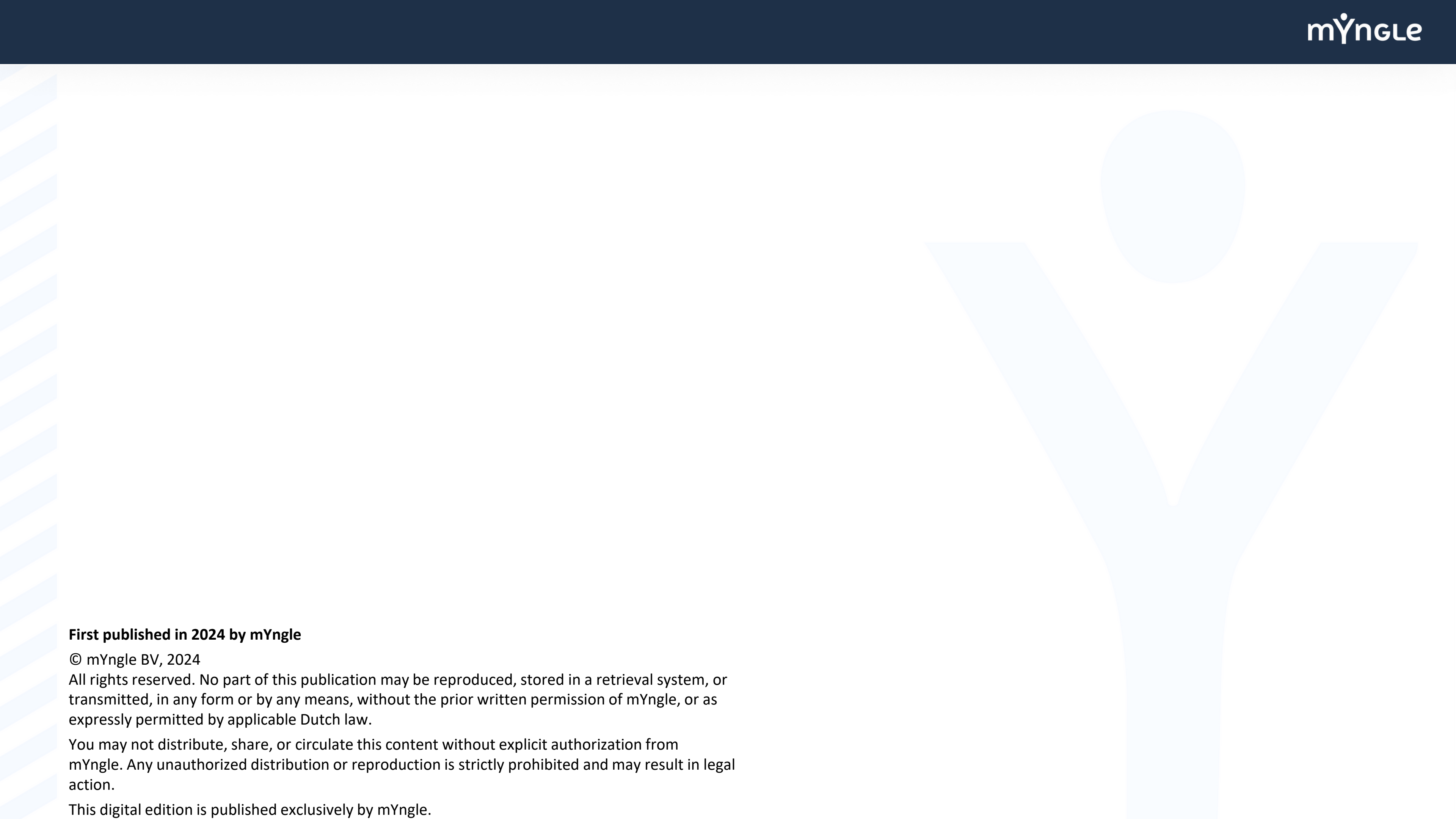


mYngle

Business Pre-Intermediate

Homework - Unit 4: Departments



The background features a dark blue header with the mYngle logo. On the left, there is a vertical strip with diagonal light blue and white stripes. On the right, there is a large, faint, light blue graphic of a person with arms raised, holding a circular object above their head.

