

**МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
ЗАХІДНОУКРАЇНСЬКИЙ НАЦІОНАЛЬНИЙ УНІВЕРСИТЕТ
КАФЕДРА ІНОЗЕМНИХ МОВ ТА ІНФОРМАЦІЙНО-
КОМУНІКАЦІЙНИХ ТЕХНОЛОГІЙ**

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Практикум для розвитку словникового корпусу бізнес-комунікацій

ТЕРНОПІЛЬ – 2023

УДК 811.111:33(075.8)

ББК 81.2 Англ.

З-41

Практикум для розвитку словникового корпусу бізнес-комунікацій :
Тернопіль: ЗУНУ, 2023. – 117 с.

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Навчально-методичний посібник призначено для студентів різних спеціальностей, котрі вивчають лексику для бізнес-комунікацій. Система лексико-граматичних вправ забезпечує ефективне засвоєння студентами професійної термінології, граматичних і синтаксичних конструкцій та вироблення стійких навичок англомовної комунікації за фахом.

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UNIT 1

A NEW JOB

1. Learn the key vocabulary of the Unit:

boss	HR (Human Resources) Department	workstation
career	to get involved in something	assistant
colleague	experience	job interview
company	induction programme	employer
department	qualification	presentation
director	guided tour	welcome party
member (of staff)	to get on with somebody	advertising agency
organization	information pack	employee
staff	to settle in	degree
to join (a company)	to share something	graduate trainee
to recruit	Marketing Department	large businesses

2. Match the words in column A with their definitions in column B:

A	B
a) <i>employee</i>	1) to become a member of an organization, society, or group
b) <i>employer</i>	2) a skill, personal quality, or type of experience that makes you suitable for a particular job or position
c) <i>assistant</i>	3) someone who is paid to work for someone else
d) <i>to settle in</i>	4) to have or use something with other people
e) <i>career</i>	5) to become established in place
f) <i>department</i>	6) knowledge or skill that you gain from doing a job or activity, or the process of doing this
g) <i>director</i>	7) someone who controls or manages a company
h) <i>recruit</i>	8) a course of study at a university or college, or the qualification that is given to you when you have successfully completed the course
i) <i>organization</i>	9) someone you work with, used especially by professional people
j) <i>to join</i>	10) a person, company, or organization that employs people
k) <i>to share</i>	11) a company that designs advertisements for other companies
l) <i>colleague</i>	12) a formal meeting at which someone is asked questions in order to find out whether they are suitable for a job
m) <i>experience</i>	13) a commercial organization such as a company, shop / store or factory
n) <i>qualification</i>	14) one of the groups of people who work together in a particular part of a large organization such as a hospital, university, company,

	or government									
o) <i>business</i> (= <i>company</i>)		15) an event at which you describe or explain a new product or idea								
p) <i>degree</i>		16) the people who work for an organization								
q) <i>advertising agency</i>		17) someone who helps someone else in their work, especially by doing the less important jobs								
r) <i>job interview</i>		18) someone who has recently joined an organization, team, group of people etc.								
s) <i>presentation</i>		19) a job or profession that you have been trained for, and which you do for a long period of your life								
t) <i>staff</i>		20) a group such as a club or business that has formed for a particular purpose								
a -	b -	c -	d -	e -	f -	g -	h -	i -	j -	
k -	l -	m -	n -	o -	p -	q -	r -	s -	t -	

3. Supply these sentences with the most suitable words from the list:

businesses	staff	career	recruits	colleagues
employees	experience	boss	office	company

1. A _____ car is a vehicle that is issued by a company to an employee for his or her use both at work and privately.
2. The Director of Human Resources discussed the idea with some of her _____.
3. The department occupies an _____ just a mile from the White House.
4. New _____ are sent to the Atlanta office for training.
5. Since I'm my own _____ (= I work for myself, rather than for an employer), my hours are flexible.
6. What made you decide on a _____ as an economist?
7. The advice in the booklet reflects the practical _____ we have gained.
8. The entire _____ has done an outstanding job this year.
9. The company has over 500 _____.
10. Large _____ are important to the overall economy because they tend to have more financial resources than small firms.

4. Put the verbs in brackets into the Present Simple:

1. 'Novartis Pharma' _____ (to be) a French company.
2. The company _____ (to have) operations in North America, Europe, and Asia-Pacific.
3. Their Head Office _____ (to be) in Palmeira, Spain.
4. Where _____ (the company / to have) _____ subsidiaries?
5. What kind of products _____ (the company / to manufacture) _____?

6. The group _____ (to operate) in 12 countries and _____ (to control) 9 banks and 68 companies providing financial and other services.
7. Which logo _____ (you / to prefer) _____? – Sorry but I _____ (not / to like) either of them.
8. What country _____ (Fritz Bluestein / to be) from? – He _____ (to be) from the Netherlands.
9. _____ (you / to have) _____ your own workstation?
10. How good _____ (organizations / to be) at receiving new members of staff?
11. _____ (large companies / to be) better at looking after new staff than small ones?
12. Excuse me, Richard, _____ (you / to have) _____ a minute?
13. _____ (you / to have) _____ a welcome party for new employees?
14. Why _____ (it / to be) important for a company to have a good induction programme?
15. There _____ (to be) a lot of women at the vice president and senior director level, and they _____ (to be) the candidate pool for tomorrow's presidents and CEOs.
16. The job description of a CEO _____ (to vary) by organizations.
17. I would like you _____ (to meet) Lee Jones, our Director of Sales and Marketing.
18. A piece of good news _____ (to be) that Jo Tyler _____ (to speak) French and German.
19. Jo _____ (to have) a diploma in languages and two-year experience in translation.
20. Tricia _____ (to have) a company car, hasn't she?

5. Choose the correct word or phrase to complete each sentence:

1. The scheme offers free advice to people wanting to set up in _____.
A business B businessman C business card D businesslike
2. The shoe factory is the largest _____ in this area.
A employee B employer C employment agency D employment
3. _____ prospects within the company are excellent.
A Caret B Caress C Career D Caring
4. Rachel has an _____ next Thursday for a job on the *Los Angeles Times*.
A to interview B interviewee C interview D interviewer
5. We will begin a series of _____ to help the public fully understand our system.
A present B presentation C to present D presentations

6. I've applied for a _____ at the Lawrence Berkeley Lab.
 A work B job C workless D jobless
7. Insurance _____ investigated 43,000 cases of fraud last year.
 A corpus B campus C companies D complain
8. The company is run by a board of _____.
 A director B directors C direct D directive
9. Walter Birchmeier is a _____ in biology from the University of Zürich, Switzerland.
 A grade B graduate C grain D grant
10. Mrs Simpson is responsible for the _____ of new library staff.
 A induct B introduce C induction D inductive
11. Applicants should have an EFL (English as a Foreign Language) _____ and a year's teaching experience.
 A qualify B qualified C qualification D quotation
12. Previous _____ is probably the most useful short-listing criteria available.
 A express B experience C experiment D expediency
13. The police are trying _____ more officers from ethnic minorities.
 A to recruit B recruit C recruits D recruitment
14. I'll see what I can do, but it's not really my _____.
 A department B departure C depart D deportee
15. When my parents moved to Atlanta, they first _____ West End, a suburb of Atlanta.
 A to settle on B settle on C to settle D settled in
16. Four people _____ a taxi to the airport.
 A sharing B shares C shared D to share
17. New employees do a month's intensive _____ before starting.
 A training B trainee C trainer D train
18. You can enjoy a sport without _____ a club or belonging to a team.
 A to joining B joining C to join D join

19. Welcome _____ our new offices.

A for B in C at D to

20. _____ is the department in a company that deals with employing, training, and helping people.

A Purchasing B Human Resources C Accounting D Marketing

6. Choose the correct word to complete each sentence of the following text.

Technology is an (1) _____ and often indispensable part of our lives. However, it can also be an (2) _____ part, especially where the workplace is concerned. Many employers and bosses contact employees outside of working hours. This means staff can never (3) _____ switch off from work. The government in Portugal has taken steps to limit this incursion (4) _____ the lives of workers. It has introduced a law that prohibits employers and bosses from contacting workers by email, message or phone outside of working hours. The law (5) _____ to companies with more than 10 employees. It states that any violation constitutes a "serious offense" and could result (6) _____ financial penalties.

The Portuguese government has introduced the new privacy law after receiving a (7) _____ of complaints during the coronavirus lockdowns. An increasing number of employees are now working from home (8) _____ because of COVID-19. The research company Gartner estimated that remote workers will nearly (9) _____ to represent 32 per cent of the global workforce by the end of 2021, compared to 17 per cent in 2019. Portugal's government said: "The employer must respect the privacy (10) _____ the worker." The new law also requires employers to provide employees with the (11) _____ tools to work from home, and reimburse them with any costs incurred to assist with increased energy (12) _____.

Which of these words go in the above text?

1. A integral B integer C integrity D ingratiate
2. A entirely B imbibing C intrusive D interlocutor
3. A entry B entreaty C entirely D entirety
4. A onto to B unto C as D into
5. A complies B replies C applies D supplies

6. A on B in C at D of
7. A trudge B deluge C trust D luge
8. A majorly B remotely C virtuously D audibly
9. A twice B duo C double D duet
10. A in B on C at D of
11. A ahead B incursion C replete D appropriate
12. A horns B mandibles C beaks D bills

7. Discussion

1. What images are in your mind when you hear the word 'boss'?
2. How important is technology to you?
3. What's the most important technological tool you have?
4. Is technology ever intrusive in your life?
5. Should bosses contact workers after hours?
6. Is it easy for you to totally switch off from work?
7. What do you think of when you hear the word 'staff'?
8. What do you think about what you read?
9. Would you be a good boss?
10. What complaints did you hear during lockdown?
11. Would you prefer to work from home?
12. What tools should companies give to remote workers?
13. What will working life look like in 50 years from now?

Watch the video and discuss it with the students from your group.

Video links

1. Top 10 Job Interview Questions in English

<https://www.youtube.com/watch?v=jaxgeXPgAz0>



2. Talking about Work and Jobs

<https://www.youtube.com/watch?v=ZWcs3uu2En0>



UNIT 2

WORKPLACE, ROLES AND RESPONSIBILITIES

1. Learn the key vocabulary of the Unit:

accountant	job title	organigram
enquiry / to enquire	local office	to prioritize
board (of directors)	temporary staff	partnership
to deal with	subsidiary	Research and Development (R&D)
venue	to meet targets	Marketing
to report to	hierarchy	Production
to be responsible for	to manage	Finance
feedback	management	Human Resources (HR)
job description	vacancy	Information Technology (IT)
to be in charge of	supervisor	personal assistant (PA)
post (= position)	role	experience

2. Match the words in column A with their definitions in column B:

A	B
a) <i>accountant</i>	1) the group of people chosen by shareholders to run a company and decide its policies
b) <i>to enquire</i>	2) having the duty of dealing with something
c) <i>board</i>	3) advice, criticism, or information that is given to a company about a product or an employee about their work in order to improve it
d) <i>to deal with</i>	4) to solve the problem, carry out the task, etc.
e) <i>responsible for</i>	5) a written description of the exact work and responsibilities of a job, its position in the organization, the conditions of employment and the pay
f) <i>feedback</i>	6) to ask somebody for some information
g) <i>job description</i>	7) responsible for something
h) <i>in charge of</i>	8) to put tasks, problems etc. in order of importance, so that you can deal with the most important first
i) <i>post</i>	9) work that tries to find new products and processes or to improve existing ones
j) <i>job title</i>	10) the function or position that somebody has in an organization
k) <i>organigram</i>	11) a company that is owned or controlled by another company

<i>l) prioritize</i>	12) a person who is in charge of somebody / something and makes sure that everything is done correctly, safely, etc.
<i>m) Research and Development (R&D)</i>	13) the department of a company that manages its money
<i>n) role</i>	14) the department in a company that deals with employing and training people
<i>o) subsidiary</i>	15) a person who keeps or checks the financial records of a business
<i>p) supervisor</i>	16) a job, especially one with a lot of responsibility
<i>q) venue</i>	17) the name of somebody's job
<i>r) Finance</i>	18) a diagram that shows the structure of a company or an organization and the relationship between different jobs
<i>s) Human Resources</i>	19) the department in a company that produces goods and materials
<i>t) Production</i>	20) a place where an event will take place

a -	b -	c -	d -	e -	f -	g -	h -	i -	j -
k -	l -	m -	n -	o -	p -	q -	r -	s -	t -

3. Supply these sentences with the most suitable words from the list:

local office	in charge of	enquiries	responsible	manages
top	structure	organizations	deals with	departments

1. I am _____ doing the department's accounts, and I often have to present accounting reports.
2. We got a new boss and he decided to change things: at the _____ there is the Managing Director, then reporting to him managers.
3. They use traditional company _____.
4. It is true that a lot of _____ these days have changed.
5. I am _____ for finding the goods we need like computers, printers etc.
6. The Accountant _____ financial reports.
7. The Managing Director _____ the whole company.
8. The company has no hierarchy and no separate _____.
9. I also deal with general _____ by phone.
10. As there is no _____, I take care of marketing, packaging, as well as arranging shipping – everything really.

4. Match the business cards (1-12) with the job descriptions (a-l).

1	<i>John Sutton</i>	a) I buy all the things that the company needs.
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	Managing Director	
2	<i>Linda Gabbiadini</i> Human Resources Director	b) My job is to make sure that the company has a good image.
3	<i>Dietrich Hoffmeister</i> Finance director	c) My job is to find and test new products.
4	<i>Alice Hernandez</i> Chief Accountant	d) I'm in charge of the people who sell our products.
5	<i>Li Wan</i> Secretary	e) I type letters, file papers and make appointments for my boss.
6	<i>Sven Johansson</i> Purchasing manager	f) I have general responsibility for the whole company.
7	<i>Francois Blanc</i> Assistant General Manager	g) My job is to make sure that we have the products which people want to buy.
8	<i>Stephen Stoker</i> Director of Research and Development	h) I look after the company's money.
9	<i>Jim Hicks</i> Production Manager	i) I do the books and prepare the balance sheets.
1 0	<i>Padrig Byrne</i> Marketing Director	j) I'm the company's people manager.
1 1	<i>Santi Brunello</i> Sales Director	k) I make the products which the company sells.
1 2	<i>Kate Hogg</i> Public Relations Manager	l) I'm responsible for everything when the boss is away.

1 ___ 2 ___ 3 ___ 4 ___ 5 ___ 6 ___ 7 ___ 8 ___ 9 ___ 10 ___ 11 ___ 12 ___

5. Choose the correct word or phrase to complete each sentence:

1. The _____ department deals with computers and communications.
A Information Technology B Human Resources
C Production D Research and Development

2. _____ are the most important persons in any business. Without them the business wouldn't exist.
A Client B Customers C Producer D Employee

3. I'm writing _____ if you have any part time jobs during the summer period.
A enquire B require C to enquire D demand

4. I'm in the second year of a _____ course and I'm looking for a suitable job.
A buy B manager C marketing D accountant

5. I have experience in sales and have worked as a _____.
 A programmer B builder C shop assistant D doctor
6. I enclose a copy of our terms and conditions, together with a list of particular _____.
 A vacant B vacancies C position D post
7. She is writing new _____ for the company's employees.
 A structure B hierarchy C job descriptions D organigram
8. The symposium committee has selected the historical place of Obernkirchen as a _____ for the conference.
 A district B venue C meeting D hall
9. The busiest times of year are when we have our public _____ meetings, which are three times a year.
 A course B board C department D management
10. I am happy to inform you that we recruit _____ over the summer period.
 A public board B partnership C temporary staff D subsidiary
11. I have _____ of general office work and accounts and am willing to do most tasks.
 A know-how B position C experience D enquiry
12. The Director of _____ is in charge of hiring new staff.
 A Finance B Human Resources C Accountant D Production
13. You need to learn _____ your time more effectively.
 A to manage B to enquire C to correct D to report
14. She took up her _____ as the new director last April.
 A post B qualification C master D situation
15. Corporate _____, or the head office, is the location where the executives of a business work and where many of the key business decisions are made
 A subsidiary B public board C business center D headquarters

16. To encourage your team _____, offer them incentives such as movie passes, theatre tickets or end-of-month bonuses.

A to escape B to waste time C to meet their targets D to fail

17. I have _____ my tasks because I have too much work.

A to fail in B to recruit C to prioritize D to send

18. My _____ is Purchasing manager.

A rule B job title C vacancy D feedback

19. What's your _____ in the company?

A degree B feature C quality D role

20. This _____ shows the structure of the company.

A organigram B picture C board D note

6. Choose the correct word to complete each sentence in the following text.

The Group of Seven Leaders' Summit has concluded (1) ____ promises to build back a better world. The leaders even (2) ____ a phrase and an abbreviation for their shared vision. It is called the Build Back Better World plan, (3) ____ to B3W. A fundamental feature of this plan, that has been signed by all G7 leaders, is to embark on a (4) ____ of global economic initiatives. A White House statement said: "Through B3W, the G7 and other like-(5) ____ partners will coordinate in mobilizing private-sector capital in four areas of focus - climate, health and health security, digital technology, and gender equity and equality." It will help fund infrastructure projects and improve trade (6) ____ between East Asia and Europe.

The White House also announced plans for other continents. It said: "B3W will be global in (7) ____, from Latin America and the Caribbean to Africa to the Indo-Pacific. Different G7 partners will have different geographic orientations, but the (8) ____ of the initiative will cover low- and middle-income countries across the world." Another promise to (9) ____ from the Summit was to vaccinate a billion people in poorer countries. UK leader Boris Johnson said this was "a big step towards vaccinating the world". Other (10) ____ included improving early warning systems to prepare for future health (11) ____, supporting a green revolution that cuts CO2 (12) ____, and getting 40 million more girls into education by 2026.

Which of these words go in the above text?

1. A at B by C as D with

- | | | | |
|---------------|-------------|--------------|---------------|
| 2. A cashed | B moneyed | C noted | D coined |
| 3. A felled | B shortened | C hacked | D slashed |
| 4. A serious | B serials | C series | D serial |
| 5. A minded | B brained | C bodied | D faced |
| 6. A routes | B canals | C diversions | D bureaucrats |
| 7. A scrap | B scoop | C escape | D scope |
| 8. A sum | B algebra | C amalgam | D maths |
| 9. A go | B come | C keep | D give |
| 10. A hedges | B ledges | C pledges | D alleges |
| 11. A massive | B ailment | C crises | D condition |
| 12. A atoms | B emissions | C molecules | D bits |

7. Discussion

1. What images are in your mind when you hear the word 'leader'?
2. What do you know about the G7 Summit?
3. Should the leaders have worn masks?
4. What do you think of a 'Build Back Better World' plan?
5. Do summits like these ever achieve anything?
6. What needs doing to build a better world?
7. Who is your favorite world leader, and why?
8. What do you think of when you hear the word 'promise'?
9. Where will we be with the pandemic in a year from now?
10. What future health crises might appear in the future?
11. What needs to happen in a 'green revolution'?
12. How would the world change if more girls were educated?
13. What questions would you like to ask the G7 leaders?

- **Watch the video and discuss it with the students from your group.**
- **Video links**

- - Learn Professional English Expressions For Fluent English
https://www.youtube.com/watch?v=Mk9_hOaYuRU



- Job Descriptions and Specifications
<https://www.youtube.com/watch?v=enDer02UryY>



UNIT 3

QUALITY

1. Learn the key vocabulary of the Unit:

brand	badly made	customer
expensive	faulty	monitoring
upmarket	unreliable	shutdown
downmarket	high standard	short-term
value for money	service	shopkeeper
discount	well-made	luxury
poor service	local goods	time zone
overpriced	annual	Head Office
full price	profit	technical specifications
reliable	bargain	to renovate
quality	packaging	Quality Control Department

2. Match the words in column A with their definitions in column B:

A	B
a) <i>brand</i>	1) of something that you can trust or rely on
b) <i>upmarket</i>	2) the department in a company that checks goods to make sure that they are of a high standard
c) <i>downmarket</i>	3) not perfect; not working or made correctly
d) <i>value for money</i>	4) something that is bought or sold at a lower price than usual
e) <i>reliable</i>	5) too expensive; costing more than it is worth
f) <i>Quality Control Department</i>	6) the most important office of an organization or company
g) <i>faulty</i>	7) areas of the world where it's the same time
h) <i>bargain</i>	8) watching and checking something over a period of time in order to see how it develops, so that you can make necessary changes
i) <i>annual</i>	9) made using good materials and methods
j) <i>service</i>	10) how good something is in relation to how much money you pay for it
k) <i>monitoring</i>	11) happening or done once a year
l) <i>time zone</i>	12) the money that a business has left after it pays its operating expenses, taxes and other bills
m) <i>well-made</i>	13) designed for or used by large numbers of people who have less money
n) <i>overpriced</i>	14) something expensive that is pleasant to have but is not

	necessary
<i>o) discount</i>	15) designed for or used by people who belong to a high social class
<i>p) profit</i>	16) the material in which objects are wrapped before being sold
<i>q) Head Office</i>	17) an occasion when a business or large piece of equipment stops operating, usually for a temporary period
<i>r) luxury</i>	18) an amount of money that is taken off the usual cost of something
<i>s) shutdown</i>	19) a type of product or group of products sold using particular name
<i>t) packaging</i>	20) the way in which customers are served and helped by a company

a -	b -	c -	d -	e -	f -	g -	h -	i -	j -
k -	l -	m -	n -	o -	p -	q -	r -	s -	t -

3. Supply these sentences with the most suitable words from the list:

profit	discounts	bargains	faulty	packaging
overpriced	brands	Head Office	customers	service

1. He helped to build two of the world's best-known _____: *Nike* and *Starbucks*.
2. Their goods are high quality, but _____.
3. Retailers are offering deep _____ to get shoppers into stores.
4. I picked up a few good _____ in the sale.
5. The product was recalled because a part was _____.
6. The _____ is located in Lausanne, Switzerland.
7. _____ on sales of the group's luxury brand has risen by 12%.
8. There has been considerable growth in the _____ sector.
9. Attractive _____ can help to sell products.
10. The company has about 7 million _____ worldwide.

