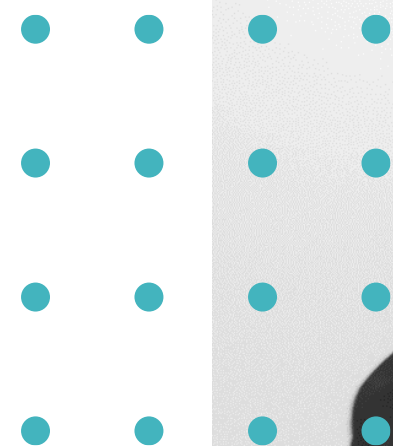


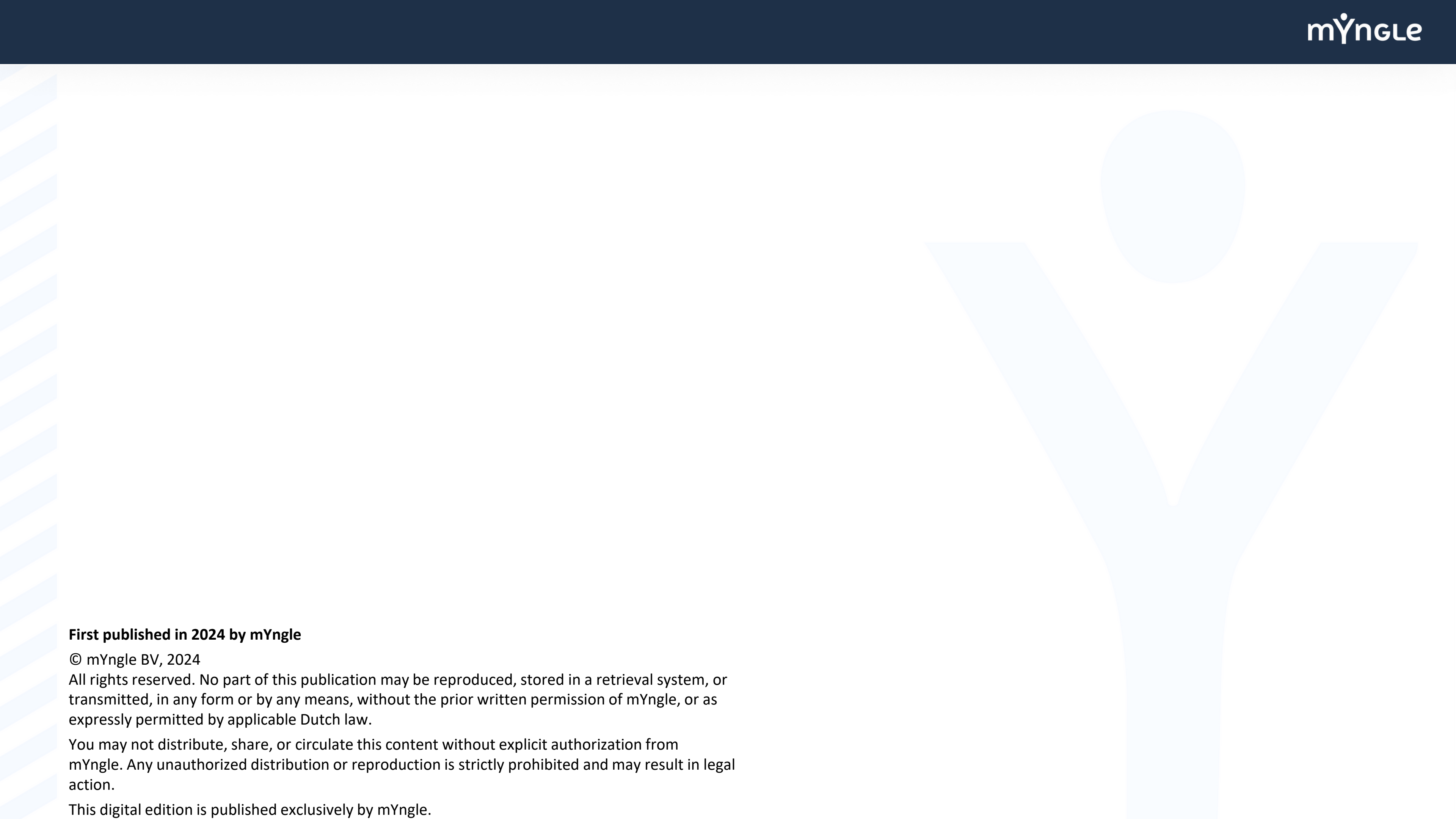
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Business Upper Intermediate

Homework - Unit 5: Ethical business



BUSINESS ETHICS

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 A with the opposites in B.

