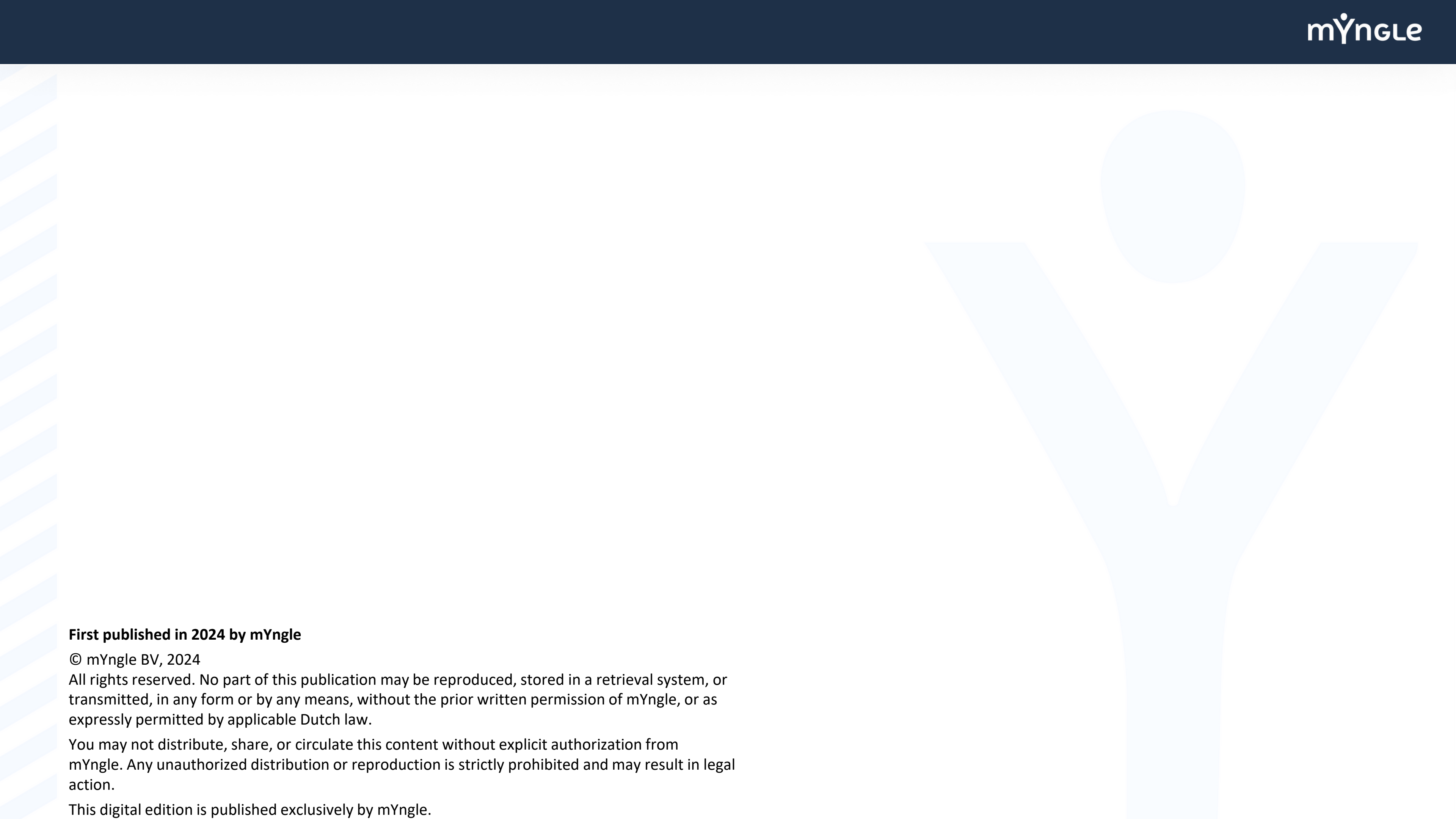


mYngle

Business Upper Intermediate

Homework - Unit 2: Motivation



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, with a circle above their head.

