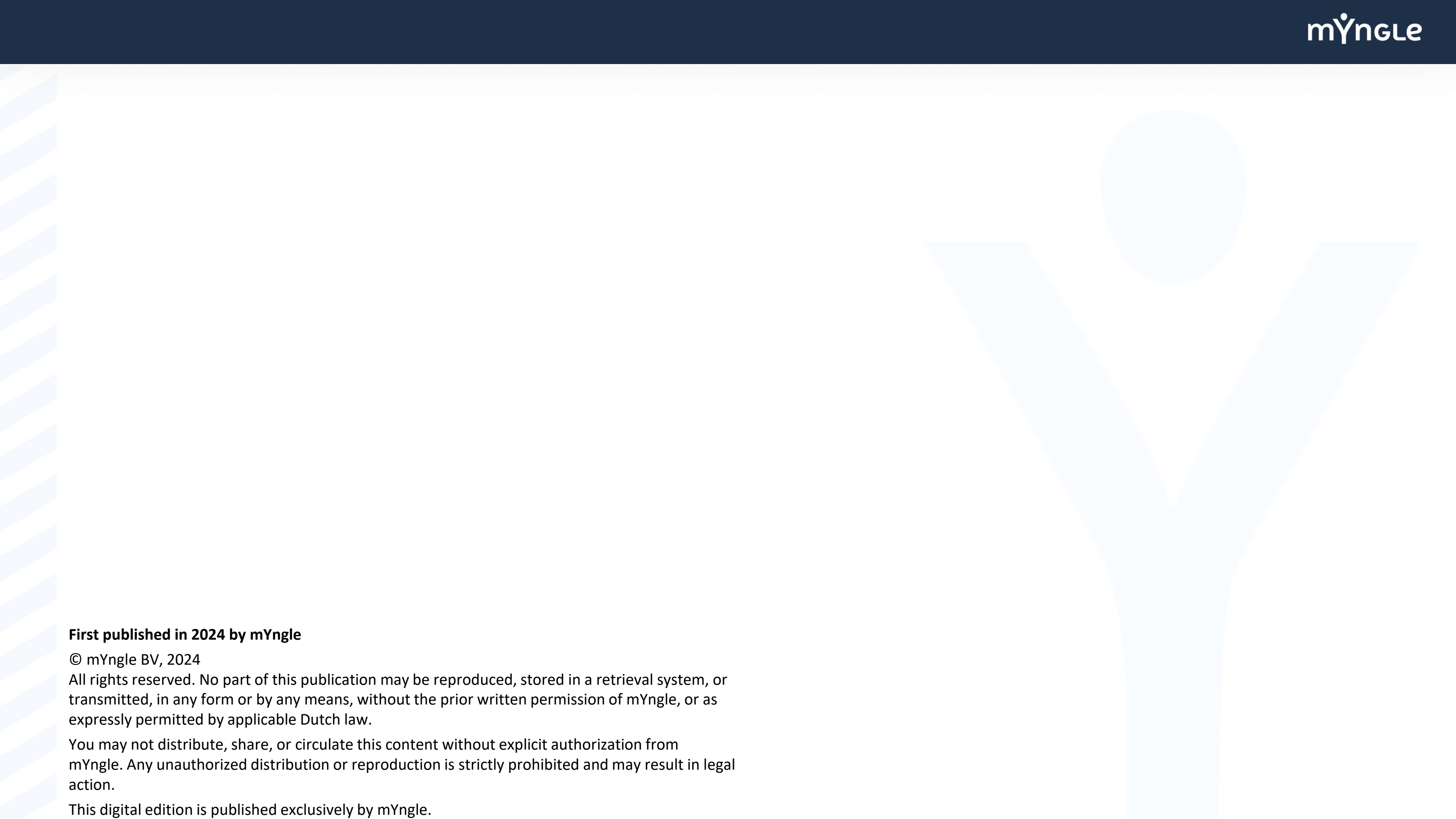


mYngle

Business Upper Intermediate

Homework - Unit 1: First impressions



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. Read the following text. Are statements 1-8 true or false? Correct the false ones.