A

1. corrupt
2. fairness
3. ethical
4. generous
5. responsibility
6. greed
7. prejudice
8. deceptive
9. fair
10. discriminatory

B

- A. irresponsibility
- B. unethical
- C. tolerance
- D. equal
- E. generosity
- F. honest
- G. bias
- H. truthful
- I. stingy
- J. unfair

2. Which of the words in A illustrate the meaning in the following sentences.

1. When all participants in a competition are given equal opportunities to succeed, it fosters an environment of healthy competition. _____
2. If a person evaluates others based on their race or religion rather than their merits, it leads to a divisive and hostile environment. _____
3. When a business transaction follows the principles of honesty and integrity, it builds trust and fosters long-term relationships. _____
4. Individuals who always extend a helping hand to those in need contribute significantly to a community's well-being. _____
5. Any policies or practices that favor certain individuals or groups over others based on their personal attributes rather than their abilities or qualifications can lead to societal inequality and resentment. _____
6. If a politician prioritizes personal financial gains over the welfare of the people they serve, it erodes the public's trust in the system. _____
7. When an advertisement intentionally provides misleading information, it can tarnish the reputation of the company behind it. _____
8. It is not only the role of government but also of every citizen to ensure the well-being and sustainability of their environment. _____
9. Everyone, regardless of their background or status, should be treated with the same respect and consideration in a truly just society. _____
10. The intense pursuit of wealth and possessions, especially at the expense of others, can lead to a toxic and selfish society. _____

3. Choose the correct word from the list to complete each sentence.

- deception
- irresponsible
- fair
- generous
- credible
- ethical
- corrupt
- prejudiced
- greedy
- discriminatory

1. The journalist made sure to only use _____ sources in their article to maintain accuracy.
2. The company's _____ business practices ensured that all employees were treated with respect and dignity.
3. Parents must teach their children to be _____ and considerate when sharing toys and snacks with others.
4. The referee's decision was _____, allowing both teams to feel they had an equal chance of winning.
5. The politician was accused of being _____ after accepting bribes from several corporations.
6. The _____ opinions of some individuals can lead to unfair treatment and misunderstandings.
7. The CEO's _____ behavior left the company in financial ruin, with many employees losing their jobs.

1. Fill in the blanks with the appropriate phrase from the list below.

- comply with regulations
- donate time
- reduce the impact on
- act responsibly
- take an active part in
- stay true to its principles
- share a strong commitment to

1. All businesses must _____ to ensure the safety of their employees and customers.
2. Many volunteers choose to _____ at local charities to support their communities.
3. Recycling programs help to _____ the environment by decreasing the amount of waste that goes into landfills.
4. As a member of the community, it is important to _____ by making choices that benefit both yourself and others.
5. The new member decided to _____ the club's activities and quickly became an essential part of the team.
6. The organization has managed to _____ even when faced with difficult decisions.
7. The two non-profit organizations _____ providing quality education to underprivileged children.



2. Read the following text about Google and its ethical point of view. Find 10 grammatical mistakes and correct them on the right.

1 Google, the global technology giant, that always remain steadfastly committed to conducting our business ethically and responsibly. We, at Google, stays true to our principles that guide us in making decisions which protects not only our valued customers and partners, but also the world we shares. We understand, and deeply respects, the critical importance of environmental

5 sustainability. Hence, we is working tirelessly to reduce our impact on Earth's environment. Our broad range of endeavours includes shifting to renewable energy sources for our sprawling data centers, adopting environmentally friendly manufacturing processes, and incorporating recycled materials in our wide array of products.

10 Moreover, it is our unwavering policy to complies with all regulations that has been set by governing bodies across the globe. It is our top priority to maintains utmost transparency in our operations and in the services that we offers to ensure the trust of our valued stakeholders and customers. At Google, we recognize the immense privilege we have, as a global leader in technology, and we committed to leveraging this to takes an active part in philanthropic activities.