4. Put the verbs in brackets into the correct form (Present Simple or Present Continuous):

1. I'm tired. I _____ (go) to bed now. Goodnight!
2. How _____ (be) your job? Not so good at the moment. I _____ (not / enjoy) it very much.
3. How nice to see you! What _____ (you / do) these days?
4. I _____ (train) to be a supermarket manager.

5. Actually I _____ (not / work) at the moment.
6. Sonia _____ (look for) a place to live.
7. Not again! You _____ (always / lose) your key.
8. Hurry up! Everybody _____ (wait) for you.
9. "They _____ (have) the meeting this Thursday at 3pm. Will you be able to attend?" – "No, I'm afraid not. I _____ (go) to a conference in Amsterdam."
10. Ray _____ (always / drive) to work but this week he _____ (take) the train because his car has broken down.
11. Ron _____ (be) in London at the moment. He _____ (stay) at the Park Hotel.
12. John _____ (look after) Alexandra's clients while she _____ (be) on maternity leave.
13. Can you hear those people? What _____ (they / talk) about?
14. I _____ (live) with some friends until I find a flat.
15. You _____ (work) hard today. – Yes. I've got a lot to do.
16. Listen to those people. What language _____ (they / speak)?
17. Maria _____ (be) in Britain at the moment. She _____ (learn) English.
18. On your CV it _____ (say) that you _____ (speak) some Chinese." – "Yes, in fact, I _____ (currently / take) private classes. I _____ (think) Chinese is going to be a very useful language in our sector."
19. John _____ (be) never satisfied. He _____ (always / complain).
20. Greg is a polyglot: he _____ (speak) French, Spanish, German, Italian with considerable fluency and _____ (do) well enough in Portuguese.

5. Choose the correct word or phrase to complete each sentence:

1. We stayed in a hotel in Vancouver but it was terrible. It had really _____ service.
A poor
B great
C fantastic
D excellent
2. The smartphone I bought from the market was only \$135. I thought it was a _____, but when I got home, it didn't work! It was faulty, so the next day I took it back.
A break
B bargain
C rip-off
D business
3. _____ is basically the relationship between how much something costs and how good or useful it is.
A Price
B Value
C Value for money
D Discount
4. I want to return this hairdryer, it's _____ and has never worked properly.

A faultless B reliable C unbroken D faulty

5. I am looking for a _____ car which won't break down.

A reliable B wrong C unreliable D faulty

6. These five-star hotels are really far too expensive. – You're right. They're definitely _____, but this is often the problem with the luxury end of the market.

A cheap B low-priced D overpriced D
inexpensive

7. Of course it's poor quality – but what do people expect for such a _____ price!

A high B low C huge D
enormous

8. Our IT engineer _____ a lot about computers.

A know B knows C is knowing D known

9. How many people do you _____ here?

A employee B employer C employ D employment

10. Would you like to pay cash or _____ credit card?

A by B on C for D –

11. People choose well-known _____ because their names give a guarantee of quality at a fair price.

A brands B boards C branches D badges

12. As long as I am on holiday, Hannah and John _____ care of everything.

A take B are taking C is taking D takes

13. Can you give me _____ phone number?

A you B you're C your D yours

14. I usually _____ at the Ramada Hotel, but this time I _____ at the Hilton.

A stay / stay C stay / am staying
B am staying / stay D am stay / am staying

15. If you buy something for £100 and sell it for £150, you make a _____.

A profit B loss C debt D
disadvantage

16. The staff are really _____ and you have everything you need.

A helpful B rude C bad-mannered D
impolite

17. The _____ of service is very high.

A model B standard C prototype D form

18. They try to make the stores look _____ inside so people enjoy going there to shop.

A dull B boring C attractive D unattractive

19. There are always long queues in that supermarket. They should have more _____.

A checkouts B checks C check-ins D receptions

20. The trolleys in the supermarket are faulty. They should repair or _____ them.

A damage B neglect C replace D break

6. Choose the correct word to complete each sentence in the following text.

New research has revealed that (1) _____ workplaces can be hazardous to mental health. The year-long study is from the University of South Australia. Researchers found that full-time workers who work for companies or organizations that do not prioritise employees' mental health are three times more (2) _____ to suffer from depression. The researchers examined the (3) _____ effect of "toxic" environments on health. Elements of a toxic workplace included (4) _____ management practices, bullying, and a failure to consider mental health issues. The researchers indicated that (5) _____ employees are unhappy at work, mistreated or burnt out, their productivity will suffer and (6) _____ will increase.

Lead researcher Dr Amy Zadow said mental health issues created in the workplace can be attributed (7) _____ poor management practices and values. She said: "Evidence shows that companies who fail to reward or acknowledge their employees for hard work, impose unreasonable demands (8) _____ workers, and do not give them autonomy are placing their staff at a much greater risk (9) _____ depression." She added: "Bullying in a work unit can not only negatively affect the victim, but also the (10) _____....It is not uncommon for everyone in the same unit to experience (11) _____ as a result." Depression affects over 260 million people worldwide and causes many people to (12) _____ their own lives.

Which of these words go in the above text?

- | | | | | |
|-----|------------|---------------|------------|---------------|
| 1. | A toxic | B toxicity | C tuxedo | D taxonomy |
| 2. | A liked | B likeable | C likely | D liking |
| 3. | A advert | B advent | C adverse | D advantage |
| 4. | A poverty | B strapped | C broke | D poor |
| 5. | A if | B should | C what | D that |
| 6. | A boggling | B absenteeism | C dragging | D diminish |
| 7. | A at | B for | C of | D to |
| 8. | A at | B on | C as | D via |
| 9. | A on | B as | C of | D by |
| 10. | A spoof | B believer | C shambles | D perpetrator |
| 11. | A burner | B burns | C burning | D burnout |
| 12. | A case | B take | C frame | D just |

7. Discussion

1. What images are in your mind when you hear the word 'toxic'?
2. How can the workplace affect our health?
3. What is your ideal workplace?
4. What responsibility do managers have to create a positive workplace?
5. What can companies do to create a positive workspace?
6. How do bad workplaces affect people?
7. What companies are great places to work for?
8. What can lead to burnout?
9. What do you think of when you hear the word 'workplace'?
10. Why are there poor management practices?
11. How can companies stamp out bullying at work?

12. What can workers do about toxic workplaces?

13. What do you know about depression?

Watch the video and discuss it with the students from your group.

Video links

- What Does Quality Mean?

<https://www.youtube.com/watch?v=FWkXNN1Q4Cw>



- Sustainable supermarkets

<https://learnenglish.britishcouncil.org/skills/reading/advanced-c1/sustainable-supermarketsUnit>



UNIT 4

MONEY vs CURRENCY

1. Learn the key vocabulary of the Unit:

exchange rate	to pay by credit card	note
foreign currency	to stay steady	transaction
bill	to remain stable	consumer
bank statement	coin	balance
cash machine	loan	debt
credit card	cash	store card
to increase	to withdraw	expenditure
receipt	to overdraw	cheap
to pay by cheque	overdraft	expensive
bank account	to owe	turnover
to pay cash / in cash	to borrow	debit

2. Match the words in column A with their definitions in column B:

A	B
<i>a) currency</i>	1) a record of all the money paid into and out of a customer's bank account in a particular period
<i>b) cash</i>	2) a way of paying bills by allowing people or companies to take money directly from your bank account on a particular day
<i>c) to borrow</i>	3) something owed
<i>d) debt</i>	4) to become larger or greater in size, amount, number, etc.
<i>e) turnover</i>	5) the money that a country uses
<i>f) coin</i>	6) money that a bank or business will allow a person to use and then pay back in the future
<i>g) bank statement</i>	7) a piece of paper on which the things that you buy or the services that you pay for are listed with the total amount paid and the prices for each
<i>h) bill</i>	8) not changing as time passes
<i>i) exchange rate</i>	9) the total amount of goods or services sold by a company during a particular period of time
<i>j) debit</i>	10) a piece of paper that shows how much you owe somebody for goods and services
<i>k) direct debit</i>	11) ready money
<i>l) credit</i>	12) a number given to you, for example by a bank so that you can use a plastic card to take out money from a cash machine
<i>m) expenditure</i>	13) an amount of money that is taken from an account

<i>n) receipt</i>	14) the amount of money that you pay for something or that something costs
<i>o) PIN</i>	15) the relation in value between one currency and another
<i>p) to increase</i>	16) an amount of money that is spent by someone using a bank account that is more than the amount available in the account
<i>q) cash machine</i>	17) to take and use (something that belongs to someone else) for a period of time before returning it
<i>r) overdraft</i>	18) a small, flat, and usually round piece of metal issued by a government as money
<i>s) steady</i>	19) a machine in or outside a bank, from which you can get money from your bank account using a special plastic card
<i>t) price</i>	20) an amount of money that is spent on something

a -	b -	c -	d -	e -	f -	g -	h -	i -	j -
k -	l -	m -	n -	o -	p -	q -	r -	s -	t -

3. Supply these sentences with the most suitable words from the list:

currency	account	rate	Euro	message
prices	statements	cash	borrow	points

- Nick knows exactly how much money he has in his bank _____.
- What's the dollar-euro exchange _____ today?
- Would you like to leave a _____?
- I miss the drachma though: it was Europe's oldest _____.
- In May, its value fell by two _____ from 0.95 to 0.93 Euros.
- The _____ is Europe's first single currency since the Roman Empire.
- I check my bank _____ for mistakes on my account.
- I always pay for goods in _____.
- I spend a lot of time comparing _____ between European suppliers.
- How much money do we need to _____?

4. Complete the sentences with *a, some, any, much or many*:

- Have you got _____ change for the parking meter?
- There's _____ 10 dollar note on the floor!
- Would you like _____ coffee?
- We don't have _____ paper left.
- How _____ money have you got in your bank account?

6. How _____ cigarettes do you smoke a day?
7. Are there _____ faxes from our suppliers?
8. Can I have _____ more dessert, please?
9. How _____ sugar do you take in your tea?
10. There's _____ supermarket next to our university.
11. Is there _____ opera house in your town?
12. He brought me _____ magazines.
13. Can I have _____ juice, please?
14. I don't buy _____ food in this shop.
15. _____ of our food is exported.
16. _____ customers are never satisfied.
17. Can I make _____ phone call?
18. How _____ does the book cost?
19. I don't drink _____ alcohol at all.
20. I'm afraid I haven't got _____ solution to the problem.

5. Choose the correct word or phrase to complete each sentence:

1. Before starting a business, you have to raise the necessary _____.
 A capital B currency C debt D savings
2. Our company made a record _____ last year.
 A benefit B earn C profit D winning
3. I hate the beginning of each year when all the _____ start coming in and I have to find the money to pay them all.
 A accounts B bills C estimates D receipts
4. The _____ of the pound has fallen recently.
 A expense B price C value D worth
5. In order to buy his house Mr Rich had to obtain a large _____ from his bank.
 A capital B debt C finance D loan
6. Mr Royce had to _____ all his savings from the bank to pay for a new car.
 A exchange B retire C subtract D withdraw
7. I didn't write it. That's not my _____ on the cheque.
 A firm B letter C mark D signature

8. I'm afraid that the bank will refuse my application for an extended _____.
 A balance B compensation C estimate D overdraft
9. I want \$500-worth of Euros. What is the _____ rate, please?
 A currency B exchange C market D money
10. The _____ should be paid in full within 30 days of receiving this statement.
 A cash B bank C bonus D debt
11. I have just _____ an account in this bank.
 A entered B made C opened D registered
12. Can I pay _____ cheque?
 A in B by C on D at
13. I'm calling about the extra Chinese _____ we ordered from you yesterday.
 A currency B cash C allowance D change
14. The euro is divided into 100 _____.
 A bills B notes C cents D coins
15. The _____ of gold went past the \$1,900 per ounce mark for the first time ever on Monday.
 A evaluation B market C priced D price
16. Banks currently _____ customers as much as \$80 for a single bounced cheque.
 A are fined B fine C fines D to fine
17. Forbes magazine has released its nineteenth annual list of the world's _____ people.
 A richest B richer C poor D poorer
18. Forbes said the number of billionaires _____ to a record 691 this year.
 A increased B increase C to increase D increasing
19. Analysts believe the Euro will continue to _____ stronger.
 A update B raise C grow D sell
20. I don't have any sugar _____.
 A stayed B left C leave D ate

6. Choose the correct word to complete each sentence in the following text.

The government in the United Kingdom wants to change its farming industry. It wants younger people to (1) ____ the profession. It has a new plan to (2) ____ older farmers to retire. Some older farmers could get up to \$140,000 in cash if they retire. One of the (3) ____ the government wants older farmers to retire is to protect the environment. Older farmers use (4) ____ traditional methods to farm their land. These methods are not as environmentally friendly as they should (5) _____. The UK's farming minister believes younger farmers are more open to "green" methods. He said: "A fresh perspective can make a world (6) ____ difference." He added that older farmers were "standing in the way of change".

The average age of farmers in the UK is 59. Around 40 per cent of them are (7) ____ the age of 65. The farming minister said: "We need to address the twin challenges of helping new [farmers] fulfill their dream of gaining access to land, (8) ____ also helping an older generation to retire (9) ____ dignity." The scheme is popular with many veteran farmers. A farmers' association said 75 per cent of its farmers were interested (10) ____ the retirement plan. The UK's National Farmers' Union welcomed the government's plan. It said: "We want to see a (11) ____ transition which allows farmers who are considering leaving the industry to have sufficient time and information to make (12) ____ life-changing decisions."

Which of these words go in the above text?

- | | | | |
|--------------|-------------|-------------|-------------|
| 1. A entrant | B entertain | C entrance | D enter |
| 2. A salary | B purchase | C sell | D pay |
| 3. A raisins | B reasons | C reasoning | D resonance |
| 4. A much | B lot | C more | D loads |
| 5. A be | B have | C do | D dig |
| 6. A of | B to | C on | D by |
| 7. A height | B top | C higher | D above |
| 8. A while | B whole | C whim | D where |
| 9. A on | B with | C at | D by |

- 10 A on B at C in D of
11 A flair B fare C fair D fear
12 A what B those C which D them

7. Discussion

1. What do you think of farming?
2. What is the job of a farmer like?
3. Would you be a good farmer?
4. How much do farmers protect the environment?
5. Should we all grow our own food?
6. What do you think of farms?
7. How difficult or dangerous is farming?
8. At what age would you like to retire?
9. How important is farming?
10. What kind of farming would you like to do?
11. What more can farmers do to protect the environment?
12. Is a job on a farm or in an office best?
13. What was the last life-changing decision you made?
14. What advice do you have for farmers?

Video Lesson

Watch the video and discuss it with the students from your group.

Video links

- How to Talk About Money in English - Spoken English Lesson
<https://www.youtube.com/watch?v=hqt3mRgaA5g>



- Money | English Lesson | Vocabulary | Pronunciation | Definitions | Nouns
|Verbs| Examples
<https://www.youtube.com/watch?v=HFJDudcGHS0>



- Real English to Talk about Money, Investing & Finance
<https://www.youtube.com/watch?v=Ype1obmHry0>



UNIT 5

IMPORT-EXPORT

1. Learn the key vocabulary of the Unit:

import	item	wholesale business
export	niche product	retail business
domestic market	price list	learning curve
niche market	range	stuff
competitive market	representative	to go for something
target market	sales brochure	trade fair
overseas market	sample	warehouse
catalogue	stock	abroad
competition	trade customer	delivery
competitor	core business	to cut out
factory prices	to specialize in	middleman

2. Match the words in column A with their definitions in column B:

A	B
a) <i>overseas</i>	1) a complete list of items that a company sells, often with pictures of the items and prices
b) <i>niche</i>	2) to take goods, letters, etc. to the person or people they have been sent to
c) <i>catalogue</i>	3) the business of selling things directly to customers for their own use
d) <i>competitive market</i>	4) one thing on a list of things
e) <i>brochure</i>	5) an opportunity to be the only company to sell a particular product
f) <i>core business</i>	6) to bring a product into a country to be sold
g) <i>to deliver</i>	7) the most important activities that a company does
h) <i>to enquire</i>	8) the person or group that someone is trying to influence, sell something to, etc.
i) <i>middleman</i>	9) the supply of goods available for sale in a store
j) <i>domestic</i>	10) the rate at which you learn a new subject or a new skill
k) <i>factory prices</i>	11) a market in which many companies are competing
l) <i>item</i>	12) to send a product to be sold in another country
m) <i>learning curve</i>	13) a person or company that buys goods from a producer and sells them to someone else
n) <i>stock</i>	14) the business of selling things in large amounts to other businesses rather than to individual customers

<i>o) sample</i>	15) of or inside a particular country; not foreign
<i>p) retail</i>	16) a small magazine or book containing pictures and information about something or advertising something
<i>q) import</i>	17) to ask somebody for some information
<i>r) target</i>	18) very low prices that you would pay if you bought goods direct from the factory
<i>s) wholesale</i>	19) connected with foreign countries, especially those separated from your country by the sea or ocean
<i>t) export</i>	20) a small amount of something that is given to people to try

a -	b -	c -	d -	e -	f -	g -	h -	i -	j -
k -	l -	m -	n -	o -	p -	q -	r -	s -	t -

3. Supply these sentences with the most suitable words from the list:

niche market	export	learning curve	stock	stuff
import	abroad	confirm	samples	arrange

1. What local products or specialties could your hometown _____?
2. I'd like to _____ the goods in my chain of shops in Great Britain.
3. I want to have these models and any other _____ which is the same for my toy shop in New York.
4. Establishing a _____ give you the opportunity to provide products and services to a group that other businesses have overlooked.
5. Niche products can sell well _____.
6. Which markets does your country _____ from?
7. Could you _____ the delivery date for this part?
8. Would you ask Mr Rich to call me to _____ another date?
9. A _____ is a concept used to measure how quickly a skill can be mastered.
10. I would like to look at _____ of your carpets and discuss matters further.

4. Put the verbs in brackets in the Past Simple:

1. Our company _____ (start) business in 1995.
2. We _____ (order) the goods two months ago.
3. I _____ (send) you the e-mail last week.
4. We _____ (receive) your order yesterday.
5. The postman _____ (come) in, (give) me the documents and (leave) .

6. When I _____ (arrive), Anne was talking on the phone.
7. I _____ (get / not) your letter yesterday.
8. Mister O'Brian _____ (be / not) in the office last week.
9. _____ (Sarah / go) _____ to the trade fair on Thursday?
10. _____ (you / ring) me ten minutes ago?
11. Yesterday, I _____ (go) to the restaurant with a client.
12. We _____ (drive) around the parking lot for 20 minutes in order to find a parking space.
13. My client and I slowly _____ (walk) back to the car.
14. Then we _____ (see) a small grocery store.
15. We _____ (stop) in the grocery store and _____ (buy) some sandwiches.
16. The bank _____ (lend) them the necessary funds on very favourable terms.
17. Bosses at ProCare _____ (dismiss) Ms Walker for causing “disharmony” in the workplace.
18. Walker _____ (take) the company to court and _____ (sue) for unfair dismissal.
19. She _____ (win) the case and ProCare _____ (have) to pay her US\$11,500 in damages and lost pay.
20. After long discussions she _____ (take) a risk and _____ (give) samples to stores to display.

5. Choose the correct word or phrase to complete each sentence:

1. A _____ market is the subset of the market on which a specific product is focusing.
A overseas B niche C domestic D target
2. Who did Michael _____ in the UAE?
A meet B met C meeting D meets
3. Small businesses need to increase their _____ in order to grow.
A accounts B targets C price lists D turnover
4. You should examine customer _____ and the benefits of your products and services.
A pockets B files C needs D returns
5. Agricultural products and consumer goods are sold wholesale and _____.