In the business world, first impressions are crucial. Whether it's a client, a colleague, or a potential business partner, the first interaction can shape the trajectory of the entire relationship. Studies indicate that it takes just one-tenth of a second for someone to form an impression about another person.

Numerous factors contribute to the formation of these impressions, but appearance, body language, and tone of voice play primary roles. The actual content of the conversation also matters, but it often serves to reinforce the image created by these nonverbal cues.

Despite the speed and persistence of first impressions, they are not always accurate representations of a person's character or competence. Biases and preconceptions can influence our judgments, which is why it's important not to let a first impression be the final verdict in a business setting. Giving individuals an opportunity to demonstrate their abilities and prove their worth can lead to more fair and effective business interactions.

True or False Questions:

1. In the business setting, first impressions are formed within about one minute.
2. Appearance and body language play significant roles in forming first impressions.
3. The actual content of the conversation doesn't affect the first impression.
4. First impressions are always accurate and reliable in the business world.
5. It's beneficial to allow people to demonstrate their skills before forming a final judgment.
6. Biases and preconceptions can influence our first impressions.
7. The tone of voice doesn't impact the formation of first impressions.
8. The trajectory of business relationships can be shaped by first impressions.

1. Match the words to their meanings.

- functional
- ostentatious
- arrogant
- complex
- ineffective
- successful
- expensive
- trustworthy
- modest
- suspicious
- favorable
- wary

1. _____ - achieving the result that you want
2. _____ - someone that thinks they are better than other people and behaves in a way that is rude and too confident
3. _____ - something that costs a lot of money
4. _____ - showing that someone likes or approves of someone or something
5. _____ - designed to be practical and useful rather than attractive
6. _____ - something that does not work correctly or does not do what you want it to do
7. _____ - fairly good or successful, but not excellent
8. _____ - intended to impress people or attract their admiration, in a way that you think is extreme and unnecessary
9. _____ - feeling that someone or something cannot be trusted
10. _____ - something that has a lot of details or small parts that make it difficult to understand or deal with
11. _____ - able to be trusted as being honest, safe, or reliable
12. _____ - not completely trusting or certain about something or someone

2. Read the following passage and fill in the gaps with the suitable word from the list below. Remember, each word can be used only once.

- functional
- ostentatious
- arrogant
- complex
- ineffective
- successful
- expensive
- trustworthy
- modest
- suspicious
- favorable
- wary

It was a (1) _____ neighborhood, each house more (2) _____ than the last. As I walked past the shimmering pools and shiny, luxury cars, I couldn't help but feel a little (3) _____ of the people who lived here. Not because they weren't nice, but because they seemed so (4) _____ that they'd lost touch with reality.

The most (5) _____ residence of all belonged to Mr. Hamilton, a (6) _____ businessman known for his (7) _____ enterprises. He wore his wealth like a badge, driving the most (8) _____ car and hosting the most extravagant parties. Despite his obvious affluence, I found it difficult to view him as (9) _____ because he was just so (10) _____.

On the other hand, Mrs. Garcia lived in a (11) _____ house on the outskirts of the neighborhood. Despite her (12) _____ means, she was always quick to lend a hand or offer a kind word. She was the sort of person who made you believe in the innate goodness of humanity, the kind of person who was truly (13) _____.

'Very Formal': polite and indirectly ask for a meeting.

'Formal': still polite but is more direct.

'Less Formal': very direct, suitable for use among colleagues or people who are familiar with each other.

1. ~~It would be good if we could meet up some time.~~
2. Would Tuesday be good for you?
3. Would you be free on Friday?
4. How are you fixed this week?
5. Maybe we can take this discussion further over dinner.
6. How about meeting up next week?
7. Could you make Monday afternoon? / Could I suggest Monday?
8. I'd like to get together to discuss the proposal.
9. I was wondering if we could meet.
10. I suggest we meet to discuss things further.
11. When suits you? / What time would suit you best?
12. Would any day next week be good for you?
13. Were you thinking of this week?
14. When would be convenient for you?
15. When would you like to meet?
16. How are you fixed next week?
17. I think we need to get together as soon as we can.