15 Our dedicated employees often donates their time and skills to social causes, extending their professional expertise to benefit non-profit organizations and communities that is in need. We believes in acting as responsible corporate citizens and making a positive difference in the world. We also shares a strong commitment to fostering an environment of diversity and inclusion within our diverse workforce. At Google, we strives to create a workplace where every individual can brings their whole selves to work, regardless of their backgrounds, or beliefs.

20 Google promises to continuously acts responsibly in all of our business operations. We remain dedicated to making a positive impact on the world and in fulfilling our responsibilities to society at large. We believe that our commitment to ethical business practices and our efforts to act responsibly, will not only benefit us, but will also pave the way for a better, more sustainable world for future generations.

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____

1. Match phrases 1-16 with categories a-d.

- a. Recommending
- b. Responding
- c. Explaining plans and arrangements
- d. Inviting

- | | |
|--|---|
| 1. You're welcome to ... (___) | 9. Good idea. (___) |
| 2. We're going to arrange ... (___) | 10. ... is highly recommended. (___) |
| 3. You'll get the opportunity to ... (___) | 11. That sounds really interesting. (___) |
| 4. We'd like to invite you to ... (___) | 12. That's not really what I'm looking for. (___) |
| 5. It's just the kind of thing I need. (___) | 13. The flight leaves on ... (___) |
| 6. That would be great. (___) | 14. We'll email you the (final) itinerary. (___) |
| 7. It would be a good idea to ... (___) | 15. We're planning to ... (___) |
| 8. It's well worth a visit. (___) | 16. Alternatively, we'd be delighted to ... (___) |

2. Use the phrases on the left to create your responses. Each response must contain one of these phrases plus a verb.

1. **Client:** "I would like to visit some off-beat locations, not just the typical tourist spots."
Your response: _____
2. **Client:** "Could you help me plan the itinerary, including the best time to visit each location?"
Your response: _____
3. **Client:** "I also want to try local cuisines and experience cultural events."
Your response: _____
4. **Client:** "I prefer eco-friendly hotels and transportation. Can you ensure that?"
Your response: _____
5. **Client:** "I'm flexible with my travel dates. When would be the best time to travel for this type of vacation?"
Your response: _____
6. **Client:** "What other services do you offer as part of your package?"
Your response: _____

3. Complete texts 1-4 with the words below:

- delighted (x3)
- invite
- alternatively
- arranged
- welcome
- opportunity (x2)
- itinerary
- idea

Text 1:

_____ (1) by the rustic charm of the rural villages, many tourists flock to this region every year. Here, the falling autumn leaves paint a picturesque landscape that is nothing short of a masterpiece. We _____ (2) you to explore our quaint towns, where tradition meets modernity. Our tourism office has _____ (3) a special itinerary for those who wish to delve into the local culture.

Text 2:

At our agency, we understand the diverse interests of our customers. So, _____ (4) to conventional tours, we also offer bespoke services. Based on your preferences, we will arrange a tailored itinerary for you, inclusive of accommodation and local experiences. It's a fantastic _____ (5) to experience the destination in your own unique way. We highly recommended this for those who love to explore beyond the usual tourist spots.

Text 3:

We are _____ (1) to announce our new tourism campaign. This initiative has been designed with the _____ (2) of promoting sustainable tourism. In light of this, we invite all tourists to visit our city and immerse themselves in our eco-friendly practices. It's also an _____ (3) to witness the changing color of the leaves, a natural phenomenon that leaves everyone awestruck.

Text 4:

We welcome you a warm _____ (7) to our travel blog. We hope our posts give you a better idea of your next travel destination. Whether you are in the planning stages or finalizing the details, our insights are sure to help. If you need any assistance, our team would be _____ (8) to arrange everything for you. This way, you don't have to worry about the _____ (9) of your trip.