A retail B retailer C industry D affairs

6. It is absolutely essential to do some thorough_____ before you even think of putting a new product on the market.

A revision B research C repeat D return

7. The company is busy trying to_____the problems arising from the sudden drop in sales of their cosmetic products.

A answer B solve C discover D dissolve

8. We would definitely like to_____ the proposal you have presented to us with a view to including it in our current range of products.

A discover B uncover C examine D reflect

9. The first step most managers_____to grow their business is to increase the number of customers.

A climb B do C take D plant

10. What's the _____ of India?

A cash B coin C currency D money

11. There's a _____ at the bank if you need some money.

A cash machine B cheque C credit card D
currency

12. At the end of each month my employer pays my_____into the bank.

A savings B funds C finances D wages

13. Your _____needs to be in different currencies.

A price list B cash list C currency list D bill list

14. We focus_____overseas market.

A in B on C at D out

15. They _____to Egypt to examine the use of essence oils.

A gone B went C goes D going

16. She uses it to test the_____ of every sample of soap.

A mark B opinion C honesty D quality

17. We decided to buy directly_____ craftsmen.

A from B out of C in D over

18. They_____three months travelling around Italy.

A spend B spent C spends D to spend

19. Can you lend me ten pounds _____ the weekend?

A until B in C around D with

20. As my uncle's an _____, he helps me to manage my finances.

A actuary B underwriter C accountant D lawyer

6. Choose the correct word to complete each sentence in the following text.

India's Prime Minister Narendra Modi has announced a huge financial (1) _____ for his country's economy. Mr Modi (2) _____ plans for spending \$1.35 trillion on infrastructure at an Independence Day speech on August the 15th. The huge investment will focus (3) _____ the economy, youth employment opportunities, and on ways to tackle climate change. Modi hopes the gargantuan injection of cash will provide a (4) _____ to the economy. He said the spending plans will "create job opportunities for hundreds of thousands of young people". He added that the (5) _____ would help local manufacturers to become "globally competitive," and develop new "economic (6) _____" in India.

Mr Modi focused on plans to make India a (7) _____-neutral country. He gave his speech as part of India's 75th Independence Day celebrations. He (8) _____ that before India turned 100, the country would be "energy independent". Modi pledged to invest more in sustainable resources such (9) _____ solar technology and "green hydrogen". He wants the country to move away from its reliance (10) _____ oil. India is the world's third-largest oil importer. In particular, he outlined ambitious plans for transforming India's (11) _____ railway network - the largest in the world. He said he wants the whole network to be a net-zero carbon emitter by 2030. Modi said his country is "moving fast towards (12) _____ its climate goals".

Which of these words go in the above text?

1. A parcel B package C present D box

2. A inclined B outlined C aligned D lined

3. A by B of C at D on

- | | | | | |
|-----|--------------|---------------|-------------|------------|
| 4. | A beast | B boost | C boast | D baste |
| 5. | A paradox | B recognition | C stimulus | D accolade |
| 6. | A cones | B hones | C zones | D tones |
| 7. | A hydrogen | B carbon | C nitrogen | D helium |
| 8. | A sowed | B vowed | C wowed | D cowed |
| 9. | A has | B was | C as | D is |
| 10. | A to | B up | C at | D on |
| 11. | A everywhere | B seep | C spread | D vast |
| 12. | A achieves | B achievement | C achieving | D achiever |

7. Discussion

1. What images are in your mind when you hear the word 'India'?
2. What do you know about India?
3. What is the infrastructure in your country like?
4. What would you spend your government's money on?
5. How could you improve your country's economy?
6. What can your country do to tackle climate change?
7. What are local manufacturers in your town like?
8. How globally competitive are companies in your country?
9. What would you do with a gargantuan injection of cash?
10. What do you think of when you hear the word 'infrastructure'?
11. What sustainable resources are the most effective?
12. How reliant is your country on oil?
13. What questions would you like to ask India's leader?

Watch the video and discuss it with the students from your group.

Video links

- English conversation: International Trade
<https://www.youtube.com/watch?v=I1vSaWNzchY>



- Imports, Exports, and Exchange Rates
<https://www.youtube.com/watch?v=geoe-6NBy10>



- 21 HIGHLY PROFITABLE IMPORT EXPORT BUSINESS IDEAS
<https://www.youtube.com/watch?v=4c94c2geweM>



UNIT 6

TRAVELLING

1. Learn the key vocabulary of the Unit:

trip	departure	to attach
business trip	departure lounge	to confirm
journey	rip-off	hotel bookings
flight number	baggage claim	to book
business class	to save money	to take the train
travel agency	incentives	convenient
budget airline	conference venue	supplier
hand luggage	facilities	traffic
boarding card	expenses	to calm down
to miss (a flight)	exhibition	business tourism
fare	itinerary	to be based in

2. Match the words in column A with their definitions in column B:

A	B
a) <i>journey</i>	1) the area in an airport or bus station where you pick up your luggage after travelling
b) <i>incentives</i>	2) a person or company that supplies goods or services
c) <i>fare</i>	3) buildings, services, equipment, etc. that are provided for a particular purpose
d) <i>to book</i>	4) the act of leaving a place especially to start a journey
e) <i>facilities</i>	5) something that encourages a person to do something or to work harder
f) <i>itinerary</i>	6) something that is expensive and not necessary
g) <i>venue</i>	7) costing a lot of money
h) <i>rip-off</i>	8) to tell someone that something has definitely happened or is going to happen
i) <i>baggage claim</i>	9) a plan of a trip, including the places that you will visit and times
j) <i>traffic</i>	10) a comfortable room where people can spend time while they are waiting in an airport or other public place
k) <i>luxury</i>	11) an act of traveling from one place to another
l) <i>luggage</i>	12) to organize the details of something before it happens; to plan (something)
m) <i>to land</i>	13) to make arrangements so that you will be able to use or have something, such as a room, table, or seat) at a later time
n) <i>supplier</i>	14) a situation in which something happens later than it should

<i>o) departure</i>	15) to return to the ground or another surface after a flight
<i>p) to confirm</i>	16) the place where an event takes place
<i>q) expensive</i>	17) all the vehicles driving along a certain road or in a certain area
<i>r) lounge</i>	18) something that is not worth its price; something that is too expensive
<i>s) to arrange</i>	19) the bags and suitcases that a person carries when travelling
<i>t) delay</i>	20) the money a person pays to travel on a bus, train, boat, or airplane or in a taxi

a -	b -	c -	d -	e -	f -	g -	h -	i -	j -
k -	l -	m -	n -	o -	p -	q -	r -	s -	t -

3. Supply these sentences with the most suitable words from the list:

facilities	save	venue	arrive	incentives
confirm	trip	commute	fares	itinerary

1. Felicia is going on a business _____ to Canada.
2. Regular airlines have reduced their _____ to win back old customers.
3. The idea is to live in the Pas de Calais and _____ to work in London by paying new cheap fares through the Channel tunnel.
4. Staff travelling by train can _____ at least \$50 if they leave half an hour later on a cheaper fare.
5. Non-financial _____ are the types of rewards that are not a part of an employee's pay.
6. They _____ in Paris around three p.m. local time.
7. The hotel offers _____ including a luxurious fitness centre with indoor pool, two outdoor pools, as well as a selection of sports activities and children play grounds.
8. The hall is also an ideal _____ for meetings, concerts and other social and cultural gatherings.
9. For this service passengers need to _____ their request at least 24 hours before boarding the flight
10. Try to plan your _____ to arrive at your destination during day light hours if you can.

4. A. Put the verbs in brackets in the Present Perfect Simple:

1. We are happy to inform you that we _____ (establish) a new branch in Australia.
2. Bob Wesley _____ (already / sign) the contract.
3. We _____ (acquire) a new customer.
4. Alice Wilson _____ (agree) to organize the teams.

5. I _____ (just / print out) the letter.
6. Our customers _____ (be / always) satisfied with our services.
7. Unfortunately, you _____ (react / not) to our reminder notice.
8. _____ Hannah _____ (send) out the quotation yet?
9. _____ (receive / you) _____ our order?
10. Which company _____ (submit) the most favourable offer?

B. Ask for the information in the bold part of the sentence.

1. I have been to France **three times**.

2. Dan has worked for IKEA **for 12 years**.

3. Margaret has lived **in Liverpool** all her life.

4. My laptop has crashed **because of multiple viruses**.

5. Chuck has been on holiday **for eight days**.

6. Fred has done his work **perfectly**.

7. Gavin has sent faxes to our suppliers **to initiate production**.

8. Sarah has bought tickets for Friday **because she is flying to a trade fair in Zurich**.

9. Jason has talked to **his supervisor** about moving into a part-time position.

10. Catherine has prepared a presentation **about the latest sales figures**.

5. Choose the correct word or phrase to complete each sentence:

1. If you carry too much luggage the airline will charge an _____ baggage fee.

A additional B excess C through D over

2. British Airways _____ the departure of Flight BA 0850 to Warsaw.

A advertise B advise C announce D notice

3. The check _____ time at the airport was eight o'clock.

A by B in C out D up

4. The firm pays all my _____ except for personal things like souvenirs and newspapers.

A expenses B debts C sums D values

5. The air hostess told the passengers to _____ their seat belts.

A attach B fasten C fix D tie

6. Our _____ was delayed owing to bad weather conditions.

A airline B airway C flight D runway

7. The worst thing about flying is when you take _____.

A up B in C off D over

8. Landing is also a rather _____ experience, too.

A frightening B frightened C frights D
frightful

9. He _____ a manager when he was 25.

A has become B became C was becoming D become

10. I have _____ your proposal, and I'm quite impressed.

A reviewed B reviewing C review D
reviews

11. They were one of our biggest competitors, but they _____ bankrupt last year.

A went B have gone C had gone D go

12. I _____ here for 10 years (I still work here).

A worked B have worked C is working D
worked has

13. Travel to hotel _____ taxi.

A on B at C by D of

14. Peter has always flown _____ the cheapest ticket.

- A at B on C by D in
15. I have organized your _____ for next week's trip.
A itinerary B way C money D revenue
16. Have you ever _____ a wrong train?
A deducted B allowed C decreased D taken
18. Have you ever been _____ London?
A to B at C on D from
19. She arrives early _____ the airport.
A for B in C at D to
20. Their Head office has changed its policy _____ long flights.
A on B from C out D in

6. Choose the correct word to complete each sentence of the following text.

Foreign travel has been (1) ____ most of us for the past 18 months because of restrictions caused by the coronavirus pandemic. However, there are signs of hope (2) ____ us to resume our sojourns to exotic and faraway places. The National Geographic magazine has released its list of the top 25 travel destinations for 2022. The list is (3) ____ into five categories: adventure, culture and history, family, nature and sustainability. George Stone, Nat Geo's executive editor for travel, explained the (4) ____ behind the list and how covid-19 helped shape it. He said: "(5) ____ many ways, the pandemic provided a moment for travellers and communities around the world to (6) ____ and regroup on how we explore the world."

The list includes a visit to London's Tin Pan Alley, (7) ____ for its music history, and a tour of Hokkaido, Japan, renowned for the unique heritage of its indigenous Ainu people. For nature (8) ____, exploring Namibia's Caprivi Strip is recommended for its abundance of natural wildlife. Mr Stone said the pandemic has made people (9) ____ about their vacations. He said: "People are going to be making much (10) ____ conscientious choices...so we wanted...specific ideas about what is a unique, revealing and safe destination for the year (11) ____." He added: "These superlative destinations speak of resilient communities, innovative conservation efforts, and (12) ____ opportunities for future exploration."

Which of these words go in the above text?

- | | | | | |
|-----|-------------|-------------|-------------|-------------|
| 1. | A boulder | B beyance | C beneath | D beyond |
| 2. | A to | B on | C as | D for |
| 3. | A cut | B split | C cancel | D divide |
| 4. | A rational | B rationing | C rationale | D ration |
| 5. | A On | B Up | C In | D To |
| 6. | A reflect | B mirror | C refract | D prism |
| 7. | A framed | B famed | C flamed | D foamed |
| 8. | A lovers | B loves | C lovelies | D loving |
| 9. | A choice | B choosier | C chosen | D chooses |
| 10. | A many | B most | C more | D much |
| . | | | | |
| 11. | A headed | B heading | C ahead | D header |
| . | | | | |
| 12. | A thrillers | B thrills | C thrilled | D thrilling |
| . | | | | |

Video Lesson

Watch the video and discuss it with the students from your group.

Video links

- Airport English - At the Airport - Spoken English Lesson
<https://www.youtube.com/watch?v=DUqdQjkvElo>



- What is business travel?
https://www.youtube.com/watch?v=hr1qxsc8_GA



UNIT 7

CAREER PROSPECTS

1. Learn the key vocabulary of the Unit:

career prospects	subordinate	to make contacts
business card	workplace	profile
long-term goal	work environment	qualification
short-term goal	team	strength
training course	business vision	candidate
to achieve goals	CV	job fair
target	manager	permanent
new contact	leadership	temporary
to represent	to lead	reputation
skill	interview	to attend
leader	overtime	motivation

2. Match the words in column A with their definitions in column B:

A	B
a) <i>career prospects</i>	1) a small card printed with somebody's name and details of their job and company
b) <i>training course</i>	2) something that you aim to achieve over a long period of time
c) <i>overtime</i>	3) the head of an organization or other group of people
d) <i>vision</i>	4) time that you spend working at your job after you have worked the normal hours
e) <i>strength</i>	5) a description of somebody / something that gives the most important information
f) <i>team</i>	6) a quality or an ability that a person or thing has that gives them an advantage
g) <i>candidate</i>	7) an event where people who are looking for a job can meet companies who are looking for new employees
h) <i>job fair</i>	8) lessons where you learn new skills for your job
i) <i>business card</i>	9) the chances of being successful in your job
j) <i>long-term goals</i>	10) new people who are useful for your work
k) <i>to attend</i>	11) working in a company for a long time or for all time in the future
l) <i>motivation</i>	12) to go regularly to a school, church, meeting etc.
m) <i>new contacts</i>	13) the room, building, etc., where you work
n) <i>workplace</i>	14) something that people may have as a part of their character, for example courage or intelligence
o) <i>qualities</i>	15) a group of people who work together at a particular job

<i>p) subordinate</i>	16) a person who is applying for a job
<i>q) temporary</i>	17) the reason why you want to do something
<i>r) permanent</i>	18) someone who has a lower position and less authority than someone else in an organization
<i>s) profile</i>	19) the ability to think about or plan the future with great imagination and intelligence
<i>t) leader</i>	20) working at a company only for a short time; not permanent

a -	b -	c -	d -	e -	f -	g -	h -	i -	j -
k -	l -	m -	n -	o -	p -	q -	r -	s -	t -

3. Supply these sentences with the most suitable words from the list:

skills	achieved	short-term goals	making contacts	CV
represents	reputation	interview	employees	recommendation

1. He has improved his communication _____ and has become a better presenter.
2. Remember to take a copy of your _____.
3. A manager's job is to make things work well and achieve _____.
4. They _____ their goal of increasing sales by five percent.
5. His desk is in the corner of a large office which he shares with other _____.
6. One of the best ways of _____ with your "targets" is to stay near the registration area.
7. We have a very good _____ and are known very well.
8. The main ways we attract candidates into the agency via _____.
9. Mr. Jefferson _____ his firm at the International Fairs.
10. They have already evaluated the candidates through the _____.

4. Complete the chart with the correct forms of the comparative and superlative.

<i>Adjective</i>	<i>Comparative</i>	<i>Superlative</i>
expensive		
cheap		
good		
easy		
bad		
modern		

important		
efficient		
powerful		
personal		
little		
much		
many		
profitable		
useful		
dangerous		
big		
heavy		
clever		
flexible		

5. Choose the correct word or phrase to complete each sentence:

- This factory is _____ in the entire region.
A efficient B the most efficient C more efficient D as efficient as
- Our new manager is _____ to deal with than our old one.
A easy B easier C easiest D the easiest
- He is _____ salesman we have ever employed.
A bad B the worse C the worst D better
- Last meeting wasn't _____ the meeting we had a month ago.
A more useful B such useful C as useful as D much useful
- I'd like to buy the _____ car than you propose me.
A little expensive B as expensive as C so expensive D less expensive
- _____ thing in communication is to hear what isn't being said.

A More important B The most important C The less important D Important

7. Have you heard _____ news?

A later as B later than C the latest D so later

8. The job _____ to Frank but he turned it down.

A offered B was offered C offer D were offered

9. Some 46% of US consumers aged 20-40 believe that in-store prices are _____ than those available online.

A as high as B higher C high D the highest

10. We're making all efforts to provide our employees with _____ working conditions and career paths.

A the worst B as good as C the best D worse

11. Other thing I like about these boutiques is the fact that the sales assistants look _____.

A so good B as good as C not so good as D as bad as

12. North Italy is _____ than the south because it is more urbanized and has more industries.

A rich B richer C the richest D as rich as

13. A retailer is a person _____ buys goods from the manufacture.

A who B whom C which D what

14. This is the department store _____ Mr Peterson owns.

A which B who C where D what

15. I like shops _____ offer a wide variety of goods.

A who B whose C to D that

16. A bar code (штрих-код) is a pattern of thick and thin stripes _____ an electronic scanner reads.

A how B who C which D whose

17. The deadlines were extremely tight and it was very _____ to deliver on time.

A simple B effortless C difficult D easy

18. These positions are _____ to persons holding a doctorate degree in Biochemistry.

- A availability variable B available C unavailability D

19. China has one of the _____ economies in the world.

- A quickly growing B faster growing C fastest growing D fast growing

20. He spends _____ with his family than he would like.

- A less time B little time C the least time D much time

6. Choose the correct word to complete each sentence of the following text.

A 104-year-old woman from Kerala, India has passed a (1) _____ literacy test. Her name is Kuttியമ്മ and she only learned to read and write last year. Despite having just a year's (2) _____ and being somewhat older than the average pupil, Kuttിയമ്മ passed her tests with (3) _____ colours. She achieved a score of 89 per cent on the Kerala State Literacy Test. Such was her inspirational achievement, Kerala's education minister congratulated her. He tweeted: "With the (4) _____ love and respect, I wish Kuttിയമ്മ...the best." He uploaded a photo of the star student in which she is (5) _____ from ear to ear. Another person tweeted: "I (6) _____ Kuttിയമ്മ for her dedication. It will inspire others for sure."

Kerala state has India's highest literacy (7) _____ at 96.2 per cent and invests heavily in education. It has a strong focus (8) _____ adult education, which Kuttിയമ്മ benefited from. Her endeavours prove that age is (9) _____ a number and that we can achieve anything when we put our (10) _____ to it. Kuttിയമ്മ did not have a formal education as she did not go to school. However, her state-assigned tutor called her "a very sharp woman". He said his student was "overjoyed" after she saw her test results. A state official said: "Kuttിയമ്മ is a role (11) _____ and motivation to all women in adult education". Kuttിയമ്മ said she wants to (12) _____ writing letters and continue her studies to improve her skills.

Which of these words go in the above text?

- | | | | |
|---------------|-------------|-----------|-----------|
| 1. A state | B statute | C statue | D stat |
| 2. A fruition | B intuition | C tuition | D diction |
| 3. A sailing | B rowing | C flying | D driving |

- | | | | | |
|-----|------------|------------|-------------|-----------|
| 4. | A mostly | B must | C mast | D utmost |
| 5. | A grinning | B groaning | C gleaning | D gunning |
| 6. | A bow | B salute | C proud | D amaze |
| 7. | A ratio | B rate | C algorithm | D stat |
| 8. | A on | B by | C of | D at |
| 9. | A justly | B just | C adjust | D justice |
| 10. | A things | B brainy | C minds | D effects |
| . | | | | |
| 11. | A scale | B edition | C model | D version |
| . | | | | |
| 12. | A found | B launch | C embark | D start |
| . | | | | |

Discussion

1. What do you think of reading and writing tests?
2. How do you prepare for English reading tests?
3. What problems do you have with reading English?
4. How important is literacy?
5. How inspirational are those who constantly improve themselves?
6. What advice do you have to improve your reading skills?
7. What tests are you good at taking?
8. When was the last time you grinned from ear to ear?
9. What do you think of when you hear the word 'writing'?
10. How do you prepare for English writing tests?
11. What problems do you have with writing in English?
12. How good is your country's education system?
13. Can we do anything if we put our minds to it?
14. What advice do you have to improve your writing skills?
15. Do you like writing letters?

Video Lesson

Watch the video and discuss it with the students from your group.