[illegible]

2. Rewrite the questions using the words given.

1. Which day would you prefer?
When would _____ ?
2. I'm afraid, I can't make it on Tuesday.
I don't have _____ .
3. I suggest we meet at three.
How about _____ ?
4. Are you free next week?
How are you _____ ?
5. I'm afraid I won't be able to come at 5 p.m.
I'm sorry but I don't have _____ .
6. Let's say, presumably, next month.
Let's pencil _____ .
7. Thursday at two is confirmed.
See you _____ .



Introducing yourself

- *My name's ... and I (have / work for / represent) ...*
- *I was given your details by ...*
- *(She) recommended you to me as ...*

Inviting and suggesting

- *It would be good if we could meet up some time.*
- *Would Tuesday be good for you?*
- *Would you be free on Friday?*
- *How are you fixed this week?*
- *Maybe we can take this discussion further over dinner.*
- *How about meeting up next week?*
- *Could you make Monday afternoon? / Could I suggest Monday?*
- *I'd like to get together to discuss the proposal.*
- *I was wondering if we could meet.*
- *I suggest we meet to discuss things further.*
- *When suits you? / What time would suit you best?*
- *Would any day next week be good for you?*
- *Were you thinking of this week?*
- *When would be convenient for you?*
- *When would you like to meet?*
- *How are you fixed next week?*
- *I think we need to get together as soon as we can.*

Responding to invitations and suggestions

- *My name's ... and I (have / work for / represent) ...*
- *I was given your details by ...*
- *(She) recommended you to me as ...*
- *Thanks for getting back to me.*
- *I could make Tuesday.*
- *I don't have a window this week.*
- *Let me just check my schedule.*
- *Next week is out, I'm afraid.*
- *No can do.*
- *Let's pencil it in for now.*
- *We can firm it up later when you're sure.*
- *Let's pencil it in for now and you can let me know tomorrow.*
- *We can meet ... Fine, whatever's best for you.*

Confirming times and places

- *I'll see you at... (time) (day/date) (place)*
- *I'll see you at three o'clock on Wednesday in the hotel reception.*
- *So, that's... (time) (day/date) (place)*
- *See you (in a couple of weeks).*
- *Let's say, provisionally, Tuesday the 13th at 11:00.*

Present simple

Use the present simple

1. **to talk about routines**
I usually arrive at work at about 8.30
2. **to talk about things we think of as permanent**
I work for mYngle.
3. **to talk about states**
Paris lies on the River Seine.
4. **(with future reference) to talk about timetabled events**
The next train leaves at 11.15.
5. **to talk about future time introduced by when, as soon as, after, if, etc.**
When I see Margaret tomorrow, I'll give you a ring.

Common phrases used with the present simple are:

as a rule, generally (speaking), on the whole, once (a week / in a while), every (winter), most of the time.:

Present continuous

Use the present continuous

1. **to talk about an action happening at the moment of speaking**
Mr Takashi is waiting for you in Reception.
to talk about a project that is ongoing and unfinished
I am writing a report on the takeover, and I should finish soon.
2. **to talk about things we think of as temporary**
I am staying with my brother while my house is being redecorated.
3. **to talk about a gradual change or development**
Because of global warming, sea levels are rising slowly.
(with future reference) to talk about an arrangement
I am seeing Mrs Langer next Tuesday.

Common phrases used with the present continuous are:

currently, for the moment, at the moment, for the time being, tomorrow (afternoon), right now.



Stative verbs

Use the present simple

Verbs that describe states rather than actions are normally only used in the simple form, i.e.