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1. Here are two texts describing different departments. Complete each description with the words given in a box. Each description has its own vocabulary box.

1. Sales Department

annual sales
best seller
competitors
deal

employ
head office
international operations
most famous product

price
revenue
specialize
work with

The Sales Department at TechGlobal Innovations is located at the 1. _____ in San Francisco. This department is responsible for managing all sales activities across our 2. _____. They 3. _____ in finding new clients and 4. _____ with customer inquiries. The team focuses on increasing 5. _____ and 6. _____. They 7. _____ a number of sales representatives who 8. _____ clients to offer the best deals. Our 9. _____ is our latest smartphone, which is also our 10. _____. The department also tracks 11. _____ changes and updates sales strategies to stay ahead of 12. _____.

2. Manufacturing Department

annual sales
best seller
branches
consist of

control
dispatch
manufacture
manufacturing department

production
recruit
supply
supplies

The Manufacturing Department at EcoFoods is based in our main factory in Barcelona. This department is crucial for the 1. _____ of our organic food products. We 2. _____ a variety of items, and our facilities 3. _____ advanced equipment for efficient 4. _____. The team includes skilled workers who 5. _____ new staff as needed. They 6. _____ the quality of each product and 7. _____ goods to our 8. _____ worldwide. The department also manages the 9. _____ chain to ensure we have all necessary 10. _____. The 11. _____ are boosted by the quality of our 12. _____ products.

2. Find words/phrases in the texts 1 and 2 that match these definitions.

- a. This word refers to the actions taken by the department to make sure every product is of high quality before it is sent to other places. _____.
- b. This means creating or producing various items in the main factory using advanced equipment. _____.
- c. This word describes the process of sending out goods from the factory to different locations worldwide. _____.
- d. This involves finding and adding new staff members to work in the department when needed. _____.
- e. These are the different places around the world where the company's products are sent and sold. _____.
- f. This is the money the company earns, which the Sales Department focuses on increasing through their activities. _____.

3. Answer the following questions (1-6). You may need to read the texts from exercise 1. again to help you.

1. What strategies does the Sales Department use to increase revenue and annual sales?
2. Why is it important for the Sales Department to track price changes?
3. How do the sales representatives help the department achieve its goals?
4. What role does the Manufacturing Department play in maintaining product quality at EcoFoods?
5. How does the Manufacturing Department ensure that their products reach branches worldwide?
6. Why is the supply chain important for the Manufacturing Department's operations?

4. Choose the most suitable word that explains the word that is bold.

1. The Human Resources Department is **based in** the head office in Tokyo.
What does "based in" mean?

- a. managing
- b. working with
- c. analyzing
- d. located in

2. HR **employs** new staff as needed. What does "employs" mean?

- a. hires
- b. trains
- c. dispatches
- d. manufactures

3. HR **deals with** all aspects of employment. What does "deals with" mean?

- a. consults
- b. creates
- c. resolves
- d. focuses on

4. The department helps **maintain** a positive work environment.
What does "maintain" mean?

- a. change
- b. keep change
- c. analyze
- d. produce

5. HR **resolves** any issues that arise. What does "resolves" mean?

- a. fixes
- b. manages
- c. generates
- d. dispatches

1. Read the following text and then decide if the sentences (1-10) are true or false.
Correct the false ones.

At Electronic Arts (EA), the CEO is in charge of the entire company. The CEO reports to the board of directors and is responsible for the overall strategy and operations. The marketing team plays a crucial role in supporting the brand. They collaborate with external agencies and have contact with gaming influencers to promote EA's games. Their efforts contribute to the brand's popularity.

The Research and Development (R&D) department is part of EA's commitment to innovation. They specialize in creating new gaming technologies and improving existing ones. The R&D team works with game developers to ensure that EA's products are at the cutting edge of the gaming industry. EA is famous for its high-quality games and strong brand presence in the gaming market.