Video links

- Business English Expressions You Need To Know
<https://www.youtube.com/watch?v=PAUmGYm7IG0>



- Every Billionaire Uses It!
<https://www.youtube.com/watch?v=joQPAk9-WOE>



UNIT 8

TIME AND MONEY

1. Learn the key vocabulary of the Unit:

timetable	to invest in	to forward
appointment	time management	to attach
diary	punctual	urgent
to check a diary	to delay	to suit
deadline	busy lifestyle	unrealistic
to meet a deadline	to remind	to concentrate on
to postpone	to save time	lead time
schedule	currency	to arrange delivery
to organize a schedule	to spend time	time equals money
strategy	to waste time	to dispatch
on time	to take time	low-skilled / high-skilled workers

2. Match the words in column A with their definitions in column B:

A	B
a) <i>time management</i>	1) to send a document with an e-mail
b) <i>deadline</i>	2) to send (something you have received, such a letter) to somebody else
c) <i>diary</i>	3) organizing your working time in the most official way
d) <i>to dispatch</i>	4) to focus all one's attention on a particular object or activity
e) <i>currency</i>	5) to move something to a late date
f) <i>to invest in</i>	6) a time or date by which something must be done or completed
g) <i>to attach</i>	7) a book with spaces for each day of the year in which you write down things you have to do
h) <i>lead time</i>	8) to send a letter, parcel or message somewhere
i) <i>lifestyle</i>	9) money that is used in another country
j) <i>to concentrate on</i>	10) to spend money on something that will be useful in the future
k) <i>to forward</i>	11) the time between starting and completing a production

	process
<i>l) to waste</i>	12) the way in which somebody lives and works
<i>m) urgent</i>	13) to help somebody remember something important that they must do
<i>n) timetable</i>	14) a plan that lists all the work that you have to do and when you must do each thing
<i>o) punctual</i>	15) not to make good or full use of something, for example time or money
<i>p) appointment</i>	16) not practically possible
<i>q) to postpone</i>	17) a list giving the times of trains or buses
<i>r) unrealistic</i>	18) not late; occurring at the scheduled or proper time
<i>s) schedule</i>	19) an arranged meeting
<i>t) to remind</i>	20) very important and needing immediate attention

a -	b -	c -	d -	e -	f -	g -	h -	i -	j -
k -	l -	m -	n -	o -	p -	q -	r -	s -	t -

3. Supply these sentences with the most suitable words from the list:

forward	on time	spends	save	is wasted
takes a long time	strategy	deadline	remind	postponed

- I'm afraid the annual sales conference has been _____ to November.
- Please start arriving _____. You've been late three times this week.
- Our team _____ a lot of time studying the *Honda* market to make sure that our prices are where they should be.
- Sometimes time _____ by doing administration tasks which are not necessary.
- _____ Julia to bring our suppliers' latest prices with her.
- In order to _____ time sometimes I share the work with my colleagues, so we support each other.
- What kind of problems might you have with a _____?
- Don't expect fast results. Establishing a product in the market _____.
- I provide advice to companies on their business and _____.
- Would you be so kind to _____ this to your sales staff.

4. A) Complete the sentences by choosing between the verb forms in italics:

- I think the company *will / am going to* maintain the same strategy of focusing its distribution on small, local retailers.

2. We *are meeting* / *will meet* our colleagues from Madrid office on Monday.
3. I *am going to spend* / *will spend* some time in the UK to improve my English.
4. Sorry, Ann, but shouldn't Malcolm be here? – Oh, yes, just a minute. I *will* / *am going to* call him.
5. What *are you going to do* / *will you do* at the end of the training course?
6. How are the preparations for your trip? – Everything is arranged. I *am living* / *leave* in two weeks time.
7. Maybe they *will buy* / *am going to buy* new equipment for our factory.
8. I don't know how to use this spreadsheet. – Don't worry. I *will* / *am going to* help you.
9. The training program *will teach* / *is teaching* you about our organization, health and safety, security, guidelines for dealing with visitors and the public.
10. What is he doing on Tuesday? – He *is discussing* / *will discuss* the new hotel building project with the local management.

B) Use the correct form of the verbs in brackets to complete this paragraph:

Mark Dean and his colleague Anna Woods work for European Hotels. They _____ 1 (visit) the Canary Islands next month for a four-day business trip. They _____ 2 (arrive) in Gran Canaria at 11.00 a.m. and _____ 3 (give) a presentation on the company's plan to local managers in the afternoon. Next day Mark _____ 4 (travel) to Tenerife and _____ 5 (visit) the company's hotel there. Anna _____ 6 (not accompany) him. She _____ 7 (stay) in Gran Canaria and _____ 8 (interview) people for the job of manager in the new hotel. On the third day Anna _____ 9 (not work). She _____ 10 (have) a day's holiday. Mark _____ 11 (meet) local trades unions and politicians. On their last day they _____ 12 (attend) a conference run by the Spanish government. They _____ 13 (not leave) together. Mark _____ 14 (return) home on the 8.00 flight but Anna _____ 15 (not leave) until 11.00.

5. Choose the correct word or phrase to complete each sentence:

1. Businesses are always _____ ways to cut costs.
A looking at B looking for C looking after D looking up
2. We have a very efficient system, and we don't _____ while working.
A lead time B waste time C manage time D spare time
3. We are glad to inform you about the _____ of our trainings for this year.
A note B schedule C check D card

4. Would Tuesday morning _____ you?
 A suitable B available C suit D useful
5. _____ in machines and equipment can reduce the need for human labour.
 A Invest B To invest C Investment in D Investing
6. For many businesses “Time ... money”.
 A equal B equals C saves D wastes
7. Hurry up! Otherwise the meeting will be over _____ we get there.
 A later B in time C by the time D
 time
8. One way you can _____ is by doing two tasks at the same time.
 A offer B save time C to save time D lead
 time
9. We’ve invested a lot of money in product development this year which will reduce
 our _____ in future.
 A productivity B lead time C turnover D profit
10. We have to meet two or three _____ nearly every week.
 A deadline B urgent deadline C urgent deadlines D deadpoints
11. We will _____ the goods to the premises you specify on your order.
 A deliver B keep C hold D avoid
12. It takes a long time for our factory _____ the equipment to our clients.
 A dispatch B to dispatch C deliver D delay
13. She would advise other small businesses to take the risk and _____ new
 technology.
 A invest in B fail C take away D lose
14. People with busy lifestyles – especially single people – want value for time rather
 than simply _____.
 A value B value for time C value for money D value for
15. What day and time do they finally fix for their _____?
 A affairs B issues C challenges D
 appointment

16. I have a very good new software program which _____ my work schedule.
A destroys B disorganizes C organizes D ruins

17. You can _____ one task at a time to help you increase your productivity. Multi-tasking doesn't usually help you accomplish more.
A focus B focus in C focus on D concentrate

18. _____ is the ability to plan and control how you spend the hours in your day to effectively accomplish your goals.
A Sales management C Financial management
B Time management D Personnel management

19. This project is very _____, so it may take longer than usual.
A effortless B challenging C easy D simple

20. To save time, Paul and his colleagues try to _____ work.
A avoid B give C take D share

6. Choose the correct word to complete each sentence of the following text.

The World Health Organization (WHO) and International Labour Organization have issued a (1) ____ warning about the danger of overworking. They said working long hours is causing the (2) ____ death of hundreds of thousands of people worldwide. The two organizations analysed the link between (3) ____ of life and working long hours. Their findings were (4) _____. Around three-quarters of a million workers die early after suffering strokes and heart attacks as a (5) ____ of working over 55 hours a week. Most of these deaths were in people aged 60 to 70 who had worked at least 55 hours between the ages of 45 and 74. The researchers discovered that men accounted (6) ____ 72 per cent of the deaths.

The WHO study (7) ____ that people who work at least 55 hours a week have a 42 per cent increased risk of stroke, and a 19 per cent increased chance of heart disease. Researchers analysed data from (8) ____ in 154 countries. They looked at data collected from 1970 to 2018. The WHO Director-General said: "No job is (9) ____ the risk of stroke or heart disease. Governments, employers and workers need to work together to agree (10) ____ limits to protect the health of workers." The WHO said over nine per cent of workers overwork. It warned that the situation is (11) _____, saying: "The pandemic is accelerating developments that could (12) ____ the trend towards increased working time."

Which of these words go in the above text?

1.	A spark	B snark	C stark	D shark
2.	A premature	B mature	C matured	D maturity
3.	A gloss	B loss	C floss	D lost
4.	A clearheaded	B hung over	C drunken	D sobering
5.	A solution	B reason	C result	D motive
6.	A as	B for	C on	D to
7.	A revealed	B unravelled	C revelled	D rebelled
8.	A workarounds	B works	C workings	D workforces
9.	A value	B assess	C worth	D against
10	A up	B as	C of	D on
.				
11	A joining	B worsening	C behavioural	D narrating
.				
12	A feed	B fish	C hook	D worm
.				

Discussion

1. What images are in your mind when you hear the word 'work'?
2. How many hours a week do you work?
3. Should there be a limit on the number of hours people work?
4. How dangerous is overworking?
5. Have you ever overworked?
6. Why do some people work such long hours?
7. What do you think of working 55 hours a week?
8. Who do you know that works long hours?
9. Should companies be fined if their workers overwork?
10. How would you feel if you worked 55 hours a week?
11. What happens to someone's health when they work too hard?
12. Do you think there should be a 4-day week?
13. How has the pandemic affected working conditions?
14. Would it be better for people to work from home?
15. What advice do you have for people who overwork?

Video Lesson

Watch the video and discuss it with the students from your group.

Video links

- Time is Money - Grant Cardone

<https://www.youtube.com/watch?v=QoqFpth2zwY&t=10s>



- The Value of TIME - One of the Most Motivational Speeches Ever (very powerful!)

<https://www.youtube.com/watch?v=5e6VriahPsQ>



UNIT 9

THE CUSTOMER

1. Learn the key vocabulary of the Unit:

refund	mass production	option
customer	to be satisfied with	failure
delivery	product	to identify
discount	computer technology	to produce
to order	leading manufacturer	to succeed
regular customer	to incorporate	marketing expert
core customer	requirement	common feature
specification	to trade	to customize
standard	service	innovative
trend	management	retail trade
assembly line	salesman	to do business

2. Match the words in column A with their definitions in column B:

A	B
a) <i>delivery</i>	1) to make or grow something, especially in large quantities and in order to be sold
b) <i>innovative</i>	2) an amount of money that is given back to you if you are not satisfied with the goods or services that you have paid for
c) <i>trend</i>	3) a level of quality or achievement, especially one that people generally consider normal or acceptable
d) <i>product</i>	4) to achieve something that you planned to do or attempted to do
e) <i>refund</i>	5) someone who has a special skill or special knowledge of a subject, gained as a result of training or experience
f) <i>discount</i>	6) the act of bringing goods, letters etc to a particular person or place, or the things that are brought
g) <i>to succeed</i>	7) the process of producing large quantities of goods by using machines
h) <i>option</i>	8) someone who buys goods or services from a shop, company etc.
i) <i>standard</i>	9) work, help or advice provided by a company or organization for the public
j) <i>mass production</i>	10) the activity of controlling and organizing the work that a company or organization does
k) <i>service</i>	11) a reduction in the usual price of something
l) <i>to produce</i>	12) to buy and sell goods, services etc as your job or business

m) expert	13) new, original, and advanced
n) customer	14) something produced or made for sale
o) management	15) to ask for goods or services to be supplied
p) to trade	16) a man whose job is to persuade people to buy some products
q) failure	17) a general tendency in the way a situation is changing or developing
r) salesman	18) to recognize something or discover exactly what it is, what its nature or origin is etc.
s) to order	19) lack of success
t) to identify	20) a choice you can make in a particular situation

a -	b -	c -	d -	e -	f -	g -	h -	i -	j -
k -	l -	m -	n -	o -	p -	q -	r -	s -	t -

3. Supply these sentences with the most suitable words from the list:

expert	delivery	option	refund	trend
to produce	standard	product	discount	innovative

1. You can expect _____ in a week to ten days.
2. The current _____ is towards more part-time employment.
3. He works in marketing and _____ development.
4. Return your purchase within 14 days for a full _____.
5. Members get a 15% _____.
6. This was not the only _____ open to him.
7. The committee is assessing the _____ of care in local hospitals.
8. Apple's _____ products have created fervent brand loyalty among their customers.
9. How did you manage _____ a new product so quickly?
10. Cary Steinmann is an _____ in marketing communication and brand management.

4. Put the verbs in brackets into correct form (I Conditional):

1. If I _____ (leave) now, I _____ (be) in New York by 8pm.
2. If I _____ (offer) the job, I think _____ (take) it.
3. If your conditions _____ (be) competitive, we _____ (place) an order.
4. If you _____ (execute) the order carelessly, they _____ (not / place) another order with you in the future.
5. A lot of people _____ (be) out of work if the factory _____ (close down).

6. We _____ (cancel) our order unless you _____ (deliver) the goods by Friday.
7. If you _____ (customize) your CV, your chances of getting the job _____ (be) better.
8. What _____ you _____ (do) if you _____ (miss) the plane?
9. If you _____ (be) late for the meeting, _____ the manager _____ (be) annoyed?
10. Nobody _____ (notice) if you _____ (make) a mistake.
11. If Pierre _____ (call), tell him I _____ (give) him a ring later.
12. If you _____ (ring) 0800 726354, we _____ (give) you some more information.
13. If we _____ (cut) our prices, more people _____ (buy) our products.
14. Unless sales _____ (improve) dramatically, we _____ (make) a loss this year.
15. Unless we _____ (pay) them immediately, they _____ (take) legal action.
16. She _____ (accept) the job if we _____ (give) her the salary she wants.
17. We _____ (sign) the contract if there _____ (not / be) any last minute problems.
18. The economic situation _____ (continue) to improve if the government _____ (manage) to control inflation.
19. Unless they _____ (change) the time of the meeting for some reason, I _____ (see) you at 4.30 pm.
20. If the demand _____ (increase), prices _____ (rise).

5. Choose the correct word or phrase to complete each sentence:

1. The _____ price would be around \$500.
A retail B retell C retailer D retailed
2. We do _____ with a number of Italian companies.
A business plan B business C business class D business card
3. If you receive a _____ item and would like a refund, please send us a message via our *Contact Us* page.
A faulty B true C correct D perfect
4. Britain's retail _____ (= all the things sold to the public in shops) jumped 3.2 percent in April.
A charges B deals C sales D tariffs
5. What _____ of toothpaste do you use?
A commercial B brand C marque D mark

6. I've _____ a new computer from the supplier.
 A orders B ordered C ordering D order
7. Italian food has been _____ all over the world.
 A to export B exporting C exported D export
8. They had to travel into town _____ the products from their farm.
 A trader B to trade C trade D traded
9. If customers are very _____, they might tell a few of their friends.
 A satisfied B satisfying C satisfaction D satisfy
10. If a customer feels angry they will probably tell _____ people about it.
 A a lot of B much C a great amount of D little
11. Companies need to listen _____ to their customers
 A careful B carelessly C carefully D careless
12. My flight gets in at 9.30, so I'll call you _____ I get there.
 A when B if C unless D in case
13. Switzerland's banks will soon change the way they _____.
 A operation B operate C operator D operated
14. Companies today are faced with a stark choice: _____ or go under.
 A adopt B adapt C market D research
15. Change is easier in flatter organizational structures than in _____ ones.
 A democratic B hierarchical C market-driven D caring
16. Business leaders should create an atmosphere of _____ in which staff are encouraged to express their feelings.
 A disbelief B doubt C trust D uncertainty
17. Colour is a key factor in packaging, especially in today's highly _____ marketplace.
 A compete B competition C competitor D competitive
18. When a consumer walks along the supermarket shelves they will take a few seconds to decide what to buy and you need to _____ the worth of your product from three metres away.

A tell B communicate C make D show

19. In the 21st century the workforce will be _____ in gender and age, and there will be more ethnic diversity.

- A much balanced C less balanced
 B more balanced D the least balanced

20. Products are general, while brands are something quite _____.

- A single B unique C ordinary D alone

6. Choose the correct word to complete each sentence of the following text.

The computer giant Apple has (1) _____ all customer reviews from several of its online Apple stores. The reviews section was a useful (2) _____ for customers to leave feedback for other people about Apple's products. The reviews section on the Apple Store (3) _____ disappearing last week. Apple has removed the "Ratings and Reviews" (4) _____ of its online stores across the world. The reviews pages have gone from the stores in the USA, UK and Australia. This means that anyone in those countries (5) _____ to find reviews on Apple products will have to visit other websites. Apple has not yet commented (6) _____ its decision to remove the ratings and reviews section, so nobody knows why they have taken this action.

The website pcmag.com speculated that the removal could have been (7) _____ mistake, but then it said the removal was part of a new Apple (8) _____. It said: "Clearly, Apple has decided its online store is better without customer feedback for (9) _____ reason. Alternatively, the customer feedback system is being overhauled." PC Mag said Apple used to be very open and allow (10) _____ kinds of comments, including very negative reviews. It said: "Apple wasn't shy about leaving extremely negative reviews and ratings up on its store (11) _____ the past". It added: "We're also heading into the busiest shopping period of the year, and Apple online store customers have lost an important (12) _____ of information when deciding what to buy."

Which of these words go in the above text?

1.	A	B	C	D
2.	A	B	C	D
3.	A	B	C	D
4.	A	B	C	D
5.	A	B	C	D
6.	A	B	C	D
7.	A	B	C	D
8.	A	B	C	D
9.	A	B	C	D
10	A	B	C	D
.				

11	A	B	C	D
12	A	B	C	D

- (a) removal (b) removes (c) removed (d) removing
(a) way (b) meme (c) pit (d) use
(a) began (b) start (c) commence (d) inaugurated
(a) section (b) sector (c) secret (d) sect
(a) want (b) wanted (c) wants (d) wanting
(a) in (b) at (c) to (d) on
(a) a (b) big (c) the (d) so
(a) police (b) politics (c) poll (d) policy
(a) some (b) much (c) many (d) such
(a) whole (b) all (c) every (d) much
(a) at (b) in (c) of (d) on
(a) source (b) soars (c) sauce (d) saws

Discussion

1. What images are in your mind when you hear the word 'customer'?
2. What do you know about Apple?
3. What do you think of customer reviews?
4. Do you ever read customer reviews?
5. Why do you think Apple removed the customer reviews section?
6. What review would you give for Apple?
7. What do you think of when you hear the word 'review'?
8. What do you think of Apple?
9. What is Apple's best product?
10. Why do so many people love Apple?
11. How important are customer reviews?
12. How can people get reviews on Apple products now?
13. Are online stores better than real stores?

Video Lesson

Watch the video and discuss it with the students from your group.

Video links

- Business English Vocabulary - CUSTOMER & CLIENT
<https://www.youtube.com/watch?v=57Mv2xixHmQ>



- How to Greet Customers in Retail
https://www.youtube.com/watch?v=U8vwLb9Z_LA



UNIT 10

BUSINESS ONLINE

1. Learn the key vocabulary of the Unit:

to search	crash	to scroll up / down
Internet	to download	link
email	to click on (a link)	to sell online
screen	gross domestic product (GDP)	to browse through
digital	e-tailer / e-retailer	search engine
online	forecast	to navigate
e-commerce	association	monitor
website	to predict	to maintain (a website)
homepage	video conference	to share data
to surf	user-friendly	up-to-date
mouse	to access (a website)	to set up (a website)

2. Match the words in column A with their definitions in column B:

A	B
<i>a) digital</i>	1) a computer system that allows millions of computer users around the world to exchange information
<i>b) mouse</i>	2) to press a button on a computer mouse to choose something from the screen that you want the computer to do
<i>c) to surf</i>	3) a place on the Internet where you can find information about something, especially a particular organization
<i>d) to download</i>	4) using or characterized by computer technology
<i>e) to click</i>	5) a small object connected to a computer by a wire, which you move with your hand to give instructions to the computer
<i>f) e-tailer / e-retailer</i>	6) a system that allows you to send and receive messages by computer
<i>g) e-commerce</i>	7) a business or person that sells goods using the Internet
<i>h) forecast</i>	8) connected to other computers through the Internet, or available through the Internet
<i>i) online</i>	9) a statement about what you think is going to happen in the future
<i>j) to scroll up / down</i>	10) including the most recent news and information; modern and using the latest ideas or knowledge
<i>k) up-to-date</i>	11) the first page of a website, which often contains links to other pages on that website
<i>l) screen</i>	12) to look for information and other things on the Internet

m) <i>home page</i>	13) to move information or programs from a computer network to a small computer
n) <i>video conference</i>	14) to move between the different areas of a website by using the links contained in it
o) <i>email</i>	15) the activity of buying and selling goods and services and doing other business activities using a computer and the Internet
p) <i>to navigate</i>	16) to move text or images of a Web page, document, etc. up, down or to the side on a computer screen so as you can see all of it
q) <i>Internet</i>	17) a meeting between people in different places who are able to see and hear one another using a set of telecommunication technologies
r) <i>to access</i>	18) easy to use or understand
s) <i>website</i>	19) to get information, especially from a computer
t) <i>user-friendly</i>	20) the part of a television or computer where the picture or information appears

a -	b -	c -	d -	e -	f -	g -	h -	i -	j -
k -	l -	m -	n -	o -	p -	q -	r -	s -	t -

3. Supply these sentences with the most suitable words from the list:

email	video conferencing	website	e-banking	user-friendly
database	search engine	monitors	click	e-commerce

1. We update our _____ weekly on Friday.
2. _____ is becoming an increasingly popular business model.
3. _____ is a solution that works best when two or more distant sites need to be connected in real time, and where seeing participants and listening to their input is important.
4. Google is a famous _____ which finds your results in a fraction of a second.
5. Please can you give me your _____ address?
6. Not every company needs a _____ but most companies benefit from having an online presence.
7. *Sony VAIO* laptops are _____ and come with touchpad keyboard.
8. These new _____ are designed mainly for gaming enthusiasts and video and graphics professionals.
9. _____ is a term used for Internet banking.
10. When you find something you want to purchase, _____ “Add to cart”.

