

Business Elementary

Unit 5: Communication



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Unit 5: Grammar reference and Homework



Working with Words

1. Select the correct words in *italics* to complete the sentences.

1. When I want a new job, I send my *business card* / *CV* to companies that interest me.
2. When I meet people in my job, we usually swap *business cards* / *order forms*.
3. If you are interested in working for our company, please fill in our *online application form* / *contract*.
4. When I take a taxi, I pay, then ask for a *letter* / *receipt* for my company.
5. We send a *hard copy* / *an order form* with our brochure to all new customers.
6. We obtain a *letter* / *an invoice* every month for the products we purchase.
7. When we send a customer his order, we always include a *delivery note* / *business card*.
8. We print a *hard copy* / *CV* of every order we obtain.

2. Complete the email with words from the list.

open - send - print - receive - save - forward

Send

?

▼

🗑️

📧

To: Michael_Smith@blc.com
From: Emma.Johnson@blc.com
Subject: Organizing paperwork / PC problems!

Hello Michael,

There are a few IT problems in our office today, so can you do me a favour?

Can you 1. _____ a hard copy of the report from the meeting and give it to Sarah? I also need a copy – can you 2. _____ the document to me in your next email?

Also, I can't 3. _____ our customer correspondence folder. If you can, please 4. _____ the order forms in this folder.

Can you 5. _____ me the invoice from Johnson & Co. so I have their contact details, please?

Finally, can you call me when you 6. _____ this email?

I don't know if my email is working!

Thanks,
Emma

3. ~~Cross out~~ the verb in 1–4 that doesn't match the noun in bold.

1. a **business card**: print / open / receive
2. an **email**: attach / print / receive
3. a **folder**: save / open / print
4. a **hard copy**: print / forward / receive

1. Complete the conversations with expressions from the lists.

*You need to – I'll speak to – There are some problems
with – That would be great – explain the situation*

A: 1. _____ the equipment and the products aren't ready for the Dutch order. Can you help?

B: 2. _____ contact the customer and 3. _____.

A: OK.

B: 4. _____ the service engineers.

A: 5. _____.

*We did, but – I'll call – You need to – for your help – No
problem – We can't – I'll explain*

A: 6. _____ find the invoice for Folks & Co. They want a special price.

B: 7. _____ call Doris in the Accounts Department.

A: 8. _____ she wasn't in the office.

B: 9. _____ the customer then. Do they normally have a special price?

A: No, not usually.

B: OK. 10. _____ the situation.

A: That's great. Thanks a lot.

11. _____.

B: 12. _____.

2. Complete the expressions and find the hidden message.

1. We n _ _ _ to fix the problem.

2. Don't w _ _ _.

3. I'll e _ _ _ _ _ the situation.

4. That would be g _ _ _ _.

5. We've got a _ _ _ _ _ with the order.

6. I'll c _ _ _ the customer now.

7. We c _ _ _ deliver in time.

8. We changed the software, but it d _ _ _ work.

9. I'll let you know as soon as I _ _ _.

Grammar

GRAMMAR REFERENCE

Past simple: be

Form

Positive: Subject + **was/were** ...

*I/He/She/It **was** at the event.*

*You/We/They **were** at the event.*

Negative: Subject + *was not / wasn't / were not / weren't* ...

*I/He/She/It **wasn't** in the room.*

*You/We/They **weren't** in the office.*

Questions: (Question word*) + *was/were/wasn't/weren't* + subject ...?

***Was** **she** in the building?*

***Why** **weren't** you here?*

Past simple: regular verbs

Form

Positive: Subject + verb + **-ed** ...

*I **worked** for Amazon.*

*They **talked** about marketing.*

Negative: Subject + **did not / didn't** + verb ...

*They **didn't** **like** the proposal.*

*You **did not** **ask** any questions.*

Questions: (Question word*) + *did/didn't* + subject + verb ...?

***Did** he **work** for Google?*

*When **did** you **finish** your last project?*

Short answers: Don't repeat the main verb.

A: Did she work for Google?

*B: Yes, she **did**.*

Spelling Rules

Most regular verbs: verb + **-ed**

*start → **started***

Verbs ending in -e: verb + **-d**

*decide → **decided***

Verbs ending in consonant-vowel-consonant: double the last letter + **-ed**

*stop → **stopped***

Verbs ending in consonant + -y: replace -y with **-ied**

*try → **tried***

Use

To talk about a finished action in the past. We usually know when the action/event happened or didn't happen.