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1. Match the words in column A with their opposites in column B:

Column A

1. enthusiasm
2. benefit
3. performance
4. incentive
5. reward
6. recognition
7. achievement
8. appreciate
9. motivation
10. praise

Column B

- A. failure
- B. criticism
- C. apathy
- D. punishment
- E. disinterest
- F. disregard
- G. oblivion
- H. deterrent
- I. nonperformance
- J. drawback

2. Which of the two words fits best in each sentence. Circle the correct one.

1. The annual report reflected a year of unprecedented (**performance** / **achievement**), positioning the company as a market leader.
2. To stimulate employee productivity, management introduced a (**benefit** / **incentive**) program that remained confidential until further notice.
3. Her (**enthusiasm** / **recognition**) for the project led to additional responsibilities and a potential promotion in the future.
4. Despite market fluctuations, the team maintained their (**motivation** / **appreciation**), aided by their leader's strategic insight and direction.
5. The company's (**praise** / **reward**) for exceeding sales targets was not only about financial gains but also the prestige and reputation in the market.

1. Multiple choice. Select the correct word.

1. To incentivize high productivity, the company introduced a new (**staff discount / commission / fulfilment**) structure, whereby the top performers can significantly boost their earnings.
2. The organization's commitment to employee (**compensation plan / appreciation / commission**) was demonstrated through its robust professional development programs and mentorship opportunities.
3. More than the monetary benefits, it's the (**compensation plan / incentives / sense of achievement**) derived from solving intricate problems for our clients that keeps me motivated.
4. Our corporation has a competitive (**company car / reward / pension plan**) that extends beyond standard market offerings, helping us draw in the industry's top talent.
5. Following the consistent surpassing of sales quotas for several quarters, the (**compensation plan / company car / reward**) I earned was a substantial boost to my motivation.
6. An effective (**compensation plan / staff discount / appreciation**) strategy plays a vital role in making sure the workforce feels acknowledged for their work and effort.
7. We are implementing changes to enhance the overall employee (**fulfilment / commission / company car**), including the expansion of remote work flexibility and wellness programs.
8. As an indication of our (**sense of achievement / appreciation / staff discount**), the CEO personally expressed gratitude for my instrumental role in securing a large contract.
9. The (**pension plan / incentives / compensation plan**) for our sales team has a tiered bonus structure, designed to motivate and drive exceptional performance.
10. Our unique (**commission / company car / staff discount**) program allows employees to access our products at a significantly reduced rate, fostering a sense of ownership and loyalty.

2. Complete the sentences below with the appropriate word/s.

1. A **comp**____ **pl**____ is a package of benefits and pay offered to employees by an employer.
2. A **st**____ **dis**____ is a reduction in price offered to employees of a company when they buy goods or services from the company.
3. A **s**____ **of ach**____ is the feeling of accomplishment after completing a task or reaching a goal.
4. **App**____ is the act of valuing or recognizing the worth of something or someone.
5. A **pen**____ **pl**____ helps people to save money for when they retire from work.
6. A **rew**____ is the money and other benefits offered with a job.
7. Some companies have **inc**____, when they offer their employees extra rewards and benefits for good attendance, increased productivity, etc.



1. Put the words in the right order to make sentences.

Starting & ending a conversation

1. you / to / lovely / see / How / here.

2. pleased / we've / I'm / finally / really / met.

3. thought / I / I / you / recognized.

4. in person / on the phone / it's great / We've / often, but / to
meet you / spoken.

5. name / didn't / I / get your / Sorry.

6. and / You / a coffee / if / mind / I / get / myself / go / don't?



2. Fill in the gaps using the expressions on the left.

Read the following:

Expressions to show interest in a conversation:

1. Really?
2. What a coincidence!
3. That's amazing!
4. That sounds interesting.
5. Oh, I'm sorry to hear that
6. That must be tough.
7. What about you?
8. It's a small world!