4. Put the verbs in brackets into correct form (II Conditional):

1. If everyone _____ (contribute) 10% of their salaries to charity, there _____ (be) no poverty.
2. If we _____ (maintain) our current level of sales, we _____ (meet) our targets.
3. If I _____ (have) to manage a complex task through to completion, I _____ (supervise) every detail.
4. If I _____ (invent) a new product, I _____ (patent) it immediately.
5. What _____ you _____ (do) if you _____ (lose) your job?
6. If I _____ (be) Prime Minister, I _____ (reduce) bureaucracy.
7. If we _____ (spend) more money on R&D, we _____ (be) the market leaders.
8. _____ it _____ (be) easier if we _____ (discuss) the problem together?
9. People _____ (suggest) more ideas if they _____ (not / be) afraid of criticism.
10. If we _____ (have) more money, we _____ (invest) in research.
11. Companies _____ (be) more innovative if they _____ (encourage) more discussion.
12. Under what conditions, if any, _____ you _____ (disobey) an order from your boss?
13. If I _____ (not / pay) my bills, I _____ (get) in a lot of trouble.
14. If I _____ (have) my own office, it _____ (be) easier to work.
15. If Philip _____ (travel) less in his work, he _____ (spend) more time with his family.
16. If Trudy _____ (work) from home for part of the week, she _____ (save) time and money.
17. If Maria _____ (have) a more sympathetic boss, she _____ (not / work) long hours.
18. If you _____ (decide) to live a simpler life, what's the first thing you _____ (get) rid of?
19. What _____ (be) your first moves if you _____ (become) the CEO at Coca-Cola?
20. What _____ you _____ (do) if you _____ (start) an online business and it _____ (fail)?

5. Choose the correct word or phrase to complete each sentence:

1. Managing and maintaining the _____ is what keeps it fresh and useful.
A charity B screen C website D market
2. My colleague bought a new _____ camera.
A overtime B digital C internet D online

3. Most people using the Internet for shopping don't actually make a _____ online
 A buy B purchase C shop D demand
4. 30% of all online purchases fail, which means that there are a lot of disappointed _____ out there.
 A buyer B order C customers D consume
5. Clarity and _____ are important in building trust between the company and the customer.
 A dishonesty B honour C honesty D honest
6. *Amazon.com Inc* now operates _____, with separate websites in many countries around the world, selling itself as 'The Earth's biggest bookstore'.
 A globalization B globe C globally D global
7. Our site is _____.
 A friendly-user B used-friendly C user-friendly D useful-friendly
8. It is essential for a company to make a marketing research before _____ a new product or changing one of their products that already exists.
 A keeping B launching C holding D catching
9. Pro-Chic was a _____ company with a customer base of about 250.
 A set-up B starting C start-up D start
10. What _____ do you need to work in sales?
 A quality B qualifications C values D weakness
11. If you really want to develop your _____, you can earn a good salary.
 A currency B compensation C career D care
12. Online shopping has increased dramatically in recent years as more and more people use the Internet to _____ travel tickets and buy goods.
 A require B book C command D make
13. You can sign up just by a click of the _____.
 A mouse B keyboard C monitor D scanner
14. Criminals are finding many ways to uncover clients' _____.
 A symbols B PINs C sums D total

15. Branch managers participate in meetings through _____.
A email B video conferencing C commuting D telecommuting
16. A company _____ programme helps workers develop new knowledge and skills online.
A e-learning B learn C learnt D learned
17. Using the mouse, you can do a number of things by _____ on different icons.
A pulling B pushing C ticking D clicking
18. I spend an hour a day or more _____ the Net.
A waving B breaking C surfing D clicking
19. Why do some customers prefer _____ to traditional retail stores?
A online shops B online radio C online banking D online ads
20. The new touch screen is supposed to be even _____ than past models.
A thin B more thin C most thinnest D thinner

6. Choose the correct word to complete each sentence of the following text.

Authorities are (1) _____ those looking for love on the Internet to be cautious. There was a 20 per cent (2) _____ in online romance fraud last year. The organisation UK Finance reported that cyber fraud increased considerably and (3) _____ with a rise in the number of people looking for a partner online. This has been exacerbated (4) _____ feelings of loneliness and isolation during the coronavirus pandemic. There was a sharp rise in the number of scams related to dating sites and around Valentine's Day. UK Finance said: "Romance scams can leave customers out of love and out of (5) _____." It warned: "Romance scammers can be very convincing (6) _____ forming an emotional attachment with their victims."

The Online Dating Association in the UK reported that around 2.3 million British citizens used dating apps (7) _____ lockdown. Cyber criminals have taken advantage of this to scam people. A total of \$26 million is believed to have been lost in bank (8) _____ fraud. The average loss per victim is around \$11,000. According to data from a UK bank, people aged 55 to 64 are the most (9) _____ to romance fraud. Pauline Smith, a fraud (10) _____, said: "Any online platform that allows you to connect with and talk to other people could be targeted by romance fraudsters, so it's important to (11) _____ vigilant." She urged extreme caution if an online love (12) _____ requests money for things like medical care.

Which of these words go in the above text?

- (a) urging (b) purging (c) perjuring (d) surging

- (a) spine (b) spice (c) spike (d) spire
 (a) coincidence (b) coincides (c) coincided (d) coincide
 (a) on (b) of (c) at (d) by
 (a) pocket (b) packet (c) picket (d) pucker
 (a) of (b) by (c) at (d) on
 (a) about (b) via (c) while (d) during
 (a) change (b) transfer (c) transmit (d) shift
 (a) vitriol (b) venerable (c) vulnerable (d) viable
 (a) expat (b) expert (c) export (d) extant
 (a) done (b) do (c) have (d) remain
 (a) liking (b) interest (c) prefer (d) pastime

Discussion

1. What images are in your mind when you hear the word 'romance'?
2. How romantic are you?
3. What is the most romantic thing you have ever done?
4. What do you think of online dating?
5. How worried are you about online fraud?
6. What are the signs that a mail or site might be a scam?
7. How have you felt during the coronavirus pandemic?
8. Has romance ever left you out of pocket?
9. How important is romance to you?
10. What do you think of when you hear the word 'fraud'?
11. What do you think of dating apps?
12. What do you think of scammers?
13. What do you do to keep safe online?
14. What do you think of online romance?
15. How vigilant are you online?
16. What is the best romantic movie you have seen?

1.	A	B	C	D
2.	A	B	C	D
3.	A	B	C	D
4.	A	B	C	D
5.	A	B	C	D
6.	A	B	C	D
7.	A	B	C	D
8.	A	B	C	D
9.	A	B	C	D
10	A	B	C	D
.				

11	A	B	C	D
12	A	B	C	D

Video Lesson

Watch the video and discuss it with the students from your group.

Video links

- Essential Technology Vocabulary in English: Advanced Vocabulary Lesson
<https://www.youtube.com/watch?v=adZ-LYWx95Q&t=543s>



- Instant messages
<https://learnenglish.britishcouncil.org/skills/reading/upper-intermediate-b2/instant-messages>



UNIT 11

NOT FOR PROFIT

1. Learn the key vocabulary of the Unit:

to raise (money)	brand	mail-shot
donation	volunteer	environment
publicity	mission	feedback
partnership	charity	to donate
sponsorship	profit	to set up
to found	to advertise	disability
premises	sponsor	shareholder
logo	fundraising	network
poverty	to distribute	feedback
to support	objective	campaign
trust	leaflet	headquarters

2. Match the words in column A with their definitions in column B:

A	B
a) to raise	1) the act of giving something, especially money, to help a person or an organization
b) leaflet	2) financial support for an activity or event
c) shareholder	3) the main building or offices used by a large company / organization
d) logo	4) the situation or experience of being poor
e) sponsorship	5) to start something such as an organization, company etc. by providing the necessary money
f) donation	6) a small book or piece of paper advertising something or giving information on a particular subject
g) charity	7) to collect money that you can use to help people
h) headquarters	8) someone who owns shares in a company or business
i) campaign	9) an organization that gives money, goods, or help to people who are poor, sick etc.
j) profit	10) a small design that is the official sign of a company or organization
k) brand	11) a series of actions intended to achieve a particular result relating to business or politics, or a social improvement
l) feedback	12) someone who does a job willingly without being paid
m) publicity	13) advertisements or information that a company sends to many people at one time by post

n) <i>volunteer</i>	14) the state of being a partner in business								
o) <i>mission</i>	15) an organization or group that invests money that is given to it and gives the profits to a charity								
p) <i>mail-shot</i>	16) the purpose or the most important aim of an organization								
q) <i>poverty</i>	17) the attention that someone or something gets from newspapers, television etc.								
r) <i>partnership</i>	18) a type of product made by a particular company, that has a particular name or design								
s) <i>trust</i>	19) advice, criticism etc. about how successful or useful something is								
t) <i>to found</i>	20) money that you gain by selling things or doing business, after your costs have been paid								
a -	b -	c -	d -	e -	f -	g -	h -	i -	j -
k -	l -	m -	n -	o -	p -	q -	r -	s -	t -

3. Supply these sentences with the most suitable words from the list:

mission	volunteers	partnership	charities	profit
network	donation	headquarters	raise	founded

- Several _____ sent aid to the flood victims.
- The organization hopes to _____ funds to help needy youngsters.
- The property company made a huge _____ on the deal.
- How old was Jeff Bezos when he _____ *Amazon.com*?
- The _____ of International House is to enable students of different cultures to live together and build life-long friendships.
- It is important to build up a _____ of professional contacts.
- Since the Peace Corps began in 1961, nearly 200,000 Peace Corps _____ have served in 139 countries.
- Would you like to make a _____ to our charity appeal?
- Several youth charities have formed a _____ to help homeless teenagers.
- The _____ of the United Nations is a complex in New York City.

4. Rewrite these sentences using the Passive Voice:

- Roche Inc.* manufactures vitamins, perfumes, and antibiotics.
-

- Dr Stein runs the Research and Development Department.
-

- Scientists test most new drugs extensively before they go on sale.

4. Countries store most nuclear waste underground.

5. Farmers grow a third of the world's cocoa on the Ivory Coast.

6. Australia's largest airline *Qantas* operates a fleet of 187 aircraft.

7. Fusajiro Yamauchi founded *Nintendo* in 1889.

8. They reorganized the R&D department last year.

9. An Italian designer updated our clothes collection for winter 2012.

10. Two brothers founded the company in 1896.

11. They grow a lot of the world's tea in India.

12. My assistant has conducted four interviews so far.

13. Oxford University Press opened the American office in 1896.

14. The Accounts Department sent us another copy of the invoice.

15. When did they send those faxes?

16. In 2010, the *BMW group* produced 1,481,253 automobiles and 112,271 motorcycles across all its brands.

17. How many automobiles did the *BMW group* produce in 2013?

18. In the United States farmers grow 100 varieties of apples.

19. How many varieties of apples do farmers grow in the US?

20. The bank clerk has made an expensive mistake in the invoice.

5. Choose the correct word or phrase to complete each sentence:

1. Would you like to work for a _____ as a volunteer?

A charity B charter C charge D chart

2. People who found charities usually have a clear _____.

A misuse B mission C miss D mistake

3. The contract can be _____ within five business days.

A cancel B to cancel C cancelled D cancelling

4. All orders _____ carefully.

A is executed B was executed C are executed D executed

5. The factory _____ in 1995.

A build B built C were built D was built

6. Sponsorship creates good _____ both for the charity and the company.

A public B publicity C publish D publication

7. A _____ is a graphic mark or emblem commonly used by commercial enterprises, organizations and even individuals to aid and promote instant public recognition.

A logic B logistics C logo D log

8. The job _____ to Frank but he turned it down.

A offered B was offered C offer D were offered

9. We are sending out a _____ telling our customers about our new products
 A mail slot B mail-shot C mail-bag D mailing list
10. The report _____ by a leading expert in the field.
 A wrote B were written C was written D write
11. Smoking is not _____ on these premises.
 A suggested B left C permitted D increased
12. Microsoft _____ by Bill Gates and Paul Allen in Albuquerque, New Mexico.
 A found B was founded C founded D has founded
13. A company with many _____ is not necessarily a publicly traded company.
 A shareholders B shareholding C shareholder D shareholdings
14. Before you send out the report, Ms. Collins _____ to see it.
 A would like B waiting C may D quickly
15. We have _____ decided to offer the job to Mr. Alexander.
 A yet B unless C to D already
16. The number of complaints has _____ in the last two months.
 A deducted B allowed C decreased D called
17. The job requires a good _____ for figures.
 A head B understanding C bread D faculty
18. Ms. Dexter will _____ about the budget.
 A repeat B talk C say D extend
19. Welcome _____ our new offices.
 A for B in C at D to
20. I am writing _____ behalf of my company.
 A on B from C out D in

6. Choose the correct word to complete each sentence of the following text.

A campaign group (1) _____ under the hashtag "Stop Hate For Profit" has severely dented the market value of Facebook and Twitter. The group is calling (2) _____ advertisers to suspend advertising with the social media giants until they reform their (3) _____. In particular, the group wants sites to be stricter in their moderation of posts the group (4) _____ to be hate speech and misinformation. The value of Facebook's stock (5) _____ by eight per cent last Friday as Unilever halted its advertising. A three per cent drop followed on Monday as major brands such as Starbucks and Coca Cola said they would pause spending on the social media platform. Facebook's value has (6) _____ by around \$60 billion.

The Stop Hate For Profit campaign (7) _____ going on June the 17th after several civil rights groups and non-profit watchdogs collaborated. They formulated a campaign to get social media platforms to (8) _____ problems and biases in the way they moderate content. They called for an advertising (9) _____ and asked advertisers to, "hit pause on hate". They said: "We are asking all businesses to stand in solidarity with our most deeply (10) _____ American values of freedom, equality and justice and not advertise on [these] services in July." Facebook CEO Mark Zuckerberg responded (11) _____ announcing a series of new policies, including a ban on hateful content and on posts making false (12) _____ about voting.

Which of these words go in the above text?

- (a) operational (b) operating (c) operates (d) operative
- (a) in (b) on (c) of (d) at
- (a) practitioner (b) practicums (c) practicalities (d) practices
- (a) dooms (b) deems (c) dumbs (d) dimes
- (a) summited (b) submitted (c) remitted (d) plummeted
- (a) nosed (b) nosebleed (c) nosedived (d) noshed
- (a) got (b) came (c) been (d) went
- (a) mail (b) stamp (c) address (d) title
- (a) abeyance (b) buoy (c) boomerang (d) boycott
- (a) held (b) dug (c) touched (d) grabbed
- (a) by (b) as (c) at (d) on
- (a) claims (b) debts (c) dams (d) letters

Discussion

1. What images are in your mind when you hear the word 'hate'?
2. What do you think of advertising?
3. What do you think of Facebook?
4. Do you agree with the campaign?
5. Have you seen misleading posts on social media?
6. What should social media sites do to stop hate?
7. What do you think of the advertisers who are joining the boycott?

8. How much will the campaign damage Facebook and other sites?
9. How happy are you with social media platforms?
10. What do you think of when you hear the word 'profit'?
11. How important are civil rights groups and watchdogs?
12. What problems with social media can you see?
13. How damaging is hate speech?
14. How can sites prevent misinformation from being posted?

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

Video Lesson

Watch the video and discuss it with the students from your group.

Video links

- Essential words of vocabulary about charity
<https://www.youtube.com/watch?v=J3f4glRuraw>



- Nonprofit vs For-Profit Organizations
<https://www.youtube.com/watch?v=CDUxwVju3yQ&t=81s>



UNIT 12

PROBLEM-SOLVING

1. Learn the key vocabulary of the Unit:

to come up with (an idea)	survey	to manage (to do something)
to look into	to carry out	complaint
to find out	to concentrate on	trouble
to carry on	to evaluate	to crop up
to deal with	know-how	to get advice on
smoothly	to look into	to liaise with
drawing	solution	to work something out
two-dimensional	to solve	proposal
three-dimensional	to succeed in	invoice
feasible	suggestion	on time
to brainstorm	to take action	to guarantee

2. Match the words in column A with their definitions in column B:

A	B
a) <i>to manage to do something</i>	1) to develop ideas and think of ways of solving problems
b) <i>complaint</i>	2) a picture that you draw with a pencil, pen etc
c) <i>trouble</i>	3) a list of goods sold or services provided together with the prices charged; a bill
d) <i>to brainstorm</i>	4) a plan or suggestion which is made formally to an official person or group
e) <i>to evaluate</i>	5) something that you complain about
f) <i>smoothly</i>	6) an idea, plan, or possibility that someone mentions
g) <i>drawing</i>	7) a way of solving a problem or dealing with a difficult situation
h) <i>three-dimensional</i>	8) a general description or report about a particular subject or situation
i) <i>feasible</i>	9) at the correct time or the time that was arranged
j) <i>on time</i>	10) to give most of your attention or effort to one thing
k) <i>proposal</i>	11) to succeed in doing something difficult, especially after trying very hard
l) <i>to liaise with</i>	12) to be successful; to do what you tried or wanted to do; to achieve a desired aim
m) <i>suggestion</i>	13) having length, depth, and height
n) <i>solution</i>	14) problems or difficulties

<i>o) survey</i>	15) in a smooth manner; if there are no problems to spoil a planned event, piece of work
<i>p) know-how</i>	16) to happen or appear suddenly and in an unexpected way; to arise
<i>q) invoice</i>	17) to exchange information with someone who works in another organization or department so that you can both be more effective
<i>r) to succeed in</i>	18) knowledge, practical ability, or skill to do something
<i>s) to crop up</i>	19) possible and is likely to work
<i>t) to concentrate on</i>	20) to judge how good, useful, or successful something is

a -	b -	c -	d -	e -	f -	g -	h -	i -	j -
k -	l -	m -	n -	o -	p -	q -	r -	s -	t -

3. Supply these sentences with the most suitable words from the list:

proposals	feasible	on time	liaise	complaints
smoothly	brainstorm	know-how	concentrates on	cropped up

1. We need somebody with the _____ to check the equipment.
2. The plane arrived right _____.
3. It is no longer _____ for one country to dominate the world.
4. The French government has approved _____ for a new waste law.
5. Our company _____ the European market.
6. This meeting will discuss the problem and _____ ideas for improving the situation.
7. It is advisable to _____ closely with the planning authorities.
8. The subject _____ quite naturally as we talked.
9. The sales assistants are trained to deal with customer _____ in a friendly manner.
10. A technician is there to make sure the equipment works _____.

4. A. Complete these sentences by putting one verb into the Past Simple and the other into the Present Continuous:

1. I _____ (use) my time well while I _____ (wait) for my plane – I wrote some emails.
2. I first _____ (meet) Mr Rodriguez when I _____ (go) round Mexico on a marketing trip.
3. When I _____ (give) my presentation, someone at the back of the room _____ (interrupt) to ask a question.

4. While my PA _____ (finalize) arrangements for my trip to Brazil, the clients _____ (ring) up to cancel the visit.
5. The auditors _____ (notice) a large unauthorized withdrawal while they _____ (look) through the accounts.
6. The security guard _____ (notice) the broken window while he _____ (walk) round the warehouse.
7. A headhunter _____ (approach) her while she _____ (work) for ICI.
8. Robert _____ (have) lunch with Ms Takashi when I _____ (see) him.
9. The company _____ (do) well when I last _____ (visit) it.
10. My colleague _____ (phone) me when I _____ (give) some information to a client.

B. Make sentences with a similar meaning by using used to. Some of the sentences are negative, and some of them are questions:

11. When I was young, I thought that people over forty were old.
12. Where did you live before you came to Seattle?
13. Did you at some time in the past work for the telephone company?
14. Rita worked in a law office for many years. Now she doesn't have a job.
15. Adam has a new job. He has to wear a suit every day. When he was a student, he always wore jeans.
16. Mike is a computer programmer now, but for many years he was a technician.
17. Ben travelled a lot in his job but now, since his promotion, he doesn't.
18. Martin worked for IBM but he left for a better paid job.
19. David had a lot of money but he lost it all investing in Web sites.
20. When Mr. Watt was young, he didn't have much money. Now he is a millionaire.