1. The CEO of EA is responsible for the overall strategy and operations.
2. The marketing team reports to the R&D department.
3. The R&D department specializes in game development technologies.
4. The marketing team contributes to the brand's popularity.
5. EA's R&D team works with game developers to improve gaming technologies.
6. The CEO collaborates with gaming influencers.
7. The marketing team is part of EA's R&D efforts.
8. EA is famous for its high-quality games.
9. The R&D department has contact with external agencies to promote EA's games.
10. The CEO of EA specializes in creating new gaming technologies.

2. Match the beginning of each sentence (1-10) with the correct ending (a-j).

1. EA is famous...	a. ensuring that all financial records are accurate.
2. The marketing team is responsible for...	b. creating and improving new gaming technologies.
3. The CEO is in charge of...	c. organizing team-building activities and meetings.
4. The R&D department specializes in...	d. the development of popular gaming franchises like FIFA.
5. Employees at EA take part in...	e. overseeing all aspects of company operations.
6. The finance team works with...	f. customer feedback and inquiries.
7. The HR department is involved in...	g. working on marketing campaigns for EA's games.
8. The development team contributes to...	h. innovative solutions and advancements in gaming.
9. The new project will focus on...	i. the company's charitable initiatives.
10. The customer service team has contact with...	j. collaborating with external partners for new game releases.



3. Choose the correct preposition for each sentence.

1. The HR department is responsible ____ recruiting new employees.
a. on c. for
b. with d. of
2. The CEO reports ____ the board of directors.
a. to c. on
b. with d. of
3. The development team focuses ____ improving game graphics.
a. of c. with
b. for d. on
4. The marketing team collaborates ____ external agencies for promotions.
a. for c. with
b. on d. to
5. The R&D department is involved ____ testing new game technologies.
a. in c. for
b. with d. on

6. EA is famous ____ producing high-quality games.
a. for c. with
b. of d. in
7. The finance team works ____ different departments to manage budgets.
a. for c. on
b. with d. in
8. The team will take part ____ the annual gaming conference.
a. of c. for
b. with d. in
9. The customer service department deals ____ customer complaints.
a. with c. in
b. for d. of
10. EA's new game will contribute ____ the company's revenue.
a. of c. with
b. to d. on

Grammar

We use **comparative adjectives** to *compare* two or more things, ideas, projects or people.
We use **superlative adjectives** to *distinguish* one thing or person from a number of others.

Comparative	Superlative
We use -er for short words (1 syllable) cheap → cheaper fast → faster large → larger late → later	We use the + adjective + -est for short words (1 syllable) cheap → the cheapest fast → the fastest large → the largest late → the latest
We also used -er for two-syllable words that end in a consonant + 'y'. We change the 'y' to 'i' and we add -er . lucky → luckier early → earlier easy → easier pretty → prettier	The rule is the same, we change 'y' to 'i' and we add 'est'. lucky → the luckiest easy → the easiest early → the earliest
Adjectives that end in a single vowel + a single consonant → double the final consonant. big → bigger hot → hotter thin → thinner	The rule is the same, we double the final consonant in the same cases. big → the biggest hot → the hottest
We use 'more' for longer words (two or more syllables) more serious more efficient more expensive more important	We use 'the most' for longer words (two or more syllables) the most serious the most expensive the most efficient
We use 'than' to show the comparison: This new software is faster than the old version Our sales team is more experienced than our competitors	The superlative is shown by using 'the' before the adjective: This is the fastest delivery service in the city Our team is the most efficient in the company

Irregular adjectives	Comparative	Superlative
good	better (than)	the best
bad	worse (than)	the worst
far	farther (than) further (than)	the farthest the furthest
old	older (than) elder (than)	the oldest the eldest

We can say that two things, objects, ideas, projects, or individuals are **equal** by using:

as + adjective + as

- This project is **as** important **as** the previous one.
- The price of our services is **as** competitive **as** other companies in the market
- The customer service in our company is **as** good **as** that of our competitor.

