tracked.
- 22 Can you get on hold of the organisers?

### Part D (23–32)

Read the impolite e-mail below then re-write it more politely but equally assertively using the prompts in the box.

For the third and final time WHERE IS OUR ORDER??? The caps costing \$20,000 we ordered THREE MONTHS AGO have still not arrived and neither has an e-mail to explain the delay. It's a disgrace.

Your publicity says what a great company you are and that you produce promotional products for the world's biggest companies but you can't organise some caps with a logo on. What is going on? And now accounts tell me you've debited our bank account for \$20,000.

I don't even care about an apology anymore I just want the caps within 48 hours. If not, I'll see you wearing one of them in court. Get my POINT!

again writing / regard / order / ref no 465C  
order / \$20,000 / caps / three months / but / received anything.  
Nor / sent / e-mail explaining / reason / delay.  
afraid / quite unacceptable.  
You advertise / produce promotional products / world's biggest companies  
However / unable / take care / simple order  
addition / inform / debited / account / sum / \$20,000  
should like / delivery / 48 hours  
Otherwise / no alternative / hand / matter over / legal department  
hope / made myself clear

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**Section 2: Reading (33–42)**

The text below (paragraphs A–J) is in the wrong order. Put them in the correct order.

1 \_\_\_ 2 \_\_\_ 3 \_\_\_ 4 \_\_\_ 5 \_\_\_ 6 \_\_\_ 7 \_\_\_ 8 \_\_\_ 9 \_\_\_ 10 \_\_\_

**A** Of course, what you want to say in these circumstances is ‘Look , I haven’t got all day. Either state your business or kindly get off the phone,’ but professional courtesy forbids it. Here, then, is the definitive guide to ‘chatterer disposal’.

**B** But when we do, it seems we can never get to the point. Up to two hours in every working day are wasted on idle chatter on the phone.

**C** The most tactful way of bringing the conversation round to the subject of business is to ask in a slightly louder than normal voice ‘What can I do for you?’ If you know the caller, you could try ‘I expect you’re calling about ...’ and then mention anything you can think of.

**D** We are living in an age of telephony. One sixth of the planet now has a mobile. In Finland, where they have more mobiles per person than anywhere else on the earth, 40% of the country’s exports are Nokia phones. Whenever we want, whatever we want, we can get in touch.

**E** They, hopefully, will reply ‘Er, no, actually, it’s about something else.’ Should this strategy fail, you may have to resort to a sterner ‘Was there something you wanted to talk to me about?’

**F** And great skill and determination are needed to escape the deadly game of social chit-chat – ‘How are you? ...Settling into the new job? ...How’s Ellen? ...And the kids? ...Hasn’t your eldest just gone to college? ...How time flies! ...Oh, I hear you’re moving house as well ...Did you have a nice holiday, by the way? ...I suppose you haven’t heard the latest, then? ...Well, I’m not supposed to say, but there’s a rumour going about...’

**G** When you want to end the conversation, phone call termination is more difficult. The trick is not to seem too abrupt. ‘Anyway, ...’ – though a clear signal to most averagely perceptive people that you want to end the call – is much too subtle for chatterers.

**H** And, if all else fails you can always try ‘Hello? Hello? Are you still there?’ Of course the secret with this one is that when the callers says ‘Yes, I’m still here.’ resist the temptation to reply ‘Well, I can’t hear you!’”

**I** In genuine emergencies the following may be used: ‘Ah someone’s just this minute stepped into the office. I’m afraid we’ll have to continue this conversation later. Bye.’ Or ‘Oh, I’ve got an international call just come in on the other line. Can I call you back?’

**J** Try instead ‘Well, I mustn’t keep you.’ If you feel that sounds a little too harsh, friendlier alternatives include ‘Well, listen, it’s been great talking to you’, ‘We must get together soon’ or ‘Oh, one last thing and then I really must go.’ Of course, with a hardened chatterer this last alternative may be asking for trouble.