Explaining plans and arrangement

- *We'll email you the (final) itinerary.*
- *We're planning to ...*
- *The idea is to ...*
- *We're going to arrange ...*
- *You'll get the opportunity to ...*
- *The flight leaves on ...*

Inviting

- *We'd like to invite you to ...*
- *You're welcome to ...*
- *Alternatively, we'd be delighted to ...*

Recommending

- *We strongly recommend you (stay) ...*
- *It would be a good idea to ...*
- *... is highly recommended.*
- *It's well worth a visit.*

Responding

- *That would be great.*
- *That sounds really interesting.*
- *Good idea.*
- *That makes sense.*
- *It's just the kind of thing I need.*
- *That's not really what I'm looking for.*

will

Use *will* + infinitive

1. to make predictions or talk about future facts It *looks as if the economy will slow down next month.*
2. to make decisions at the moment of speaking

A *I'm sorry - I'm really busy right now*

B *Don't worry - I'll come back later.*

For decisions made earlier, when you mean 'I've decided to', use *going to*, not *will*. *I should be back in an hour. I'm going to get my hair cut.*

(NOT: *I will get ...*)

be going to

Use *be going to* + infinitive

1. to talk about a plan or intention where the decision has already been made

A *I've asked the investors to meet with us.*

B *I see. What **are you going to say** to them?*
2. to make a very definite prediction based on evidence that you can see or know about

My boss doesn't like late comers, so he's going to be annoyed when I arrive late.

Often either *will* or *going to* can be used to make predictions.

*When interest rates go up, people **will / are going to** start saving more.*

Present continuous

Use the present continuous to talk about arrangements, appointments, social events and anything you would put in a diary, particularly when the time, place or purpose is mentioned.

I'm seeing Luke in Canada tomorrow to discuss the results.

Going to can almost always be used in these situations, but use of the present continuous is very common in everyday spoken English.

Present simple

Use the present simple to refer to future events that are in a timetable.

*Do you know when the plane **takes off**?*

The verb *be* is often used in the present simple when talking about personal schedules.

I'm in Italy on Friday and I'm away for the next month as well.

1. Complete each dialogue using going to or will

Dialogue 1

Morgan: 1. _____ (take part) in the mock trial next week?

Lisa: Yes, I've been preparing for it. I 2. _____ (present) my arguments and support them with evidence.

Morgan: Good luck! I'm sure you 3. _____ (do) great.

Dialogue 2:

Emma: What do you think the future 4. _____ (be) like in 30 years?

James: I believe technology will advance even more, and there 5. _____ (be) flying cars and robots doing everyday tasks.

Emma: It's fascinating to think about how much things can change.

Dialogue 3

Steve: 6. _____ (join) the soccer club this semester?

Stella: No, I think I 7. _____ (join) the literary club instead. I've always been interested in books.

Steve: That's a great choice! You will learn a lot!

2. Choose the most suitable option

1. The car is coming / comes at eight to pick you up, sir.
2. They are staying / stay at the Four Seasons Hotel next week.
3. The tour departs / is departing on August 8th for 15 days.
4. I will leave / I'm going to leave as soon as it stops / it is stopping raining.
5. The movie is starting / starts at 10.15 pm.