1. Complete the sentences with the correct comparative or superlative form of the adjective provided in parentheses.

1. This year, our company is _____ (efficient) than last year.
2. Our sales team is _____ (experienced) in the company.
3. Our new office building is _____ (large) than our old one.
4. This is _____ (innovative) product we have ever developed
5. This marketing strategy is _____ (effective) than the previous one.
6. Our customer service is _____ (good) than our competitors.
7. Of all our suppliers, this one offers _____ (competitive) prices.
8. The new product line is _____ (expensive) than the old one.

2. Read the text below. Underline the comparative and superlative forms and find the mistakes. Only 4 sentences have errors. Correct them.

Our company’s latest product is more innovative than any other product we have developed. We believe this new product is the best in the market. However, it is not as cheap as our previous models. The new software is more efficient than the old one, but **not** the most efficient software on the market. In fact, our competitor's software is better. Our team is more experienced than before, but not the most experienced team in the industry. Overall, we are proud that our company is known for the higher quality, and we aim to be as successful as the leading companies in our sector.

3. Complete the text with a word from the box. Use the appropriate comparative or superlative..

cheap	convenient		dangerous		easy	efficient
	fast	good		more	most	

In today’s competitive market, companies strive to be the best in their field. Our company has worked hard to improve its services and products. We aim to offer the 1. _____ solutions to our clients.

Our customer service is 2. _____ than many of our competitors. We ensure that our response time is 3. _____ possible. When it comes to pricing, we offer some of the 4. _____ options available. However, we never compromise on quality. Our products are known to be the 5. _____ in terms of performance and durability compared to other brands.

Our latest software update is 6. _____ to use than the previous versions. We are always striving to be 7. _____ innovative and to offer 8. _____ solutions for our clients.

In conclusion, our goal is to be 9. _____ reliable and 10. _____ for our competitors.

4. Read the descriptions about a fictional AI company and its products and pay attention to the phrases in bold that show comparatives and superlatives. Then fill in the blanks with the correct form of the adjective (1-14).

Company Overview:

Our company, SmartTech AI, specializes in developing advanced AI solutions. We have several products that aim to make technology more accessible and efficient. Among our products, **the most popular** is SmartAssistant. We believe it is **as user-friendly as** any virtual assistant on the market. SmartVision, on the other hand, is designed to be **more accurate** and powerful for image recognition tasks. As for SmartDrive, it is **the most innovative** in terms of autonomous technology. Overall, each product is developed to be **smarter** and **safer** than its competitors.

Products:

1. **SmartAssistant** – A virtual assistant designed to help with daily tasks. It's considered **the most user-friendly** of our offerings.
2. **SmartVision** – An AI-powered image recognition tool, known for its **more accurate** image analysis.
3. **SmartDrive** – An autonomous driving software that is **more advanced** and **safer** than traditional driving methods.

SmartAssistant is 1. _____ (user-friendly) of all our products. It helps users manage their schedules 2. _____ (easily) than other virtual assistants on the market. It is 3. _____ (useful) SmartVision for most daily tasks.

SmartVision has 4. _____ (accurate) image recognition capabilities compared to previous versions.

It is 5. _____ (advanced) than other image recognition tools, but it is not 6. _____ (advanced) SmartDrive. SmartDrive is designed to be 7. _____ (safe) than traditional driving methods.

Our autonomous driving system is 8. _____ (fast) and 9. _____ (efficient) than many other systems currently available. However, it is 10. _____ (reliable) some traditional driving methods in certain conditions.

Of all the AI products we have developed, SmartAssistant is 11. _____ (important) for daily use. SmartVision is the 12. _____ (powerful) tool we offer for image analysis, while SmartDrive is the 13. _____ (innovative) in terms of autonomous technology. Despite this, SmartAssistant is 14. _____ (innovative) any other product in its category.

1. Match each business scenario with the appropriate expression used to ask for clarification or confirmation.

1. You heard from a colleague that the next quarterly meeting will be held on December 15th. You want to verify this date with your manager:

a. Is it true that ...?	d. Is that correct?
b. Did I get that right?	e. Just to double-check...
c. Can you check that?	

2. You are uncertain if the deadline for the quarterly sales report has been extended by two weeks. You need to confirm this information:

a. Is it true that ...?	d. Is that correct?
b. Did I get that right?	e. Just to double-check...
c. Can you check that?	