5. Choose the correct word or phrase to complete each sentence:

1. He _____ the accounts when he spotted the error.
 A checks B is checking C was checking D has checked
2. Amelia _____ a report when her boss asked her to fetch an invoice.
 A is writing B has written C writes D was writing
3. When the phone rang, I _____ to a client.
 A talk B was talking C have talked D am talking

4. I _____ to own a *Rolex* watch but it got broken.
 A used B use C was using D have
5. We _____ excellent service.
 A guarantee B produce C manufacture D supply
6. We've been asked to _____ up with some new ideas.
 A carry B come C find D look
7. Our accounts department is _____ into this matter and will report back later.
 A carrying B looking C finding D coming
8. The project is very complicated. It'll take you a while to _____ it out.
 A work B find C look D carry
9. A recent _____ showed 75% of those questioned were in favour of the plan.
 A questions B answers C interview D survey
10. They should _____ properly and fairly with any complaint.
 A complain B deal C criticize D disagree
11. These new computers are all very _____.
 A low-tech B digital C out-of-date D high-tech
12. Customers can complain about the _____, or help, they receive and the goods they buy.
 A goods B service C practice D production
13. Our affiliated firms _____ with matters like that.
 A deals B to deal C deal D dealing
14. The team _____ its own effectiveness.
 A evaluates B evaluating C to evaluate D is evaluated
15. With no regard to its very recent history our company _____ to gain the stable and high reputation on the market.
 A gave up B managed C succeeded D achieved
16. Any helpful _____ would be welcome.

A propose B chaos C suggestion D
 recommend

17. _____ is a policy that provides guidance within an organization about how to manage the state of chronic absence from work.

A Presenteeism B Absenteeism C Present D Absent

18. We _____ 175 people, but nowadays we _____ just 70.

A used to employ / employ C use to employed / employ

B employ / used to employ

D employ / use to employ

19. The company _____ a lot of pollution, but nowadays it _____ environmentally-friendly.

A produce / is

C used to produce / is

B produced / was

D produces / was

20. The majority of employees complain about _____ air conditioning and ventilation in summer.

A adequate

B satisfactory

C inadequate

D sufficient

6. Choose the correct word to complete each sentence of the following text.

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

The automotive and other industries (1) _____ the globe are facing production challenges due to a shortage of semiconductors. A global semiconductor shortage has

caused car giant General Motors to (2) ____ production at all but four of its plants in North America. GM owns a (3) ____ of popular car brands, including Cadillac, Chevrolet and GMC. A GM spokesperson told the Detroit Free Press news agency that the company is focused (4) ____ trying to resolve its supply-chain difficulties. He said: "Although the situation remains complex and very (5) ____, we remain confident in our team's ability to continue finding creative solutions to minimize the impact (6) ____ our highest-demand and capacity-constrained vehicles."

Semiconductors are an (7) ____ part of many of the gadgets and electrical products we use in our everyday lives. Sony, Toyota, Ford and other multinational companies are reporting production (8) ____ due to the current dearth in supply. One reason for the shortage is the COVID-19 pandemic. Staff shortages in factories that manufacture the (9) ____ in China, South Korea and Taiwan have negatively hit production. The website engadget.com said companies would experience challenges for the (10) ____ future. It reported: "With the shortages (11) ____ to continue until at least 2023, and no immediate solutions (12) ____, GM likely won't be the last company to change its production schedule."

Which of these words go in the above text?

- (a) astound (b) abound (c) about (d) around
- (a) spec (b) talc (c) chalk (d) halt
- (a) numeral (b) number (c) numbing (d) numbs
- (a) at (b) of (c) on (d) to
- (a) liquid (b) druid (c) fluid (d) squid
- (a) on (b) at (c) to (d) by
- (a) debatable (b) indispensable (c) disposable (d) dependable
- (a) hitches (b) pitches (c) ditches (d) britches
- (a) crisps (b) chips (c) biscuits (d) snacks
- (a) forebears (b) foregoes (c) foreseeable (d) foreshadows
- (a) expedited (b) expedient (c) expected (d) extant
- (a) forth (b) forthright (c) forthwith (d) forthcoming

Discussion

1. What image is in your mind when you hear the word 'semiconductor'?
2. What do you know about semiconductors?
3. What are semiconductors needed for in cars?
4. How important is the automotive industry?
5. What problems will a shortage of semiconductors create?
6. What would happen if the supply of semiconductors dried up?
7. Are you good at finding creative solutions?
8. Should there be fewer vehicles on the road?
9. What do you think of when you hear the word 'shortages'?

10. What things are indispensable to you?
11. What gadgets do you absolutely need in your life?
12. What advice do you have for the car companies?
13. Are we too reliant on technology?

Video Lesson

Watch the video and discuss it with the students from your group.

Video links

- A digital detox podcast
<https://learnenglish.britishcouncil.org/skills/listening/upper-intermediate-b2/a-digital-detox-podcast>



- 50 PHRASES IN BUSINESS ENGLISH
<https://www.youtube.com/watch?v=vkmAhUtoyDw>



Unit 14 MAJOR TRANSLATION TRANSFORMATIONS

1. Вибір варіантного відповідника (synonymous substitution).

Ця трансформація застосовується при перекладі полісемантичних (багатозначних) слів і потребує звернення до контексту, напр.: The blue color promotes intellectual process. – Блакитний колір сприяє процесу мислення. При перекладі іменника, що має кілька значень, необхідно враховувати значення слова у словосполученні (його ще називають правим значенням), напр.: advance of science – прогрес науки, advance of the army – наступ армії.

При перекладі прикметника необхідно зважити на значення іменника, з яким він має атрибутивні відношення, напр.: a blind cat – сліпа кішка, a blind attack – необачний наступ. Відповідно при перекладі перехідного дієслова слід враховувати значення прямого додатку, напр.: to launch a rocket – запустити ракету to launch a ship – спустити корабель на воду to launch an attack – почати наступ to launch a product – розпочати продаж товару. При перекладі неперехідного дієслова основну увагу слід звертати на значення підмета, напр.: Waves travel. – хвилі поширюються. The train travels. – Потяг їде. A man travels. – Людина подорожує. При перекладі неперехідного дієслова з прийменниковим додатком (так звані phrasal verbs) прийменник змінює значення дієслова, на що зазвичай вказує словникова стаття, напр.: to put off – знімати; to put on – одягати; to put over – переправитися; to put through – закінчити (роботу).

Task 1. Apply synonymous substitution technique while translating polysemantic words in the following sentences.

1. The relation model is implemented in database where a relation is represented by a table, a tuple is represented by a row, an attribute is represented a by a column of the table, attribute name is a name of the column such as “identifier”, “name”, “city” etc., attribute value contains the value for column in the row, constraints are applied to the table and form a logical schema. 2. The candidate key cannot contain null value and should always contain a unique value. 3. A foreign key is a primary key for other table, in which it uniquely identifies a record. 4. The sprawling cities do offer an attractive pattern of development. 5. The age old concept of a feeling of belonging or community welfare have eluded modern sprawling cities. 6. Choosing urban lifestyle against rural living, is a fading option for many people. 7. Paradigm shifts in science and revolutionary leaps in technology are frequently coterminous with political and military

upheavals. 8. These quakes portend the emergence of new organizing principles and novel threats. 9. The concept of thinking machines appears in Greek myths like the “Talos of Crete”.

2. Контекстуальна заміна (contextual substitution). Внаслідок контекстуальної заміни відповідником слова / словосполучення у МО стає слово / словосполучення, що не є його словниковим значенням, і яке підібрано із врахуванням контекстуального значення та мовних норм і узусу МП. Не існує точних правил щодо заміни одного слова на інше, адже переклад слів у таких випадках повністю залежить від контексту. Проте існують певні процедури пошуку контекстуальної заміни слова, а саме: а) пошук словникового відповідника; б) в разі його відсутності, звернення до екстралінгвістичних знань про об’єкт, явище, процес, дію; в) добір лексичного відповідника із загального лексичного фонду МП. Проілюструємо випадок контекстуальної заміни на прикладі: The scope of geophysics also broadly includes outer-space phenomena that influence the earth, even in subtle way: the effects of the sun on the earth’s magnetic field; and manifestations of cosmic radiation and the solar wind.

– До царини геофізики належить також дослідження космічних явищ, які мають навіть незначний вплив на землю: сонячне випромінювання на магнітне поле землі, прояви космічної радіації та сонячні бурі. У наведеному прикладі слово wind перекладене словом бурі, що не є його словником відповідником, але виходячи із загальних енциклопедичних знань, відомо, що в астро- / геофізиці існує таке поняття, як “сонячна буря”, яке є адекватним значенню відповідного англійського словосполучення solar wind.

Task 2. Apply contextual substitution technique while translating the following sentences.

1. However, within the end of this century with the immense development of computers and its corresponding technologies, modern graphic design has evolved into a business that is done almost entirely on computers. 2. With express elevation of the hi-tech industry, the nature assures more and today’s designers are contributing their name and effort through creativity for the next generation. 3. The revolution of planets around the Sun is not observed fact but theory. Still, it is highly confirmed theory. 4. The number of these engineers working at present is lower in comparison to other professionals in the IT field. 5. Others were catering to the technical needs of several telecommunication giants. 6. Nowadays, computer hardware engineers have to pass through tough competition, as the number of degrees granted in the information technology sector has increased enormously. 7. Computer hardware engineers should have the capacity of troubleshooting and finding potential problems as soon as possible

to preclude severe loss in the deliverables. 8. Their working time is never fixed and may change according to the requirements of their services. 9. Referring to the salary survey of 2006, these engineers earned a handsome salary which was around \$70.000 to \$110.000 per annum. 10. We can still mend our ways and move towards a beautiful world.

2. Калькування (дослівний / буквальний) переклад (calque / loan / verbal / literal / word-to-word tr.). Це спосіб передачі денотативного значення лексичної одиниці МО без збереження звукової або орфографічної форми, але з відтворенням структурної її моделі. В деяких англомовних джерелах її ще називають borrowing [19, с. 91], напр.: independent – незалежний, non-proliferation – нерозповсюдження (ядерної зброї), skyscraper – хмарочос, waterfall – водоспад, old-fashioned – старомодний, self-control – самоконтроль, honey moon – медовий місяць. Калькування ще визначають як переклад за першим словниковим значенням, напр. green – зелений, belt – пояс; green belt of forests –зелений пояс лісів; Deflation involves a sustained decline in the aggregate level of prices, such as occurred during the Great Depression of the 1990s. – Дефляція передбачає тривале падіння цін у великих масштабах, таке як під час Великої Депресії 30-х рр. минулого століття. У перекладі розрізняють також семантичне калькування, а саме переклад за переносним значенням лексеми в МО, напр.: refined – витончений, touching – хвилюючий,

Task 3. Apply calque / loan / verbal / literal / word-for-word translation in the following sentences.

1. This magnanimous explosion is termed by astrophysics as the Big Bang. 2. The light emitted by distant galaxies is found to be moving away from our galaxy, the Milky Way. 3. A trip by Voyager 2 in 1989, the only visit by a spacecraft on Neptune, is the only source of credible information we have about the planet. 4. For example, in America the growth of an urban sprawl was associated with the fulfillment of the “Great American Dream” where people dreamed of living in singlefamily homes with all modern facilities. 5. People living in an urban locality have generic houses, busy schedules, small families and a secluded lifestyle. 6. AI researchers hope to invent intelligent machines which can perceive, learn and reason like humans. General intelligence is their long-term goal. 7. By general intelligence they mean to incorporate other aspects like social intelligence, judgement, commonsense, robotics and self-awareness. 8. The trademark of early modern fonts is the sans-serif** typeface. 9. If you are fascinated by a hobby, feel devoted to it, would like to spend as much time as possible pursuing it – this could be an outlet for learning, creativity, and selfexpression.

4. **Описовий переклад (descriptive translation)** передає значення лексичної одиниці у формі словосполучення або речення, зазвичай, якщо у МП не існує її лексичного відповідника. Застосовують при перекладі фразеологізмів, ідіом, безеквівалентної лексики, термінів та неологізмів, напр.: brain-drain – відтік наукових кадрів, переманювання фахівців за кордон, endorsement – реклама з залученням знаменитостей, coroner – слідчий, який веде справи про насильницьку або наглу смерть, impeachment – притягнення до суду за державний злочин, switchel – напій з води і патоки, maisonette – квартира на двох поверхах, Latinos – іспаномовні американці (вихідці з Центральної та Латинської Америки, що проживають у США). Перевага цієї трансформації полягає у її евристичних можливостях прояснити зміст певного поняття.

Task 4. Apply descriptive translation technique while translating some terms in the following sentences.

1. Sans-serif fonts have become the de facto standard for body text onscreen, especially online. 2. Some industries such as building and construction offer plenty of opportunities for black economy enterprise and many who work in these industries, the so-called “moonlighters”, have in effect two jobs, one in the formal economy, the other in the black one. 3. The American psychologist Frederick Herzberg has proposed a theory of motivation. The main application of the theory is job enlargement (when employees carry out wider range of tasks) and job enrichment (when employees are given more responsibility) in performing a job by manual workers. 4. The other possible application of the theory is job rotation – when employees are trained in several minor skills and exchange jobs with each other at intervals. 5. Always bored with studies Ray Kroc left school at fifteen to enlist as an ambulance driver at the end of World War I. 6. The mixtures sold very well for a while, but when soda fountains began to go out of fashion in the early fifties, Kroc became concerned about his narrowing market.

5. **Транскодування (transcoding)** – це спосіб перекладу шляхом відтворення звукової / графічної форми слова МО засобами МП. Вирізняють чотири різновиди транскодування: транскрибування, транслітерація, мішане та адаптивне транскодування. Транслітерація (transliteration) – трансформація, за допомогою якої слово МО передається по літерах у МП, напр.: server – сервер, marker – маркер, memorandum – меморандум. Транскрибування (transcribing) – трансформація, за допомогою якої звукова форма слова МО передається відповідними літерами МП, напр.: peak – пік, newton – ньютон, hi-tech – хай-тек. Мішане транскодування (mixed transcoding) – переважне застосування

транскрибування з елементами транслітерації, напр.: overlock – оверлок, resistor – резистор. Адаптивне транскодування / натуралізація (adaptive transcoding / naturalization) – адаптація форми слова до фонетичних або граматичних норм МП, напр.: altimeter – альтиметр, control – контроль, condensation – конденсація, platform – платформа, progress – прогрес.

Task 5. Translate the following sentences using one of the possible type of transcoding (transliteration, transcribing, mixed or adaptive / naturalization).

1. With the Big Bang matter was thrown away from a central point of high intensity towards the periphery and so, low levels of microwaves are seen through space at 270 °C. 2. Prokaryotic cells make up unicellular organisms that form the largest group of organisms. 3. All bacteria have a prokaryotic cell that have simple parts. 4. Notebook computers are now out-selling desktops for the first time in history. 5. Now, with the advancement of various multimedia based architectural technologies, the mere process of presenting the plans of the architect has undergone a major change. 6. On the other hand, the doctrine of determinism postulates that everything is destined to be what it is, and human being have absolutely no real choice whatsoever. 7. For determinism brings with itself a comfort, and free will a risk. 8. Guttenberg era of graphic design evolution was sluggish until the 19th century. 9. Psychologists are buzzing with discussion about a new type of addiction – Internet addiction. 10. Although behaviorism and psychoanalysis dominated the first half of the 20th c., a new school of thought, known as humanistic psychology emerged during the latter half of the 20th c. 11. By 1900 this unique product of Monet's imagination (for his Impressionism had become more subjective) was in itself a major work of environmental art – an exotic lotus land within which he has to meditate and paint for more than 20 years. 12. Newton had already formulated his laws of motion when William Hoerschel first observed the planet Uranus through a telescope in 1721.

6. Антонімічний переклад (antonymous translation) – заміна форми слова в МО на протилежну за значенням в МП (позитивне значення – на негативне і навпаки). Існують три різновиди антонімічного перекладу: негативація, позитивація та анулювання двох негативних компонентів. Негативація (negativation) – це спосіб перекладу лексичної одиниці без формально невираженої семи заперечення (у формі негативних префіксів dis-, in-, un-, суфікса -less, часток no, not, сполучників nor, neither ... nor або прислівників nobody, none, never) в МО словом / словосполученням з одним з таких заперечень в МП, напр.: to fail – не впоратися, to hate – ненавидіти, small – невеликий, safe – неушкоджений, Remember! – Не забудь!. Позитивація (positivation) – це спосіб перекладу лексичної одиниці з формально вираженою семою заперечення в МО

словом / словосполученням без формально вираженої семи заперечення в МП, напр.: unalloyed – чистий, unbroken – цілий, unkind – злий. Анулювання двох негативних компонентів (annihilation) – це спосіб перекладу лексичної одиниці з двома формально вираженими семами заперечення в МО словом / словосполученням без формально виражених сем заперечення в МП, напр.: not impossible – можливий, not improper – відповідний, not until – лише.

Task 6. Translate the following sentences using one of the possible type of antonymous translation (negativation, positivation, annihilation).

1. Solar powered stars, solar energy collecting windows, and building materials are not far from mainstream development. 2. The French Academy of Sciences, founded in 1666, proved no great rival; the American Association for the Advancement of Sciences was not formed until 1848. 3. Their situation is not likely to improve soon; some economists predict it will be years, not months, before employees regain any semblance of bargaining power. 4. We have to increase our knowledge of reality that are non-physical. 5. It turned out that he was right, but Copernicus died in 1543, and the first parallax was not discovered until 1838. 6. This is not the case with machines with artificial intelligence. 7. There are stories about how Plato's mother came to be pregnant by a virginal conception. Ariston had attempted to force his intention on Perictione and failed, it was then when the Greek god Apollo appeared to him and Ariston decided to leave the woman alone. 8. A software computer engineer may know little about computer hardware, but a computer hardware engineer is well aware of how software works. 9. Perfection is not a myth, it is not impossible; it is the great man's task. 10. While the psychology did not really emerge as a separate science until the latter half of the 19th c., its initial history can be traced right back to the ancient Greeks.

7. Компресія / вилучення слів (compression / omission) – зменшення кількості мовних знаків у вислові друготвору або вилучення надмірної експліцитної інформації у формі зайвого слова / словосполучення в МО, напр.: This is the most important task to do. – Це найважливіше завдання. Крім того, в англійській мові існує низка традиційно надлишкових висловів (pleonastic expressions), в яких слова не доповнюють, а повторюють одне одне – dead and gone, fair and square, far and away, good and well, lord and master, null and void, odds and ends, regular and normal, які зазвичай перекладають одним словом, напр.: null and void – нечинний, odds and ends – рештки, regular and normal – звичайний, rules and regulations – правила.

Task 7. Apply compression / omission technique while translating the following sentences.

1. Satellites and spacecraft used the power of the sun to create electricity, but the technology remained too expensive for anyone but the government to use. 2. The first book produced by Gutenberg press was "The Incunabula". This book became the standard in the history of book printing and publishing and was a giant leap for printing

and publication. 3. Thus materialism has adversely affected the entire framework of our society. 4. Intelligent robots can be programmed to reach the earth's nadirs. They can be used to dig for fuels. They can be used for mining purposes. 5. In simple words, computer hardware engineers are people who take care of all the computer hardware maintenance, they are assigned of. 6. They are directly related to the care and maintenance of computer chips, motherboards, network components and devices, servers, database, keyboards, modems, printers, scanners and many more computer peripherals. 7. The booming and flourishing period for graphic design was after World War II; as the American economy thrived, the demand of graphic design, particularly on advertisement and packaging sectors blossomed. 8. Each and every step is followed by checking and changing. 9. Perfection needs disciplined and self controlled life. 10. The planet Venus is also referred to as the morning star or the evening star, owing to the probability of its sighting at dawn and dusk. 11. Jupiter is a giant planet, which holds the distinction of being the largest planet in the solar system. 12. With the diameter of 88731.806 mi, it is so large, that a thousand planets the size of the Earth can fit inside it with immense ease.

8. Декомпресія / ампліфікація / додавання слів (decompression / amplification / addition of words) – збільшення кількості мовних знаків у вислові друготвору або спосіб перекладу слова в МО як мінімум двома лексемами в МП, що викликано необхідністю експлікувати імпліцитну інформацію першоджерела, прояснивши її на лексичному рівні для малознайомого з нею читача, напр.: decontextualized – поза контекстом, to trot – бігти риссю, to jog – бігти підтюпцем, theorist – вченийтеоретик; The Times wrote about it editorially. – Газета “Таймс” писала про це у передовій статті.

Task 8. Apply *decompression / amplification / addition technique while translating the following sentences.*

1. Isaac Newton contributed to many branches of human thought, among which physics and mathematics were the fields in which he contributed substantially. 2. Nokia was also the first mobile with a T9 predictive text, that made SMS a piece of cake. 3. The most popular version of Murphy's Law is “Anything that can go wrong will”. 4. In the Bay of Biscay off France a minisubmarine found giant oyster 20 cm (8 inches) across; in the Mediterranean another found gardens of sponges around a cold seep where methane leaks from the sea floor. 5. Richard Branson was the 9th in the Sunday Times Rich list 2006, worth just over J3 billion. 6. In 2006, Branson formed Virgin Comics and Virgin Animation. 7. His high public profile often leaves him open as a figure of satire – the 2000 AD series Zenith featured a parody of Branson as a super villain, as the comics publisher and favoured distributor. 8. Of the two brothers, Tom Watson, Jr. was seen to make the most obvious impact on IBM as a whole. 9. In his original book, Tom Watson, Jr. made it clear that almost everyone in IBM opposed his decision to invest in the development of computers. 10. In particular, IBM's

technical experts condemned it. Even the supporters of the new technology underestimated the potential.