1. Sarah described her challenges in balancing client expectations with the limitations of our current budget. I told her, "_____."
2. When Mary told me she had secured the merger deal single-handedly, I was surprised. I exclaimed, "_____?"
3. During our team meeting, I discussed my strategies for upcoming projects. After that, I wanted to know their ideas too, so I asked, "_____?"
4. In the middle of our business trip, we ran into our biggest competitor in the same hotel. I turned to my colleague and exclaimed, "_____!"
5. After hearing that our sales team exceeded their quarterly goals by a significant margin, I couldn't help but say, "_____!"
6. I met our new supplier at the conference and found out that he was actually an old classmate of mine. I told him, "_____!"
7. Jane mentioned a new strategy to increase our market presence, and it really piqued my curiosity. I responded, "_____."
8. John informed me about the difficulties they've been facing due to supply chain disruptions. I empathetically responded, "_____."

2. Fill in the gaps using the expressions on the left.

Read the following:

Expressions to follow a conversation:

1. Sorry, I don't quite follow you.
2. What was that you said about ...?
3. What was that again?
4. I didn't get a bit about ...

Expressions to end a conversation:

5. It's been nice talking to you.
6. Look, I have to go. Catch you later.
7. You don't mind if I go and get myself (a coffee)?
8. I'd better get going. / I must be going.

Janet: So, as I was saying, our new marketing strategy involves increasing our focus on digital platforms. We're aiming to capitalize on emerging trends like virtual reality and artificial intelligence.

Gerald: I see. (1)_____ digital platforms?

Janet: Yes, we're shifting our attention towards more digital platforms like social media, virtual reality spaces, and chatbots.

Gerald: That's fascinating. (2)_____ virtual reality spaces?

Janet: Exactly. We believe that as more people adopt VR technology, there's a huge potential for advertising and creating engaging content in these spaces.

Gerald: However, there was something you mentioned about chatbots. (3)_____?

Janet: Well, with AI advancements, chatbots can provide a personalized experience to customers. They can handle basic inquiries and free up our customer service reps for more complex issues.

Gerald: (4)_____? Sorry, I didn't catch the part about freeing up customer service reps.

Janet: That's alright. I was saying that chatbots can answer simple and frequently asked questions from customers, which allows our customer service team to handle more complex issues that require a human touch.

Gerald: I see. (5)_____, but I have another meeting to attend. Let's continue this discussion next week.

Janet: Of course. (6)_____ too. Have a great meeting!

Gerald: Thanks. (7)_____. (8)_____. Catch you later.

Starting a conversation

- *Hi, I don't think we've met.*
- *Hello. It's Adriana, isn't it?*
- *You must be (Adriana).*
- *Hello, I saw you ... but I didn't have a chance to speak to you.*
- *Hello / Hi, I'm ... (from / based in ...)*
- *I thought I recognized you / might see you (here).*
- *How lovely to see you here.*
- *How are things?*
- *We've often spoken on the phone, but it's great to meet you in person.*
- *I'm really pleased we've finally met. I've heard so much about you.*
- *Sorry, I didn't get / catch your name – Paola, was it?*
- *I'm terribly sorry, I'm sure we've met before, but I can't quite place you.*

Keeping a conversation going

- *By the way ...*
- *Well, ...*
- *Apparently ...*
- *I've heard ... - is that true?*
- *In fact ...*
- *So ...*
- *Don't you / Aren't you ... ?*

Showing interest

- *Really?*
- *What a coincidence!*
- *That's amazing!*
- *That sounds interesting.*
- *Oh, dear ... / Oh, I'm sorry to hear that*
- *That must be tough / hard / difficult.*
- *How awful / terrible / sad.*
- *What about you?*
- *It's a small world!*

Following a conversation

- *Sorry, I don't quite follow you.*
- *What was that you said about ...?*
- *What was that again?*
- *I didn't get a bit about ...*

Ending a conversation

- *See you later.*
- *It's been nice talking to you.*
- *Look, I have to go. Catch you later.*
- *You don't mind if I go and get myself (a coffee)?*
- *I'd better get going. / I must be going.*