3. During a team meeting, someone mentioned that the company will be expanding its operations into South America next year. You want to confirm if this is accurate:

a. Is it true that ...?	d. Is that correct?
b. Did I get that right?	e. Just to double-check...
c. Can you check that?	

4. You recently heard that the budget for the upcoming project has increased to \$1 million. You want to check if this information is correct:

a. Is it true that ...?	d. Is that correct?
b. Did I get that right?	e. Just to double-check...
c. Can you check that?	

5. Your team was informed that the new software tool will be available for use starting next month. You need to verify this timeline with the IT department:

a. Is it true that ...?	d. Is that correct?
b. Did I get that right?	e. Just to double-check...
c. Can you check that?	

2. Complete the sentences (1-5) with the appropriate expression from the list (a-e). Use each expression only once. Make sure to choose the best option that fits the context of the sentence.

1. I was informed that the new product line will launch in the second quarter of the year. _____ you mean it will be available by May?	
2. I heard that the marketing materials for the product launch are expected to be finished before the end of this month. _____ that they will definitely be ready in time?	a. So, if I heard you correctly...
3. You mentioned during the meeting that the team will receive additional training on the new software. _____ this training will be provided by an external consultant?	b. So, in other words, you mean...?
4. I understand that the company is considering a new supplier for office supplies. _____ you are suggesting that this change could happen next quarter?	c. Can you check that?
5. There were discussions about increasing the budget for the upcoming marketing campaign. _____ the final budget will be higher than initially planned?	d. Did I understand you right?
	e. Just for clarification...

3. Read the conversation below and fill in the blanks with the appropriate expressions to ask for clarification or confirmation. Choose the expression that best fits each situation.

- a. Did I get that right?
- b. So, you're saying...?

- c. Can you check that?
- d. Is it true that ...?

A: We are planning to roll out the new project management system by the end of this quarter.

B: 1. _____ the system will actually be launched in March? I thought the plan was for April.

A: Yes, you're right. We're aiming for a March release.

B: 2. _____ the training sessions for the new system will also start in March? I need to prepare my team.

A: I'll double-check the schedule, but that is the current plan.

B: 3. _____ the IT department will provide ongoing support for the system once it's in use?

A: Yes, they will be available to assist with any issues.

B: 4. _____ that the initial setup costs are higher than expected? I heard there might be additional fees.

1. Fill in the table with the expressions.

- Can I (print a document) somewhere?
- Can I get you (anything)?
- Can I see (some identification), please?
- Can you sign in, please?
- Did you have a good trip?
- Did you have any trouble finding us?
- Do you need anything else?
- Help yourself to (tea and biscuits).
- Here's (the room).
- I just need ...
- It's this way.
- Let's go to (the meeting room).
- Nice to meet you / see you (again).
- Please take a seat. (He'll/She'll) be right there.
- Sorry I'm late.
- Thank you for coming / inviting me.
- There's a (printer) just there.
- This is (the room).

Arriving at reception / security	Meeting your visitor / host	Using the facilities

2. Match each business situation (1-5) with the appropriate expression (a-j). Not all the expressions from (a-j) are used.

1. You have just arrived at the office and are checking in at the reception.
2. You are meeting a visitor for the first time and want to acknowledge their arrival.
3. You need to print a document and are asking where to find a printer.
4. You are welcoming a guest and offering them something to drink.
5. You want to confirm that your visitor has found the office without any issues.
6. You are guiding a visitor to the meeting room.
7. You are at the reception, and a visitor needs to show ID for security purposes.
8. You are preparing a guest's visitor badge and need some information.
9. You are taking a guest to a specific location in the office.
10. You are running late for a meeting and need to apologize.

Appropriate expression:

- a. This is / Here's (the room).
- b. Nice to meet you / see you (again).
- c. Can I see (some identification), please?
- d. Help yourself to (tea and biscuits).
- e. Did you have any trouble finding us?

- f. I just need ...
- g. There's a (printer) just there.
- h. Can you sign in, please?
- i. Let's go to (the meeting room).
- j. Sorry I'm late.