9. Пермутація (permutation), тж. перестановка слів – це лексична трансформація, суть якої полягає у зміні місць лексем у словосполученні або елементів у фраземі, напр.: administrative efficiency – еффек- 20 PRACTICAL COURSE OF TRANSLATION тивне керівництво, meteorological satellite – зонд- супутник, income policy – політика прибутків, wage rise – підвищення зарплати, budget increase – збільшення бюджету, blood circulation – циркуляція крові, mechanical engineer – інженер-механік, nuclear engineer – інженерядерник, organic chemist – хімік-органік.

Task 9. Apply permutation technique while translating the following sentences.

1. A paradigm shift which occurred through Newton's law of gravitation was the concept of "Action at a Distance". 2. These fusion reactions continued as temperatures dropped, to form atomic nuclei of hydrogen and helium. 3. A gravitation force acts between two particles even though they are not in contact with each other. 4. But there have been several grave consequences of this trend in human development, especially in current circumstances it is a severe concern for governments all over the world. 5. The wealthier of the new settlers received large tracks of land and became plantation owners. 6. The planet is famous for its unique planetary ring system. 7. Neptune is the last planet in our solar system, since Pluto has been officially classified as a dwarf planet by the IAU in 2006. 8. Johannes Gensfleisch zur Laden zum Gutenberg, a German metal-worker and an inventor, introduced a printing technology allowing the re-use of individual letters. 9. Gutenberg era of graphic design evolution was sluggish, until the 19th century. 10. I Love NY ad campaign (1973) and a famous Bob Dylan poster (1968) designed by Milton Glaser are examples of applied graphic design culture and its influence.

10. Транспозиція (transposition) – це заміна однієї частини мови на іншу, напр.: stone hedge – кам'яна огорожа (N → A); Copying architectural and engineering drawings once required many hours of work. – У свій час зняття копій з архітектурних та технічних креслень вимагало багато робочого часу (V+ing → N) – номіналізація; Critical controls are therefore placed within easy reach of astronauts' couches – Отже, важелі управління розміщують таким чином, щоб ними можна було легко управляти з сидінь астронавтів (N → V) – вербалізація.

Task 10. Apply transposition technique while translating the following sentences.

1. As an applied art of arranging images and text for an attempt of visual communication, the hand written copy of the Christian Bible "The Book of Kells", created by Irish monks in the 19th c. AD with rich illustrations is a good example of

the evolution of graphic design. 2. Human intelligence is not a single ability but is rather a composition of abilities like learning, reasoning, problem solving, perception and understanding of language. 3. Since ancient times, people have been thinking of designing machines that will replicate human intelligence. 4. Essentially, there are four stages after which the power is generated for the automobile to move. 5. Uranus is located at a distance of 19.18 AU from the Sun and it has 27 moons and 13 rings of dark particles, varying in size, around it. 6. This data help companies in keeping track of their business processes (such as order processing, shipping information and customer information / relationship management etc.). 7. It is almost impossible to go on storing such a huge amount of information without managing it in a proper way. 8. The benefits of carbon for the human body and for many other industrial purposes are unmatched, and all these properties combined make carbon a very essential element for sustaining human life. 9. Even though now superseded by general relativity, Newton's idea of gravitation serves well in understanding the motion of planets and stars to incredible accuracy. 10. Computer-based training (CBT) and distance learning (e.g., via the WWW) are already offering practical multimedia components that can make learning substantially easier.

11. Конкретизація значення (concretization of meaning) – це лексико-семантична трансформація, внаслідок якої видову назву перекладають родовою, або слово з ширшою семантикою в МО заміняють на слово з вузькою семантикою в МП. Цю трансформацію часто застосовують у випадку перекладу слів з дуже широкою, іноді розмитою семантикою на кшталт thing, point, piece, staff, affair, business, concern, fine, good, nice, to be, to get, to have та ін., напр.: The focus is on the description of the selection process itself. – Основну увагу зосереджують на самому процесі відбору; family pet – домашня кішечка, morning meal – сніданок, shelter – навіс.

Task 11. Apply concretization technique while translating the following sentences.

1. If you desire to get into a computer hardware career, you are required to at least own a bachelors degree in the engineering field. 2. That is, all the tangible things in the world that we acquire may go some day but still we have the strength within us to survive in tough condition. 3. Murphy's Law will find you and turn things from bad to worse. 4. The diversity of the oceans that the census will reveal exceeds all expectatins. So does the extraordinary performance of the new technologies which were pressed into service. 5. During the 1600's, the famous French philosopher, Rene Decartes, introduced the concept of dualism, which stressed on the fact the body and the mind were basically two separate entities that interacted to form the normal human experience. 6. Scientists believe that universe originated from one single point of energy. 7. The method includes the following points. 8. There are 206 bones in the body and these bones and cartilages help to provide the support and points of

attachment to many soft tissues, muscles and ligaments in the body. 9. There are parallels that can be drawn with religion, questions can be asked about the religious ideal of being, omniscient entity that oversees all life. 10. You are guaranteed a good education, a steady job, caring parents, a loving spouse.

12. Генералізація значення (generalization of meaning) – це лексикосемантична трансформація, внаслідок якої слово з вузькою семантикою в МО заміняють на слово з ширшою семантикою в МП, або видову назву перекладають родовою, напр.: a sparrow – пташка; The water flows from the openings into two basins. – Вода витікає через отвори у дві ємкості.

Task 12. Apply generalization technique while translating the following sentences.

1. The engine runs in a very simple manner. 2. This can further help both, view a range of designs and experiment with colors and textures to arrive to one's dream home. 3. In the transparent ocean scientists have the tools to say where fish are, how many of them there are and where they are going. 4. Far less agreement exists concerning the details of positive prescriptions for science. 5. Piston rings are rings present around the piston, which preclude the fuel and air mixture from going into the sump during the process of combustion. 6. A "society" may even, though more by means of metaphor, refer to a social organism such as an ant colony. 7. Every man participates in a culture, defined as "the arts, customs, habits, beliefs, values, behavior that constitute a people's way of life". 8. M. Fried and E. Service have classified human cultures based on political systems and social inequality into four categories: hunter-gatherer bands, horticultural / pastoral societies (with two inherited social classes: chief and commoner), highly stratified structures (with several inherited social classes: king, noble, freeman, serf and slave), or chiefdoms, and civilizations (with complex social hierarchies and institutional governments). 9. Historically speaking, the dogma of the equality of man is the result of the adoption of the purely practical machinery of the majority but the adoption of the majority principle is also responsible for another institution of modern times: the party system. 10. And one mark of liberty is for a man to live as he likes; this is the function of liberty, inasmuch as to live not as one likes is the life of a man that is a slave.

1.2. Граматичні перекладацькі трансформації

1. Компенсація (compensation) – це спосіб перекладу, за допомогою якого втрата значення в одній частині речення (тексту) компенсується в іншій його частині, напр.: In some people, however, the red color may evoke aggression. – Проте

у деяких людей червоний колір може викликати агресію. Тут відповідник however першотвору винесено на початок друготвору – проте.

Task 13. Apply compensation technique while translating the following sentences.

1. Newton was fascinated with the field of optics and he made many major discoveries in this field too. 2. Many however are thought to “lecture notes” instead of complete, polished treatises, and a few may not be the work of Aristotle but of members of his school. 3. Monetarism thus posited that the steady, moderate growth of the money supply could in many cases assure a steady rate of economic growth with low inflation. 4. As far as economy is concerned, however, the total money supply is several times as large as the sum total of individual money holdings defined in this way. 5. The money market is, therefore, different from the capital market, which is concerned with medium- and long-term credit. 6. The frozen seas of the Arctic and Antarctic each had their surveys, too. 7. Important applications are, for example, encyclopedias in which video clips, sound documents, or small animations are integrated along with the classical text and image components. 8. Modern computer technology has changed typography production altogether, but for the experimental and evolutionary approach their contribution was highly recognizable. 9. Due to a rapid change in several technologies, computer hardware engineers are required to update their knowledge base accordingly, so that they can provide every possible service to their clients and customers. 10. Murphy’s law however is not just “anything that can go wrong will”, there are many different subdivisions within it.

2. Зміна порядку слів (replacement) у перекладеному реченні у порівнянні з реченням оригіналу відповідно до існуючих синтаксичних норм МП, напр.: Definite proof to that effect is lacking. – Не існує достатніх доказів для цього явища; It was surprising for us to find out that such substance had not occurred in nature. – Ми були здивовані, з’ясувавши, що такої речовини в природі не існує.

Task 14. Apply replacement technique while translating the following sentences.

1. On the basis of information sent by Mariner 10 spacecraft, scientists suspect that some volcanic activity is occurring on Mercury. 2. If you want the engine to start and run in a smooth manner, replacing spark plugs at prescribed intervals is essential. 3. To fight against hackers and unethical behavior cyber laws are drafted. 4. A brief treatment of money markets follows. 5. Consequently, heavy taxes are paid by the population, which is already reeling under heavy prices. 6. A number of factors were taken into consideration. 7. Some preliminary studies have now been carried out. 8. The following table presents the results of the analysis. 9. The role of such data and their relevance to the general theory have been discussed. 10. Conclusions, two indices,

and a brief bibliography follow. 11. To do so, leisure time and wealth formation and accumulation are prerequisites.

3. **Поділ (partitioning)** – це перетворення простого речення в МО на складносурядне або складнопідрядне речення в МП – а) внутрішній поділ (inner partitioning), напр.: The threatened boycott is foolish but instructive. – Бойкот, яким погрожують продукції флоридського виробництва, сам по собі безглуздий, але повчальний; Under this law a moving body is at rest. – Згідно з цим законом, тіло, що рухається, перебуває у стані спокою; або поділ складного речення в МО на кілька простих речень, помічених на письмі крапками в МП – б) зовнішній поділ (outer partitioning), тж. парцеляція (parceling), напр.: Using specialized software the gathered dataset can be rendered as a virtual 3D model of the patient, this model can be easily manipulated but a surgeon to provide views from any angle and at any depth of within the volume. – Використовуючи спеціальне програмне забезпечення, зібрану базу даних можна розглядати як віртуальну 3-вимірну модель пацієнта. Хірургу легко оперувати цією моделлю, розглядаючи її під будь-яким кутом та на будь-якій глибині у межах діапазону.

Task 15. Apply partitioning technique while translating the following sentences. State the type of partitioning (inner or outer).

1. Some cities around the world have seen an increase of over 10 times in the number of vehicles plying on their roads in the last 3 or 4 years. 2. There is less space and time for exercise and healthy living activities, leading to a faster aging and ailing of population. 3. Sun is the center of our solar system, and has eight planets orbiting it. 4. Initially regarded as a planet, Pluto was officially declared a dwarf planet by the IAU in 2006, thus, bringing the number of planets in the solar system down to eight from nine. 5. Basically, the solar system consists of the Sun and several celestial bodies revolving around it. 6. Its physical properties make planet Earth the only planet to support life form in the solar system. 7. Planet Mars is located 1.52 AU away from the Sun, due to which its temperature ranges between -82 to 0 °C, making it a cold and lifeless planet. 8. With 63 moons revolving around it, Jupiter is quite popular as the planet with most number of moons. 9. Saturn, with a diameter of 74564.543 mi, is the second largest planet in the solar system, next only to Jupiter. 10. According to the IAU, dwarf planet is a celestial body orbiting the Sun, which is massive enough to be rounded by its own gravity, but is not capable of clearing its neighbouring region of the planetesimals. tremendous opportunities for networking with other executives and staying abreast of new developments on any topic of interest.

4. **Інтеграція (integration)** – це спосіб перекладу складносурядного чи складнопідрядного речення простим реченням – а) внутрішня інтеграція (inner integration), напр.: The Babylonians and their city state neighbors later developed the earliest system of economics using a metric of various commodities, that was fixed in

a legal code. – Пізніше вавілоняне та їхні пограничні міста-держави удосконалили первинну систему економіки, застосовуючи метричну систему у формі різних товарів згідно зі зводом законів; або шляхом об'єднання двох чи більше простих речень в МО в одне складне речення в МП – б) зовнішня інтеграція (outer integration), напр.: The final objective is the creation of a 3D dataset. It reproduces the exact geometrical situation of the normal and pathological tissues. – Кінцева мета полягає у створенні 3-вимірної бази даних, яка відтворює точну геометричну конфігурацію здорових та патологічних тканин.

Task 16. Apply integration technique while translating the following sentences. State the type of integration (inner or outer).

1. Planet Earth is undoubtedly one of the most amazing planet of our solar system. The diameter of Earth is 7926.210 mi. 2. In order to manage and store information / data in the storage / database, there are various methods and models that are developed. 3. Still, Truman's life is much more secured than an average real world life. And, principally, there isn't much difference. 4. "We have the potential to recover that productivity for the benefit of humans, not just so the fish will be happier", says Andy Rosenberg, an expert on the gulf's fisheries from the University of New Hampshire. 5. The diversity of the oceans that the census will reveal exceeds all expectations. 6. As primary technologies mature, they are invariably converted into consumer technologies. 7. France, Germany, Spain and other countries had no national law till the end of the 18th century, came to an end thanks to three great agencies that helped to create the modern system of law and legislation: records, law courts and fictions. 8. Whichever the pathway, once consumer technology is widespread, it becomes a conservative and stabilizing force. 9. People listened to phonographs or the radio, if they had electricity. Many people in rural areas didn't. 10. Technological changes are certainly coming. They are already taken place. They are constant and ubiquitous. Many believe that they are accelerating.

1.3. Стилiстичнi перекладацькi трансформацiї

1. **Логiзацiя (logization)** – це спiсiб перекладу шляхом заміни емоцiйно-експресивної або етномаркованої одиниці МО стилiстично нейтральним її вiдповiдником у МП, що усуває або послаблює естетичну функцiю першотвору, напр.: maiden, poet., young lady, form., chick, sl. – дiвчина, bucks – долари, bungalow – будинок, squaw – жiнка, tomahawk – сокира, alligator skin – дефект поверхнi, to give a sack – звiльнити з роботи та iн.

2. **Експресивацiя (expressivation)** – це спiсiб перекладу шляхом заміни нейтральної одиниці МО її стилiстично-маркованим вiдповiдником у МП, що надає перекладу емоцiйно-експресивного забарвлення, напр.: to go – чимчикувати, woman – газдиня, house – хата, coat – кожух, jacket – свита, жупан, cigarette – самокрутка.

Task 17. Apply logization and expressivation techniques while translating the following sentences.

1. Pluto has been knocked off this list, making the total number of planets in the solar system eight. 2. Ocean Acoustic Waveguide Remote Sensing is an especially exciting advance. 3. The Gulf of Maine provides a particularly vivid example. 4. John McCarthy coined the term artificial intelligence in 1956. 5. The intelligence of machines can be harnessed for exploring the depths of oceans. 6. History of graphics design roots to our own ancestors of ancient era where civilization was cultured in caves, and left their drawings and sketches for us on their canvas of cave walls and ceilings. 7. The very first symbol they have sketched through cave drawings, paintings, markings on boulders, bone, and ivory are the foremost indication and evidence where graphic design was born, nursed, nourished and grown. 8. Today, graphic design as visual communication, is yielded in the rich soil of computer ground, fertilized with latest hardware and software. 9. Graphic designers worldwide plough through computers loaded with the latest gadgets and gizmos, software and hardware. 10. Computer hardware engineers should have the capability of troubleshooting and finding potential problems as soon as possible to preclude severe loss in the deliverables. 11. I am also very sure that none of you can exactly pinpoint where your luck goes wrong. 12. Laptop or notebook computer technology is advancing at a blistering speed. 13. A UPS (Uninterrupted Power Supply) is quite necessary if your area faces regular power cuts. 14. The politicians are intoxicated with Poison of power, for them the popularity and post in ministry is everything for that they are ready to sacrifice wealth, health and family life.

Unit 14 TRANSLATION PRACTICE

Translate from Ukrainian to English

Exercise 1. Translate into English using the Present Simple Tense.

1. Велика кількість підприємств старанно працюють, щоб задовольнити ваші потреби.
2. Центральні банки виконують урядові функції.
3. Ми зберігаємо гроші на рахунках у банку.
4. Центральний банк випускає гроші в обіг.
5. Основна відповідальність за захист споживача лежить на урядових установах.
6. Кількість і вартість речей, які ви спроможні купити, залежить від розміру вашого прибутку та від того, як розумно ви витратите його.

7. Вони відхиляють пропозицію зустрітися і обговорити борги.
8. У сучасному використанні термін “грошовий стандарт” визначає (to denote) систему правил, традицій і відношень (attitude), що управляють (to govern) постачанням грошей.
9. Виробничі труднощі змушують нас поки що відхилити подальші замовлення на цю модель.
10. Ми додаємо чек на Центральний банк на суму \$500.

Exercise 2. Translate into English using the Past Simple Tense.

1. Банки існували уже в стародавньому Вавилоні, у класичних цивілізаціях, зокрема у Римі.
2. Наприкінці минулого сезону покупці анулювали свої замовлення через погану якість товарів.
3. Зміни попиту та пропозиції після свят вплинули на ринкові ціни.
4. Виробники покращили технічні характеристики цього обладнання минулого року завдяки сучасним технологіям.
5. Ціни на сировину вплинули на зменшення в минулому місяці обсягу випуску товарів.
6. Тиждень тому назад представники та експерти нашої компанії детально вивчили усі ділові пропозиції.
7. Для того, щоб вивчити попит споживачів, ми провели місяць тому назад низку спостережень.
8. В останній партії товарів ціна включала упаковку і транспортні витрати.
9. Ми переглянули результати спостережень і на засіданні минулого тижня зробили для себе певні висновки.
10. Останній прейскурант переконав нас у різноманітності вашого асортименту.

Exercise 3. Translate into English

1. На дверях його магазину не було вивіски.
2. Що приваблює клієнтів у вашому офісному обладнанні?
3. Наші представники відвідали виробника минулого місяця.
4. Ці верстати надійні в роботі?
5. Фірма недавно представила цю модель на світовому ринку.
6. На яку знижку ви сподівалися?
7. Нам потрібно обговорити умови оплати.
8. Їхня ціна нам не підійшла.
9. До початку переговорів їм було потрібно переглянути каталоги і цінніки.
10. Хто відповідає за підготовку проекту угоди?

Exercise 4. Ask the following questions.

1. Як швидко Ви його відішлете?
2. Кому ви передзвоните?
3. Кому ви передзвоните?
4. З ким Ви підпишете новий контракт?
5. З якою метою вони проведуть загальні збори акціонерів?
6. Скільки він запросить із своїх нових партнерів? Яку знижку він дасть за кожне наступне замовлення?
7. Кому вона допоможе?
8. Він подасть заяву на цю роботу?
9. Коли Ви це зробите?
10. Які аргументи ви висунете для нашої відмови?

Exercise 5. Translate into English.

1. Відповідно до попередньої домовленості (previous agreement) ми обговоримо усі пункти (item) у проекті контракту, зауваження (comment) і заперечення (an objection).
2. Якщо виникнуть (to arise) нові проблеми, ми будемо вирішувати (to deal with) їх оперативно (immediately).
3. У цієї моделі вантажівки відмінні маневрування (manoeuvrability) і надійність.
4. Минулого року ви доставляли нам товар рівномірно (at regular intervals) – п'ятьма партіями.
5. Я буду змушений (to have) перевірити, чи така кількість (amount) товару в даний час наявна на складі (in stock).
6. Відверто кажучи, ми проти (to be not in favour of) умов ФОБ.
7. Це нас цілком (perfectly) влаштовує (підходить нам).
8. Ви доставите нам за (within) цей період товар у повному обсязі?
9. Хто від вашої фірми підписував останній контракт з постачальниками?
10. Ви не заперечуватиме, щоб ми обговорили умови оплати після ланчу?

Exercise 6. Translate the sentences into English using the proper present tense (Present Simple or Present Continuous).

1. У цих регіонах виробництво тепер зростає швидше, ніж кількість населення.