- verbs of thinking (e.g. know, agree),
- verbs of appearance (e.g. look, seem),
- feeling (e.g. prefer, want), possession (e.g. own, belong),
- the senses (e.g. taste, sound).

Some stative verbs can sometimes be used in the continuous form, but with a change in meaning.

Simple: *I see the Eiffel Tower on my way to work.*

Continuous: *I'm seeing Bob on Monday. (= I am meeting Bob)*

1. Put the verbs in brackets into the simple present or the present continuous tense.

1. Cuckoos (not build) nests. They (use) the nests of other birds.
2. You can't see Bob now: he (have) a bath.
3. He usually (drink) coffee but today he (drink) tea.
4. What she (do) in the evenings? - She usually (play) video games or (watch) TV.
5. I won't go out now as it (rain) and I (not have) an umbrella.
6. The last train (leave) the station at 12.30.
7. He usually (speak) so quickly that I (not understand) him.
8. Mary (make) a dress for herself at the moment. She (make) all her own clothes.
9. Hardly anyone (wear) a hat nowadays.
10. I'm afraid I've broken one of your coffee cups. - Don't worry. I (not like) that set anyway.



2. Put the verbs in brackets into the simple present or the present continuous tense.

1. I (think) I like you! _____
2. Jack, I (depend) on you to win this contract for us. _____
3. I (feel) that you are wrong. _____
4. You always (interrupt) me! _____
5. Tom (think) about getting a new job. _____
6. I (taste) the soup. _____
7. I (feel) terrible. _____
8. This meet (taste) awful! _____
9. It (depend) what you mean. _____

extra grammar

Some verbs have a stative meaning and a different active meaning. Typical examples are: *be, depend, feel, have, see, taste, think*.

E.g. John has a Ferrari.

We're having an interesting conversation.

extra grammar

Use the **present continuous** for with adverbs of frequency (*constantly, always, etc.*), for emphasis or to express annoying habits.

E.g. Sam is very kind; he is always helping the poor.

Steve is always leaving his clothes on the floor!



3. The sentences below are in a jumbled order. Rearrange them to form a logical and coherent sequence of events (1-11).

- A. "Indeed, it's a perfect opportunity for us to exchange business cards, Mr. Jones." (1)
- B. "Absolutely right, Ms. Smith. My official email is jonathan.jones@globalenterprise.com." ()
- C. "Excellent! I am in the process of crafting a LinkedIn invitation for you. Is this a platform you use often?" ()
- D. "Definitely, Ms. Smith. I frequently use LinkedIn and, in fact, I am currently updating my professional profile." ()
- E. "Your thoroughness is appreciated, Ms. Smith. It's crucial to double-check these details, especially in today's digital world." ()
- F. "Great, Mr. Jones! I am noting down your email address as we speak." ()
- G. "If you don't mind, could I also find out which social media channels you prefer? Networking on multiple platforms tends to be more beneficial." ()
- H. "Indeed! I also have a presence on Twitter. My handle is @JonathanJonesGE." ()
- I. "Just to ensure I got it right, your email address is jonathan.jones@globalenterprise.com, correct?" ()
- J. "Perfect, I'll start following your posts soon. My handle is @SophiaSmithBiz. This should help us share ideas more dynamically." ()
- K. "Sure, Ms. Smith. Here's my card. My contact number is on it as well. Feel free to contact me as needed." ()



mYngle

Business Upper Intermediate

Unit 1: First impressions

Homework – Answer Key

Exercise 1

1. **False** - First impressions are formed in one-tenth of a second, not one minute.
2. **True**
3. **False** - The actual content of the conversation often serves to reinforce the image created by nonverbal cues.
4. **False** - First impressions are not always accurate representations of a person's character or competence.
5. **True**
6. **True**
7. **False** - The tone of voice plays a significant role in forming first impressions.
8. **True**