3. Complete the text with the correct form (simple present - present continuous -will - going to-) of verbs A-J.

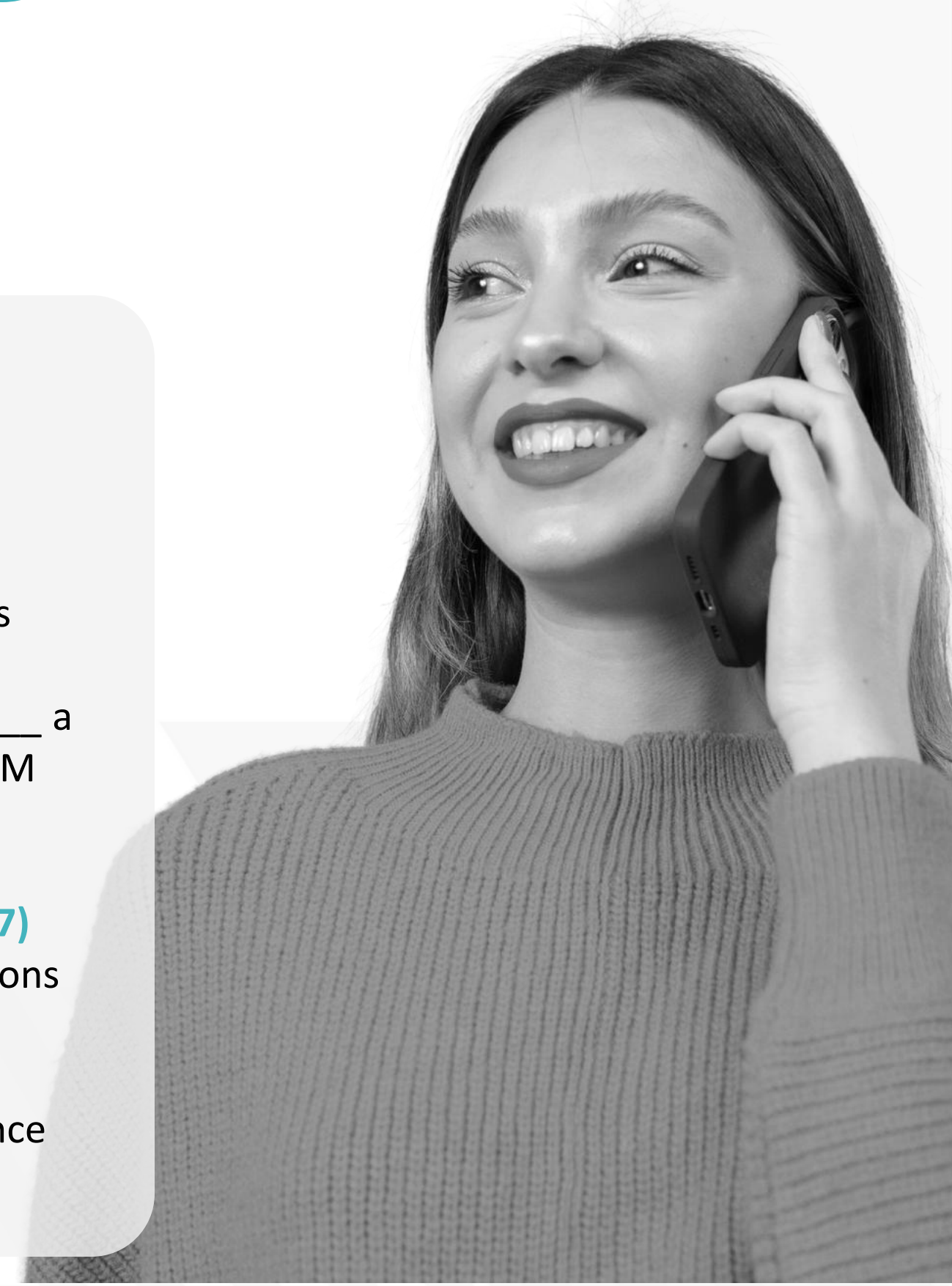
- | | | | | |
|-----------|-------------|--------------|--------------|------------|
| A. Invest | C. Maintain | E. Implement | G. Reduce | I. Develop |
| B. Expand | D. Utilize | F. Increase | H. Introduce | J. Enhance |

The Future of KLM

KLM, one of the pioneering airlines, always looks forward to a better tomorrow. In line with its growth strategy, KLM (1) _____ its global reach, intending to tap into even more destinations worldwide. In their quest for enhanced passenger experience, they (2) _____ cutting-edge technologies. The commitment towards a greener planet is evident as the airline (3) _____ its carbon emissions over the next decade.

By the end of the year, passengers can expect an elevated in-flight experience as KLM (4) _____ a new entertainment system. To ensure flights are economically and environmentally efficient, KLM (5) _____ advanced systems. The company's R&D wing never rests; it actively (6) _____ innovative aircraft designs, focusing on both aerodynamics and efficiency.

Investments play a crucial role in maintaining the quality of services, and with that belief, KLM (7) _____ heavily in staff training and infrastructural upgrades. The airline's dedication to its patrons is unparalleled, as it always (8) _____ a customer-centric approach. Looking at the growth of emerging markets, KLM (9) _____ the number of flights to these destinations. Finally, they believe in continuous improvement, always looking for ways to (10) _____ the flying experience based on passenger feedback.