2. Вони шукають шляхи ефективного використання обладнання.
3. Директори комерційних фірм використовують капітал і робочу силу, щоб максимально підвищити продуктивність праці
4. Ми стривожені тим, що оптові торговці та виробники скорочують кількість товарів і рівень виробництва, щоб підняти ціни.
5. Їм доводиться (have to) знижувати ціни за одиницю товару, оскільки випуск продукції зростає.
6. Відповідно до рішення правління, представник компанії відвідає ваше місто для того, щоб встановити нові зв'язки.
7. Ми сподіваємося отримати детальні пропозиції протягом кількох наступних днів.
8. Наша експортна (зовнішня) торгівля нейлоновими трубками (tube) і трубами (pipe) швидко зростає.
9. Я дам розпорядження банкірам перевести валюту у сумі \$ 4000 для визначених потреб.
10. Кожен, хто шукає роботу, може її знайти.
11. Вони бажають збільшити вартість іноземних замовлень на нашу продукцію

Exercise 7. Translate into English using the Past Continuous Tense.

1. Компанія поступово піднімала ціни на товари, коли правління (the board) вирішило розпочати кадрові зміни.
2. Цей банк надавав позики нашій компанії, коли ми почали пошуки інвесторів.
3. Я мав намір (збирався) обміняти валюту в пункті обміну.
4. Наш банк надавав позики корпораціям, коли вони цього потребували.
5. У той час фірма намагалась уникнути грошових втрат.
6. Наш партнер проводив оплату у національній валюті, коли місцевим законодавством був дозволений обмін валюти.
7. Коли компанія вела справи з іноземними фірмами, вона купувала валюту у відділі обміну іноземної валюти.
8. Коли вона зателефонувала, ми розмовляли про фонди підприємства.
9. У той час банк приймав позики від вкладників.
10. Ми мали намір виплатити всі борги до початку фінансового року.
11. У той час, коли завод почав випускати нові види механізмів, адміністрація суворо контролювала надходження і витрати капіталу.

Exercise 8. Translate into English using the Future Continuous Tense.

2. Наступного тижня у цей час ми будемо обговорювати умови поставки і зберігання першої партії товару.
3. Ми будемо спеціалізуватися з виробництва певних видів товару впродовж кількох наступних років.
4. Ця країна з початку й до кінця наступного року обмежуватиме зовнішню торгівлю.
5. – Я хотіла б обговорити отриману скаргу з керівництвом компанії.
– Добре. Але вам прийдеться притримати (you'll have to withhold) її до третьої години, оскільки наше керівництво працюватиме над вирішенням проблеми збуту товару.
6. Це фермерське господарство вирощуватиме овочі впродовж усього року.
7. Спеціалісти високого класу встановлюватимуть (to install) нове точне обладнання протягом тижня.
8. Вони застосовуватимуть квоту на деякі види імпортних автомобілів з наступного місяця до кінця року.
9. Тарифи захищатимуть вітчизняну промисловість протягом певного часу.
10. Наш відділ буде керувати широкомасштабним дослідницьким проектом (large-scale research project) наступних три місяці.
11. Завтра о цій порі компанія буде представляти широкий асортимент нових товарів.

Exercise 9. Translate into English.

1. Не турбуйте їх до обідньої перерви. Вони готуватимуть список деталей з дефектами.
2. Завдяки новим моделям і широкій різноманітності кольорів і тканин попит на костюми і плаття нашої фірми постійно зростає.
3. До цього листа ми додаємо наші нові каталоги і ціни.
4. Коли представники покупця прибули в офіс продавця, секретар менеджера з продажу друкувала проект договору.
5. З якою метою перебуває з візитом у дочірній компанії Вашої фірми за кордоном Ваш менеджер з маркетингу?
6. На якому рахунку ти зберігаєш (тримаєш) гроші в банку?
7. Що ви робитимете у цей час завтра?
8. Наскільки я знаю, ви не задоволені їх новими цінами. Що ви їм напишете?
9. Вчора о 19.00 вони ще обговорювали наш запит?
10. Яку знижку фірма продавця обіцяла вам на останніх переговорах?

Exercise 10. Render the dialogue on business in English paying a special attention to tense forms of the verbs.

М-р Стенлі: Отже, нам ще треба обговорити умови поставки. Відповідно до попередніх домовленостей, ми поставлятимемо вам товар трьома партіями впродовж (within) чотирьох місяців.

М-р Адамс: Нас це влаштовує (це підходить нам). Дозвольте нагадати вам, що під час нашої останньої зустрічі ви обіцяли відправити першу партію четвертого лютого, тобто через тиждень.

Ми, звичайно, виконаємо свою обіцянку, якщо підпишемо сьогодні контракт.

М-р Стенлі: Саме до цього ми наближаємось. Ми сподіваємось, ви упакуєте товар за (with) методами експортної упаковки.

М-р Адамс: Ми не використовуємо інших методів. Ми завжди робимо все можливе, щоб уникнути пошкодження товару.

М-р Стенлі: Коли ми обговорювали умови оплати під час нашої попередньої зустрічі, ми відзначили, що ціна включає

М-р Адамс: упаковку.

Без сумніву. Сподіваємося, вам буде приємно дізнатися, що перша партія товару наявна на нашому складі і готова до відправки.

М-р Стенлі: Ми дуже вдячні Вам за дотримання обіцянки щодо швидкої доставки. Тепер, коли все вияснено, ми можемо підписати

М-р Адамс: контракт.

Дякую всім учасникам переговорів за оперативну

роботу.

Exercise 11. Translate into English using the proper present tense.

1. Ресторан не змінився з тих пір, як вони його купили.
2. Я щойно бачила менеджера з продажу. Він хоче порадитися з вами.
3. Сьогодні він повертається з поїздки, пов'язаної з маркетинговою політикою компанії.
4. Ми широко рекламуємо цю модель. Вона справді заслуговує на увагу покупця.
5. Ми скликаємо засідання кожного разу, коли виникає потреба.
6. Ми широко рекламуємо свої нові моделі.
7. Ви завжди випробовуєте обладнання, яке купуєте?
8. Ми постійно намагаємося встановити ділові зв'язки з компаніями, які є надійними партнерами.
9. – Ви уже підписали контракти?
– Ще ні. Ми якраз обговорюємо ціни і умови поставок.
10. Вони зосередили свою увагу на життєвому рівні в країнах, що розвиваються.
11. Чи стало вже вільне підприємництво головною економічною системою в цілому світі?
12. Уряд та освітянські заклади покращили цього року систему освіти й навчання.
13. Це забезпечило робочі місця та товари для експорту.
14. Міністерство сільського господарства ще не модернізувало сільськогосподарський сектор.

Exercise 12. Translate into English using the Past Perfect Tense.

1. Підприємство отримало великі інвестиції до того, як розпочало виробництво цього товару.
2. Вони дізналися про затримку в постачанні сировини після того, як отримали нове замовлення на свою продукцію
3. Наша фірма відмовилася від випуску цього товару до того, як розпочала випуск іншого.
4. Завод домовився про додаткові поставки пластмаси після того, як встановив нове обладнання.

5. Виробники відмінили знижку після того, як дізналися про підвищення податку.
6. Підприємство відновило виробництво цих верстатів після того, як встановило лінію для виробництва запасних частин.
7. Після того, як ціни на товар зросли, підприємство збільшило його випуск.
8. Вони підраховували можливі майбутні прибутки до того, як розпочали випуск продукції.
9. Він сказав, що їхнє підприємство вдало провело рекламну кампанію.
10. Президент компанії повідомив, що брак ресурсів змусив їх зробити вибір.

Exercise 13. Translate into English using the Future Perfect Tense.

1. Наш номінальний прибуток не зміниться, доки вони не виставлять нові ціни на цей товар.
2. Клієнти подвоять своє замовлення до кінця наступного місяця.
3. Ціни на деякі товари та послуги зростуть до кінця тижня.
4. Виробництво цих товарів зросте на 5 відсотків до кінця місяця.
5. Поставщики виконають свою обіцянку до кінця кварталу (quarter).
6. Робітники упакують товар до початку його завантаження (loading).
7. Ціни на споживчі товари не зміняться до початку наступного року.
8. Вони введуть у дію (put into operation) нове обладнання цього цеху до першого квітня.
9. Реальний прибуток компанії збільшиться на 10 відсотків до кінця бюджетного року.
10. Інженери не завершать випробування нових верстатів до того часу, коли представники покупця приїдуть на завод.

Exercise 14. Translate into English using the Present Perfect Continuous Tense.

1. Банк забезпечує послуги з оплати податку на особистий прибуток уже впродовж багатьох років.
2. Непряма торгівля розвивається в Україні впродовж кількох років.
3. Цей банк фінансує затрати на імпорт та експорт товарів з 2001 року.
4. Упродовж останніх років наші партнери постійно збільшують свої замовлення
5. Ця компанія отримує прибутки від продажу обладнання впродовж двох місяців
6. Останнім часом на збут нашого товару позитивно впливає добре організована реклама.
7. Починаючи з 1992 року, західні держави постачають в Україну різноманітні споживчі товари.

8. Із самого ранку вони обговорюють витрати на купівлю необхідних технологій.
9. Він працює посередником у цій компанії вже впродовж трьох років.
10. Кількість кліпів за останні три місяці зростає завдяки запровадженню нових послуг.

Exercise 15. Translate into English using the Past Perfect Continuous Tense.

1. Представники обох сторін узгоджували справу впродовж трьох годин, поки не розпочалося засідання правління.
2. Ми два місяці відвідували різні можливі місця (potential sites) для нових цехів, поки знайшли щось підходяще.
3. Вони обговорювали загальний рівень цін упродовж двадцяти хвилин перед тим, як повернувся шеф.
4. Він десять років заощаджував гроші до того, як купив акції вашого банку.
5. До того часу вони знижували ціни на товари вже впродовж місяця.
6. Він підраховував витрати компанії впродовж двох годин перед тим, як повернувся завідувач відділу.
7. Ми вчора до п'ятої години обговорювали існуючі ціни на товари.
8. Він ретельно вивчав ринкові ціни на обладнання впродовж години перед тим, як повернувся його шеф.
9. Експерти досліджували цю проблему протягом року, поки знайшли способи її вирішення.
10. Менеджери консультували працівників корпорації впродовж місяця до того, як ввести в дію нову систему опрацювання інформації.

Exercise 16. Give English versions of the following sentences.

Mind using the correct tense forms.

1. Ми негайно відправимо (dispatch) вам рахунок-фактуру (invoice) після того, як одержимо від вас грошовий переказ (remittance).
2. Зараз ми постачаємо лише оптовиків (wholesalers).
3. Він давав інструктаж щодо переведення еквіваленту 4000 доларів для цієї мети, коли секретар повідомив, що готівка приготовлена.
4. Банк у той час приймав від вкладників гроші.
5. Вони сподівалися, що наступний рік буде добрим роком для компанії, а продаж буде зростати з місяця у місяць.
6. Ми очікуємо, що компанія збільшить замовлення до ста комплектів.
7. Вони закінчать обговорення умов оплати до обідньої перерви.
8. Після того, як сторони зробили взаємні поступки (concessions), вони підписали угоду (transaction).

9. Деякі центральні банки купляли золото за цінами, дещо (незначно - fractionally) нижчими від його монетних паритетів, і продавали золото за цінами, дещо вищими від їх монетних паритетів.
10. – Ви розчаровані?
– О, звичайно. Ми анулювали замовлення і шукаємо нового партнера.

Exercise 17. Render the following questions into English.

Mind using the correct tense forms.

1. У якій стародавній країні уже існували банки?
2. Продавець не міг (to be able) придбати (to obtain) експортну ліцензію, хіба не так?
3. Чому їм сподобалася (прийшлася до смаку – hit upon) думка про використання кредитної системи?
4. З якою метою перебуває з візитом (to visit) у вашому місті містер Харлей?
5. Скільки часу вони говорили про зміни у виробничих методах перед тим, як почали обговорювати приготування (arrangements) до майбутньої (forthcoming) ярмарки?
6. – Чи повернувся уже з відрядження містер Грінфілд?
– Так.

– Чому він ще не зв'язався зі мною?

– Він щойно повернувся і зараз вам зателефонує.
7. Представники нашої компанії відвідали склад продавця і перевірили (to inspect) товар (the merchandise) до того, як вони почали його відвантажувати.
8. Чому так швидко зростала експортна торгівля пластиковими трубами саме в той період минулого року?
9. Як довго вони постачають вам сировину на цих умовах?
10. Ви перевірите цей бухгалтерський запис (entry) чи пришлете чек на перевірку (inspection)?

PASSIVE VOICE

Exercise 1. Translate the following sentences into English using the Present Simple Tense Passive Voice.

1. Кандидата запитують, що він знає про роботу і компанію.
2. Тому, хто проводить співбесіду, повідомляють, що кандидат уже прибув.
3. Рентою називають ціну за користування землею.
4. Термін «капітал» часто вживається бізнесменами.
5. Економічні системи класифікуються як традиційні, загальні та ринкові.
6. Людей, які користуються товарами та послугами для задоволення своїх потреб, називають споживачами.
7. Щонайменше два високоякісні продукти кожного року запроваджуються компанією на різних ринках.
8. Захист (protection) інтелектуальної власності і торгових марок ігнорується виробниками фальшивок (fakes) брендovих товарів.
9. Основні елементи економічної системи описані Адамом Смітом.
10. Монополії можуть встановлювати ціну, за якою продаються їхні товари.

Exercise 2. Translate the following sentences into English using the Past Simple Tense Passive Voice.

1. Гроші поклали на банківський рахунок.
2. Гроші були захищені банком від пожежі, крадіжки та інших нещасних випадків.
3. Земля та інші природні ресурси були закуплені у надії на прибуток.
4. Майже всі члени нашої родини були застраховані.
5. Витрати і заощадження планувалися дуже старанно.
6. Перед прийняттям рішення співставлялися (to compare) товарні ціни.
7. Документи, необхідні для розгляду скарги, доправлені вчасно?
8. Через виробничі труднощі вони були змушені (to force) відхилити декілька додаткових (extra) замовлень.
9. Як були захищені товари від серйозного пошкодження під час доставки?
10. Майже всі були охоплені (to cover) якимись видами страхування.

Exercise 3. Translate into English.

1. Ми думаємо, що комп'ютери доставлять заздалегідь.
2. Вони вважають, що коли борги надходитимуть із зовнішніх джерел, вони будуть описані як зовнішні борги.
3. З аеропорту вас, звичайно, заберуть (to collect).
4. Для чого будуть використовувати короткострокові та довгострокові позики у цьому випадку?
5. Ми впевнені, що основні принципи нашої угоди будуть детально обговорені.

6. Без сумніву, відсотки та позичена сума будуть отримані кредиторами наприкінці встановленого терміну.
7. Покупець вважає, що доставку товару розпочнуть на початку наступного місяця.
8. Ми впевнені, що планування інвестицій банку буде завершене якнайшвидше.
9. Можливо, що акції продадуть для використання грошей на фондових біржах.
10. Якщо договір підпишуть, то товари вчасно підготують до відправки.

Exercise 4. Translate into English.

1. Коли реорганізували відділ?
2. Якщо я попрошу, вам відправлять ще одну копію накладної (invoice).
3. Рахунок вчасно не оплатили.
4. Інтерв'ю, можливо, буде проведене (to conduct) моїм помічником.
5. Візьми з собою квитанцію. Якщо у тебе її не буде, тобі не повернуть (give back) грошей.
6. Ми не очікуємо, що ціни будуть швидко зростати.
7. Вони не виграли контракт, оскільки їх презентація була невдалою.
8. Де шиють (to make) усі його костюми?
9. Якщо все піде відповідно до плану, ми цього року легко досягнемо наших цілей (to meet one's target).
10. Ми сподіваємося, що замовлень не анулюють (to cancel).

Exercise 5. Give your English versions of the following sentences. Use the Past Continuous or Past Simple Tense Active or Passive Voice.

1. У квітні 1998 року була введена у дію Київська фабрика карбування монет.
2. Коли ювелірна (jewelry) фабрика була приватизована і стала приватною власністю (sole proprietorship), національна валюта (currency) зберігалася в бомбосховищі (bomb-proof shelter) Київської взуттєвої фабрики.
3. Обмінний курс долара (dollar exchange rate) падав, але ми вирішили купити три тисячі доларів.
4. Рівень цін на фондовій біржі (stock market) був ризикований, тому що ціни на акції коливалися (to vary) відповідно до економічних умов.
5. Ми не відправили минулого тижня жодних замовлень, оскільки ми чекали на нові прейскуранти цін (price list).
6. Якраз коли обчислювалися відрахування (deduction), нам повідомили, що є нова методика (methods) їх нарахування (charging).

7. Підраховувалися збитки (loss) від штрафів (penalty, fine) за затримку (delay) поставок (delivery), коли надійшла скарга (complaint) про пошкодження (damage) товару при транспортуванні.
8. У той час проводилося (to carry out) опитування (survey), щоб виявити, які послуги потрібні клієнтам після здійснення покупки (after sale service).
9. Кава нової марки була дуже смачна, отже не дивно (it wasn't surprising), що вона ставала все популярнішою.
10. Провідного програміста звільнили з роботи (to discharge, to dismiss), саме коли встановлювався (set up) вебсайт для великої місцевої торгівельної агенції.

Exercise 6. Translate into English using the Present Perfect Tense Passive Voice.

1. Недавно за бізнесову позику на 30-річний термін купили активи (assets).
2. Донедавна (until recently) вода у цій річці вважалася (to consider) забрудненою.
3. У банк уже повернуто (to pay back) усю суму.
4. Відтоді було заборонено використання пестицидів та хімічних добрив у кількості, що перевищує дозволені норми.
5. Чи уже внесена авансова оплата готівкою?
6. – Де вони взяли гроші на таку машину? – За неї заплатили в розстрочку.
7. Як бачимо, до тепер (till now) вашу зарплату регулярно вносили (to pay) на ваш рахунок.
8. У них великі неприємності. На завод наклали штраф за забруднення довкілля.
9. Їм недавно надали короткотермінову позику.
10. Усе в порядку. Робочий капітал був забезпечений одним з видів бізнесової позики – бізнесовим перевищенням кредиту (overdraft).

Exercise 7. Translate the following sentences into English using the Past Perfect Tense Passive Voice.***

1. Певну суму грошей витратили на придбання нового обладнання до того, як виробники вирішили заощаджувати гроші.
2. Менеджер з продажів відзначив, що за попередній тиждень їхньою фірмою було надано послуг на 100 тисяч гривень.
3. Нам повідомили, що для безробітних знайшли достатню кількість робочих місць.
4. Скільки продукції виробили до пошкодження обладнання?
5. Нам повідомили, що не всі товари, приготовані для продажів, були відправлені.

6. Великі інвестиції отримали до того, як розпочалося виробництво цього товару.
7. Їм відмовили в отриманні довгострокового кредиту, оскільки до належного часу не були подані належні документи.
8. До того часу скупили всі акції нашого банку.
9. Витрати на імпорт та експорт товарів фірми фінансувалися нашим банком до 2007 року.
10. До 2007 року послуги з оплати податку на особистий прибуток також забезпечувалися нашим банком.

Exercise 8. Translate into English using the Future Perfect Tense Passive Voice.

1. Після того, як буде встановлене нове обладнання, завод відмовиться від додаткових поставок сировини.
2. Додану вартість цієї продукції буде обчислено до кінця тижня.
3. Рекламну кампанію розпочнуть до того, як товар поступить на ринок.
4. Нові інвестиції будуть вкладені у цей проект до кінця року.
5. Виробництво цих верстатів відновлять після того, як буде встановлена лінія для виробництва запасних частин.
6. Реальний валовий національний продукт буде обчислений економістами до кінця місяця.
7. Товари будуть доставлені посередниками до кінця тижня.
8. Якщо ціни на цей продукт не піднімуться до кінця цього тижня, його випуск скоротять.
9. Якщо ця інформація не підтвердиться до наступного понеділка, поставки будуть негайно призупинені.
10. Угоду про купівлю обладнання відомої німецької фірми підпишуть до кінця тижня.

Exercise 9. Translate into English.

2. О, Ви ще тут! Хіба Вас не відправили допомагати готувати наш стенд на виставці товарів?
3. Не могли б Ви нагадати містеру Гріну, що його очікують у залі засідань?
4. Біота (Biota) – провідна австралійська компанія з біотехнології. Зараз там здійснюються (to carry out) дослідження над (into) ліками (drugs), щоб лікувати звичайну (common) простуду.
5. Бізнесові журнали постійно модернізували (to update) свій стиль подачі матеріалу (презентацій), щоб знайти відгук серед (to appeal to) молодих комп'ютерно-грамотних (computer-literate) читачів.

6. У багатьох компаніях на даному етапі скорочуються видатки на поїздки (to cut down travel costs).
7. Технології покращуються так швидко (fast), що відео конференції сприймаються майже так само реально, як особисті (face-to-face) контакти.
8. У даний момент проводиться (to carry out) опитування (a survey), щоб в'яснити, який вид послуг потрібен нашим клієнтам після того, як вони купують наш товар.
9. Після того, як лист від клієнта з Іспанії переклали, його відіслали у відділ збуту.
10. Нові каталоги і прейскуранти надійшли після того, як були відправлені замовлення.
11. Нам повідомляють, що наше замовлення No 42 поки що (so far) ще не доставлене.

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