Direct and indirect questions

1. In a direct question, the normal word order is verb-subject. In an indirect question, the word order is subject-verb, and the question begins with a phrase like *Do you know ...*
*When is **Mr. Patel** leaving?:*
➡ ***Do you know** when **Mr. Patel** is leaving?*
2. An indirect question does not use the auxiliary *do* *Where does **Mr. Elmore** work?*
➡ *Could you tell me **where Mr. Elmore** works?*
3. For *Wh-/How* questions, we retain the question word: ***How much** does it cost?*
➡ *Can you tell me **how much** it costs?*
4. When *who* or *what* is the subject of the question, there is no difference in word order: ***Who left** this message?*
➡ *Do you have any idea **who left** this message?*
5. For Yes/No questions, we use *if* or *whether (or not)* *Is it going to rain tomorrow?*
➡ *Do you know **whether** it's going to rain tomorrow?*

Negative questions

1. Negative questions usually begin with the contracted negative form of an auxiliary or modal verb.
***Aren't** you based in Milan?*
***Didn't** they sell hardware as well as software?*
***Can't** you work a bit later tonight?*
2. We often use negative questions to:
 - complain: Haven't you finished yet?
 - make a suggestion: Why don't you join us?
 - check information: Isn't this yours?
 - make a request: Can't we join you at the meeting?

Question tags

Question tags follow a statement and use the subject and an auxiliary or modal verb in question form.

1. If the statement is positive, the question tag is negative: *It's hot, **isn't it**?*
2. If the statement is negative, the question tag is positive: *You haven't seen my keys, **have you**?*
3. Statements with auxiliary or modal verbs repeat the auxiliary or modal in the question tag: *She **won't** go to China, **will** she?* *You can swim, **can't** you?*
4. Statements with no auxiliary or modal verb use *do* in the question tag: ***You work** for Siemens, **don't** you?*
5. Question tags retain the same tense as the statement: *He **left** early yesterday, **didn't** he?*
6. If the subject is *someone, somebody, everyone, everybody, anyone, anybody*, use *they* in the tag: ***Anyone** can use the meeting room, can't **they**?* If the subject is *nobody* or *no one*, the tag is positive: ***Nobody** knew about that, **did they**?*

1. Choose the correct sentence, A or B, for each situation.

1.
 - A. You know the answer, don't you?
 - B. You know the answer, do you?
2.
 - A. I'm sure I left the contract here, but now I can't find it. Do you know where I put it?
 - B. I'm sure I left the contract here, but now I can't find it. Do you know where did I put it?
3.
 - A. Did Jack get the bonus not?
 - B. Didn't Jack get the bonus?
4.
 - A. It's raining, isn't it?
 - B. It's raining, doesn't it?
5.
 - A. Do you know what does it a better way to travel in the city?
 - B. Do you know if it's a better way to travel in the city?
6.
 - A. Do you think you'll be here next week?
 - B. Do you think you'll be here next week, won't you?
7.
 - A. Didn't you organize this event, did you?
 - B. Didn't you organize this event?
8.
 - A. Mr. Williams is still waiting for me, isn't he?
 - B. Mr. Williams is still waiting for me, is he?

2. Match the main clauses with the question tags.

- | | |
|---------------------------------|------------------|
| 1. It's seven o'clock, | A. haven't they? |
| 2. Giovanna speaks Dutch, | B. doesn't she? |
| 3. It wasn't raining hard, | C. was it? |
| 4. Arsenal has won, | D. doesn't he? |
| 5. You won't tell Sarah, | E. hasn't it? |
| 6. They've been to Los Angeles, | F. is there? |
| 7. Flavio likes music, | G. will you? |
| 8. There is no news yet, | H. isn't it? |

3. Make negative questions:

1. Are you not well? Aren't you well?
2. Can you not swim?
3. Do you not speak Japanese?
4. Were the shops not open?
5. Has Anna not arrived?
6. Did he not know her?