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Business Upper Intermediate

Unit 5: Ethical business

Homework – Answer Key

Exercise 1

- | | |
|--------------------|---------------------|
| 1. corrupt | f. honest |
| 2. fairness | g. bias |
| 3. ethical | b. unethical |
| 4. generous | i. stingy |
| 5. responsibility | a. irresponsibility |
| 6. greed | e. generosity |
| 7. prejudice | c. tolerance |
| 8. deceptive | h. truthful |
| 9. fair | j. unfair |
| 10. discriminatory | d. equal |

Exercise 2

- | | |
|-------------------|-------------------|
| 1. Fair | 6. Corrupt |
| 2. Prejudice | 7. Deceptive |
| 3. Ethical | 8. Responsibility |
| 4. Generous | 9. Fairness |
| 5. Discriminatory | 10. Greed |

Exercise 2

- | | |
|-------------|------------------|
| 1. credible | 5. corrupt |
| 2. ethical | 6. prejudiced |
| 3. generous | 7. Irresponsible |
| 4. Fair | |

Exercise 1

1. comply with regulations
2. donate time
3. reduce the impact on
4. act responsibly
5. take an active part in
6. stay true to its principles
7. share a strong commitment to

Exercise 2

1. **Line 1:** Google, the global technology giant, that always [~~remain~~] remains steadfastly committed to conducting our business ethically and responsibly.
2. **Line 2:** We, at Google, [~~stays~~] stay true to our principles that guide us in making decisions which [~~protects~~] protect not only our valued customers and partners, but also the world we [~~shares~~] share.
3. **Line 5:** Hence, we [~~is~~] are working tirelessly to reduce our impact on Earth's environment.
4. **Line 6:** Our broad range of endeavors [~~includes~~] include shifting to renewable energy sources for our sprawling data centers.
5. **Line 9:** Moreover, it is our unwavering policy to [~~complies~~] comply with all regulations that [~~has~~] have been set by governing bodies across the globe.
6. **Line 10/11:** It is our top priority to [~~maintains~~] maintain utmost transparency in our operations and in the services that we [~~offers~~] offer to ensure the trust of our valued stakeholders and customers.
7. **Line 13:** We [~~committed~~] are committed to leveraging this to [~~takes~~] take an active part in philanthropic activities.
8. **Line 14:** Our dedicated employees often [~~donates~~] donate their time and skills to social causes, [~~is~~] are in need.
9. **Line 17:** We [~~shares~~] share a strong commitment to fostering an environment of diversity and inclusion within our diverse workforce.
10. **Line 20:** Google promises to continuously [~~acts~~] act responsibly in all of our business operations.

Exercise 1

1. *Inviting*
2. *Explaining plans and arrangements*
3. *Explaining plans and arrangements*
4. *Inviting*
5. *Responding*
6. *Responding*
7. *Recommending*
8. *Recommending*
9. *Responding*
10. *Responding*
11. *Recommending*
12. *Responding*
13. *Explaining plans and arrangements*
14. *Explaining plans and arrangements*
15. *Explaining plans and arrangements*
16. *Inviting*

Exercise 2

1. *"**That sounds really interesting.** We'd like to invite you to explore our curated eco-tours, which focus on lesser-known yet beautiful locations."*
2. *"**Good idea.** We're going to arrange a detailed itinerary for you, including the best times to visit each location."*
3. *"**You're welcome** to try our cultural immersion packages. You'll get the opportunity to taste local cuisines and participate in cultural events."*
4. *"**Absolutely,** it's just the kind of thing I need to know to tailor your trip. We're planning to include eco-friendly accommodations and transport in your itinerary."*
5. *"**It would be a good idea** to travel during the spring or fall season, as the weather is pleasant and it's less crowded."*
6. *"**Alternatively,** we'd be delighted to arrange for travel insurance, airport transfers, and even local guide services. Each of these is highly recommended for a hassle-free travel experience."*

Exercise 3

1. Text 1: (1) delighted, (2) invite, (3) arranged
2. Text 2: (4) alternatively, (5) opportunity
3. Text 3: (1) delighted, (2) idea, (3) opportunity
4. Text 4: (7) welcome, (8) delighted, (9) itinerary

Exercise 1

Dialogue 1

- 1. Are you going to take part
- 2. will present
- 3. will do

Dialogue 2

- 4. will be
- 5. will be

Dialogue 3

- 6. Are you going to join
- 7. will join

Exercise 2

- 1. comes
- 2. are staying
- 3. departs
- 4. will leave // stops
- 5. starts

Exercise 3

- | | |
|--------------------------|-------------------------|
| 1. is expanding | 6. develops |
| 2. will introduce | 7. will invest |
| 3. aims to reduce | 8. maintains |
| 4. is going to implement | 9. is going to increase |
| 5. utilizes | 10. enhance |