Exercise 2

1. **successful** - achieving the result that you want
2. **arrogant** - someone that thinks they are better or more important than other people and behaves in a way that is rude and too confident
3. **expensive** - something that costs a lot of money
4. **favorable** - showing that someone likes or approves of someone or something
5. **functional** - designed to be practical and useful rather than attractive
6. **ineffective** - something that does not work correctly or does not do what you want it to do
7. **modest** - fairly good or successful, but not excellent
8. **ostentatious** - intended to impress people or attract their admiration, in a way that you think is extreme and unnecessary
9. **suspicious** - feeling that someone or something cannot be trusted
10. **complex** - something that has a lot of details or small parts that make it difficult to understand or deal with
11. **trustworthy** - able to be trusted as being honest, safe, or reliable
12. **wary** - not completely trusting or certain about something or someone

Exercise 3

1. complex
2. ostentatious
3. wary
4. successful
5. expensive
6. arrogant
7. favorable
8. functional
9. trustworthy
10. suspicious
11. Modest
12. Ineffective
13. Favorable

Exercise 1

Very Formal	Formal	Less Formal
(2) Would Tuesday be good for you?	(1) It would be good if we could meet up some time.	(16) How are you fixed this week?
(3) Would you be free on Friday?	(7) Could you make Monday afternoon? / Could I suggest Monday?	(5) Maybe we can take this discussion further over dinner.
(8) I'd like to get together to discuss the proposal.	(11) When suits you?	(6) How about meeting up next week?
(9) I was wondering if we could meet.	(13) Were you thinking of this week?	(16) How are you fixed next week?
(10) I suggest we meet to discuss things further.	(15) When would you like to meet?	(17) I think we need to get together as soon as we can.
(11) What time would suit you best?		
(12) Would any day next week be good for you?		
(14) When would be convenient for you?		

Exercise 2

1. When would be convenient for you?

2. I don't have a window this week.

3. How about meeting at three?

4. How are you fixed next week?
5. I'm sorry but I don't have a window at 5 p.m.

6. Let's pencil it in for now.

7. See you on Thursday at two.

Exercise 1

1. Cuckoos **don't build** nests. They **use** the nests of other birds.
2. You can't see Bob now: he **is having** a bath.
3. He usually **drinks** coffee but today he **is drinking** tea.
4. What **does she do** in the evenings? - She usually **plays** video games or **watches** TV.
5. I won't go out now as it **is raining** and I **don't have** an umbrella.
6. The last train **leaves** the station at 12.30.
7. He usually **speaks** so quickly that I **don't understand** him.
8. Mary is **making** a dress for herself at the moment. She **makes** all her own clothes.
9. Hardly anyone **wears** a hat nowadays.
10. I'm afraid I've broken one of your coffee cups. - Don't worry. I **don't like** that set anyway.

Exercise 2

1. I **think** I like you!
2. I **feel** that you are wrong.
3. Jack, I **am depending** on you to win this contract for us.
4. You **are** always **interrupting** me!
5. Tom **is thinking** about getting a new job.
6. I **am tasting** the soup.
7. I **am feeling** terrible.
8. This meet **tastes** awful!
9. It **depends** what you mean.

Exercise 3

- A. "Indeed, it's a perfect opportunity for us to exchange business cards, Mr. Jones."
- B. "Sure, Ms. Smith. Here's my card. My contact number is on it as well. Feel free to contact me as needed."
- C. "Just to ensure I got it right, your email address is jonathan.jones@globalenterprise.com, correct?"
- D. "Absolutely right, Ms. Smith. My official email is jonathan.jones@globalenterprise.com."
- E. "Your thoroughness is appreciated, Ms. Smith. It's crucial to double-check these details, especially in today's digital world."
- F. "Great, Mr. Jones! I am noting down your email address as we speak."
- G. "Excellent! I am in the process of crafting a LinkedIn invitation for you. Is this a platform you use often?"
- H. "Definitely, Ms. Smith. I frequently use LinkedIn and, in fact, I am currently updating my professional profile."
- I. "If you don't mind, could I also find out which social media channels you prefer? Networking on multiple platforms tends to be more beneficial."
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