*I **was** at the conference last Monday.*

*I **received** your email yesterday.*

*You **didn't** **send** me the report.*

To ask when an action in the past took place:

*When **did** the project **start**?*

1. Underline the correct words in *italics* to complete the conversation.

A: How 1. *was* / *were* the meeting?
B: I don't know, I 2. *wasn't* / *weren't* there. I 3. *was* / *were* on holiday, but Emma emailed me the notes from the meeting. It 4. *was* / *were* very long!
A: I'm glad I 5. *were* / *was* off sick then! Liam and Olivia 6. *were* / *was* also away. They 7. *were* / *was* on a skiing holiday, but there 8. *wasn't* / *weren't* any snow!

2. Put the words in 1–5 in the correct order to make questions, then match them to answers a–e.

1. they / weren't / why / the / at / meeting
_____ ?
2. interesting / was / it
_____ ?
3. questions / were / many / there
_____ ?
4. was / last / your / when / business trip
_____ ?
5. at / who / the / meeting / was
_____ ?

- a. Yes, it was.
- b. Last Friday.
- c. They were in Chicago.
- d. Emma and Noah.
- e. No, there weren't.

3. Complete the text with the past simple form of the verbs in brackets.

Report: Seminar Hotel Booking

We 1. _____ (decide) to use GO-GO Inn. I 2. _____ (call) to ask for a special price and they 3. _____ (email) me back to say it 4. _____ (not be) possible.
We 5. _____ (not contact) them again and 6. _____ (try) another hotel. Three days later, we 7. _____ (receive) an email from GO-GO Inn. They 8. _____ (be) sorry about the prices and 9. _____ (offer) us a 15% discount.
I 10. _____ (book) the meeting room immediately and they 11. _____ (confirm) this in writing.
It 12. _____ (be) exactly what we 13. _____ (want).

4. Make questions in the past simple using the prompts.

1. Why / you / not email / me? _____ ?
2. Where / she / go on holiday? _____ ?
3. When / you / start work? _____ ?
4. Who / they / speak to? _____ ?
5. Why / we / not call / him? _____ ?
6. How / you / contact her? _____ ?

Explaining the problem

- *I’ve/We’ve got a problem with ...*
- *There are some problems with ...*
- *I/We can’t ...*
- *We did X ..., but Y didn’t work.*

Solving the problem

- *You/We need to ...*
- *We can ...*

Promising action

- *I’ll ... speak to ... / explain the situation / call ... / let you know as soon as I can*

Responding and thanking

- *Don’t worry.*
- *That would be great.*
- *Thanks a lot for your help.*
- *No problem.*

Answer Keys

Working with words

- 1.
- | | |
|---------------------|------------------|
| 1. CV | 5. an order form |
| 2. business cards | 6. an invoice |
| 3. application form | 7. delivery note |
| 4. receipt | 8. hard copy |

- 2.
- | | |
|----------|------------|
| 1. print | 4. save |
| 2. send | 5. forward |
| 3. open | 6. receive |

- 3.
1. open
 2. print
 3. print
 4. forward

Business communication

- 1.
1. There are some problems with
 2. I’ll speak to
 3. explain the situation
 4. I’ll speak to
 5. That would be great
 6. You need to
 7. I’ll call
 8. She wasn’t
 9. I’ll call
 10. I’ll explain
 11. No problem
 12. for your help

- 2.
- | | |
|------------|-----------|
| 1. need | 6. call |
| 2. worry | 7. can |
| 3. explain | 8. didn’t |
| 4. great | 9. can |
| 5. problem | |
- Phrase: DON’T PANIC

Language at work

- 1.
- | | |
|-----------|-----------|
| 1. was | 5. was |
| 2. wasn't | 6. were |
| 3. was | 7. were |
| 4. was | 8. wasn't |

- 2.
1. Why weren’t they at the meeting? → c. They were in Chicago.
 2. Was it interesting? → a. Yes, it was.
 3. Were there many questions? → e. No, there weren’t.
 4. When was your last business trip? → b. Last Friday.
 5. Who was at the meeting? → d. Emma and Noah.

- 3.
- | | |
|-------------------|---------------|
| 1. decided | 8. were |
| 2. called | 9. offered |
| 3. emailed | 10. booked |
| 4. wasn't | 11. confirmed |
| 5. didn't contact | 12. was |
| 6. tried | 13. wanted |
| 7. received | |

- 4.
1. Why didn’t you email me?
 2. Where did she go on holiday?
 3. When did you start work?
 4. Who did they speak to?
 5. Why didn’t we call him?
 6. How did you contact her?