3. Read the conversation below (1-5) and fill in the blanks with the appropriate expressions (a-e) from the list provided. Choose the expression that best fits each situation.

- a) Please take a seat.
- b) Can I (print a document) somewhere?
- c) Did you have a good trip?
- d) Let me make sure I've got this right...
- e) Sorry I'm late.

A: Good morning. 1. _____ you here for the 10 AM meeting?
B: Yes, I am. I have an appointment with Mr. Smith.
A: Great. 2. _____ and he'll be right there.
B: Thank you. 3. _____ my trip was smooth, but I had some trouble finding the building.
A: I'm sorry about that. 4. _____ you can help yourself to some refreshments while you wait.
B: That would be great. Also, 5. _____ the document I need to print?

4. Use some of the expressions to complete the following dialogue.

Can I (print a document) somewhere?	Can I get you (anything)?
Can I see (some identification), please?	Can you sign in, please?
Did you have a good trip?	Did you have any trouble finding us?
Do you need anything else?	Help yourself to (tea and biscuits).
Here's (the room).	I just need ...
It's this way.	Let's go to (the meeting room).
Nice to meet you / see you (again).	Please take a seat. (He'll/She'll) be right there.
Sorry I'm late.	Thank you for coming / inviting me.
There's a (printer) just there.	This is (the room).

Receptionist: 1. _____, please?
Visitor: Sure, here's my ID.
Receptionist: 2. _____, please? Thank you. 3. _____. She'll be right there.
Visitor: Thanks. 4. _____.
Receptionist: Nice to see you. 5. _____?
Visitor: Yes, it was fine. Did you have any trouble finding us?
Receptionist: No, not at all. Let's go to the meeting room. It's this way.
Visitor: Thanks.
Receptionist: 6. _____. Help yourself to tea and biscuits. 7. _____?
Visitor: No, thank you. 8. _____ to print a document.
Receptionist: 9. _____ a printer just there. 10. _____?
Visitor: No, I think I'm good. Thanks for your help.



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Business Pre-Intermediate

Unit 4: Departments

Homework – Answer Key

Exercise 1

1. head office
2. international operations
3. specialize
4. deal
5. annual sales
6. revenue
7. employ
8. work with
9. most famous product
10. best seller
11. price
12. competitors

1. manufacturing department
2. production
3. manufacture
4. consist of
5. recruit
6. control
7. dispatch
8. branches
9. supply
10. supplies
11. annual sales
12. best seller

Exercise 2

- a. control
- b. manufacture
- c. dispatch
- d. recruit
- e. branches
- f. revenue

Exercise 3

1. The Sales Department focuses on finding new clients, dealing with customer inquiries, and offering the best deals to increase revenue and annual sales.
2. It is important to track price changes to update sales strategies and stay ahead of competitors.
3. Sales representatives work with clients to offer the best deals, helping to attract and retain customers, which supports the department's goals.
4. The Manufacturing Department controls the quality of each product to ensure that only high-standard goods are produced and dispatched.
5. The department dispatches goods to their branches and manages the supply chain to facilitate global distribution.
6. The supply chain is crucial because it ensures that the department has all necessary supplies for production and can maintain consistent product delivery.

Exercise 4

1. d. Located in
2. a. Hires
3. c. Resolves
4. b. Keep
5. a. Fixes

Exercise 1

1. **True** – The CEO of EA is responsible for the overall strategy and operations.
2. **False** – The marketing team does not report to the R&D department. The text states that the marketing team plays a crucial role in supporting the brand and collaborates with external agencies, but there is no mention of them reporting to R&D.
3. **True** – The R&D department specializes in game development technologies.
4. **True** – The marketing team contributes to the brand's popularity.
5. **True** – EA's R&D team works with game developers to improve gaming technologies.
6. **False** – The CEO does not collaborate with gaming influencers. The text indicates that the marketing team has contact with gaming influencers, not the CEO.
7. **False** – The marketing team is not part of EA's R&D efforts. The text describes the marketing team as supporting the brand, while the R&D department focuses on innovation and gaming technologies.
8. **True** – EA is famous for its high-quality games.
9. **False** – The R&D department does not have contact with external agencies to promote EA's games. The text states that the marketing team collaborates with external agencies, not the R&D department.
10. **False** – The CEO of EA does not specialize in creating new gaming technologies. The text indicates that the R&D department specializes in creating new gaming technologies, not the CEO.