2. Say the sentences in column A aloud and match them with a statement in column .

A

1. You painted it yourself, did you? ____ e
2. You couldn't give me a hand, could you? ____
3. Someone broke that vase, did they? ____
4. You'll give me a call, will you? ____
5. So they're selling their house, are they? ____
6. You didn't leave the garage open, did you? ____
7. He says he's innocent, does he? ____

B

- a. I don't believe it.
- b. Tell me more
- c. I hope you can
- d. I hope you didn't.
- e. I'm impressed.
- f. I hope you will.
- g. I'm sorry to hear that.

extra grammar

Positive verb, positive tag

When we use a positive verb and a positive tag, we are showing surprise.

You liked the film, **did you?** (I didn't expect that you would like it)

extra grammar

We add a tag '**will you?/won't you?**' or '**can you?/could you?**' to ask somebody to do something.

Wait here a minute, **will you?**
Pass me that document, **could you?**





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Business Upper Intermediate

Unit 2: Motivation

Homework – Answer Key

Exercise 1

- | | |
|----------------|-------------------|
| 1. Enthusiasm | A. Disinterest |
| 2. Benefit | B. Drawback |
| 3. Performance | C. Nonperformance |
| 4. Incentive | D. Deterrent |
| 5. Reward | E. Punishment |
| 6. Recognition | F. Oblivion |
| 7. Achievement | G. Failure |
| 8. Appreciate | H. Disregard |
| 9. Motivation | I. Apathy |
| 10. Praise | J. Criticism |

Exercise 2

1. Performance
2. Incentive
3. Enthusiasm
4. Motivation
5. Reward

Exercise 3

- | | |
|-------------------------|----------------------|
| 1. Commission | A. Compensation plan |
| 2. Appreciation | B. Fulfilment |
| 3. Sense of achievement | C. Appreciation |
| 4. Pension plan | D. Incentives |
| 5. Reward | E. Staff discount |

Exercise 4

1. Compensation plan
2. Staff discount
3. Sense of achievement
4. Appreciation
5. Pension plan
6. Reward
7. Incentives

Exercise 1

1. How lovely to see you here.
2. I'm really pleased we've finally met
3. I thought I recognized you
4. We've often spoken on the phone, but it's great to meet you in person.
5. Sorry, I didn't get / catch your name
6. You don't mind if I go and get myself (a coffee)?

Exercise 2

1. That must be tough.
2. Really?
3. What about you?
4. It's a small world!
5. That's amazing!
6. What a coincidence!
7. That sounds interesting.
8. Oh, I'm sorry to hear that.

Exercise 3

1. What was that you said about
2. What was that again
3. I didn't get a bit about
4. Sorry, I don't quite follow you.
5. Look, I have to go.
6. It's been nice talking to you.
7. I'd better get going. / I must be going.
8. You don't mind if I go and get myself (a coffee)?

Exercise 1

1. **A** You know the answer, don't you?
2. **A** I'm sure I left the contract here, but now I can't find it. Do you know where I put it?
3. **B** Didn't Jack get the bonus?
4. **A** It's raining, isn't it?
5. **B** Do you know if it's a better way to travel in the city?
6. **A** Do you think you'll be here next week?
7. **B** Didn't you organize this event?
8. **A** Mr. Williams is still waiting for me, isn't he?

Exercise 2

- | | |
|--------------------|---------------------|
| 1. ...isn't it? | 5. ...will you? |
| 2. ...doesn't she? | 6. ...haven't they? |
| 3. ...was it? | 7. ...doesn't he? |
| 4. ...hasn't it? | 8.is there? |

Exercise 3

1. Aren't you well?
2. Can't you swim?
3. Don't you speak Japanese?
4. Weren't the shops open?
5. Hasn't Anna arrived?
6. Didn't he know her?

Exercise 4

1. You painted it yourself, did you? **(e)** I'm impressed.
2. You couldn't give me a hand, could you? **(c)** I hope you can.
3. Someone broke that vase, did they? **(g)** I'm sorry to hear that.
4. You'll give me a call, will you? **(f)** I hope you will
5. So they're selling their house, are they? **(b)** Tell me more
6. You didn't leave the garage open, did you? **(d)** I hope you didn't.
7. He says he's innocent, does he? **(a)** I don't believe it.