Exercise 2

- | | |
|-------|--------|
| 1. d. | 6. g. |
| 2. a. | 7. i. |
| 3. e. | 8. h. |
| 4. b. | 9. j. |
| 5. c. | 10. f. |

Exercise 3

- | | |
|------------|------------|
| 1. c. for | 6. a. for |
| 2. a. to | 7. b. with |
| 3. d. on | 8. d. in |
| 4. c. with | 9. a. with |
| 5. a. in | 10. b. to |

Exercise 1

1. more efficient
2. the most experienced
3. larger
4. the most innovative
5. more effective
6. better
7. the most competitive
8. more expensive

Exercise 2

1. more innovative than any other product" → **should be** "most innovative of all the products we have developed."
2. "the best in the market" → **correct.**
3. "not as cheap as our previous models" → **correct.**
4. "more efficient than the old one, but not the most efficient software on the market" → **should be** "more efficient than the old one, but the most efficient software on the market."
5. "Our competitor's software is better" → **should be** "Our competitor's software is more efficient."
6. "more experienced than before, but not the most experienced team in the industry" → **correct.**
7. "known for the higher quality" → **should be** "known for the highest quality."
8. "aim to be as successful as the leading companies" → **correct.**

Exercise 3

- | | |
|--------------------|------------------------|
| 1. most convenient | 6. easier |
| 2. better | 7. more |
| 3. fastest | 8. better |
| 4. cheapest | 9. the most |
| 5. best | 10. the most dangerous |

Exercise 4

1. the most user-friendly
2. more easily
3. as useful as
4. the most accurate
5. more advanced
6. as advanced as
7. safer
8. faster
9. more efficient
10. as reliable as
11. the most important
12. the most powerful
13. the most innovative
14. as innovative as

Exercise 1

1. d. Is that correct?
2. e. Just to double-check...
3. a. Is it true that ...?
4. b. Did I get that right?
5. c. Can you check that?

Exercise 2

1. a. So, if I heard you correctly...
2. c. Can you check that?
3. b. So, in other words, you mean...?
4. d. Did I understand you right?
5. e. Just for clarification...

Exercise 3

1. d. Is it true that ...?
2. c. Can you check that?
3. b. So, you're saying...?
4. a. Did I get that right?

Exercise 1

Arriving at reception/security

- I have an appointment with ...
- Can you sign in, please?
- Can I see (some identification), please?
- Please take a seat. (He'll/She'll) be right there.

Meeting your visitor / host

- Nice to meet you / see you (again).
- Sorry I'm late.
- Thank you for coming / inviting me.
- Did you have a good trip?
- Did you have any trouble finding us?
- Let's go to (the meeting room).
- It's this way.
- Can I get you (anything)?

Using the facilities

- This is / Here's (the room).
- Help yourself to (tea and biscuits).
- Can I (print a document) somewhere?
- There's a (printer) just there.
- Do you need anything else?
- I just need ...

Exercise 2

1. h. Can you sign in, please?
2. b. Nice to meet you / see you (again).
3. g. There's a (printer) just there.
4. d. Help yourself to (tea and biscuits).
5. e. Did you have any trouble finding us?
6. a. This is / Here's the meeting room.
7. c. Can I see some identification, please?
8. f. I just need your name and company, please.
9. i. Let's go to the meeting room.
10. j. Sorry I'm late.

Exercise 3

1. d. Let me make sure I've got this right...
2. a. Please take a seat.
3. c. Did you have a good trip?
4. b. Can I (print a document) somewhere?
5. e. Sorry I'm late.

Exercise 4

1. Can you sign in
2. Can I see that
3. Please take a seat.
4. Nice to meet you.
5. Did you have a good trip?
6. This is the room.
7. Can I get you anything else?
8. I just need
9. There's
10. Do you need anything else?