

Business Elementary

Unit 7: Departments



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Unit 7: Grammar reference and Homework



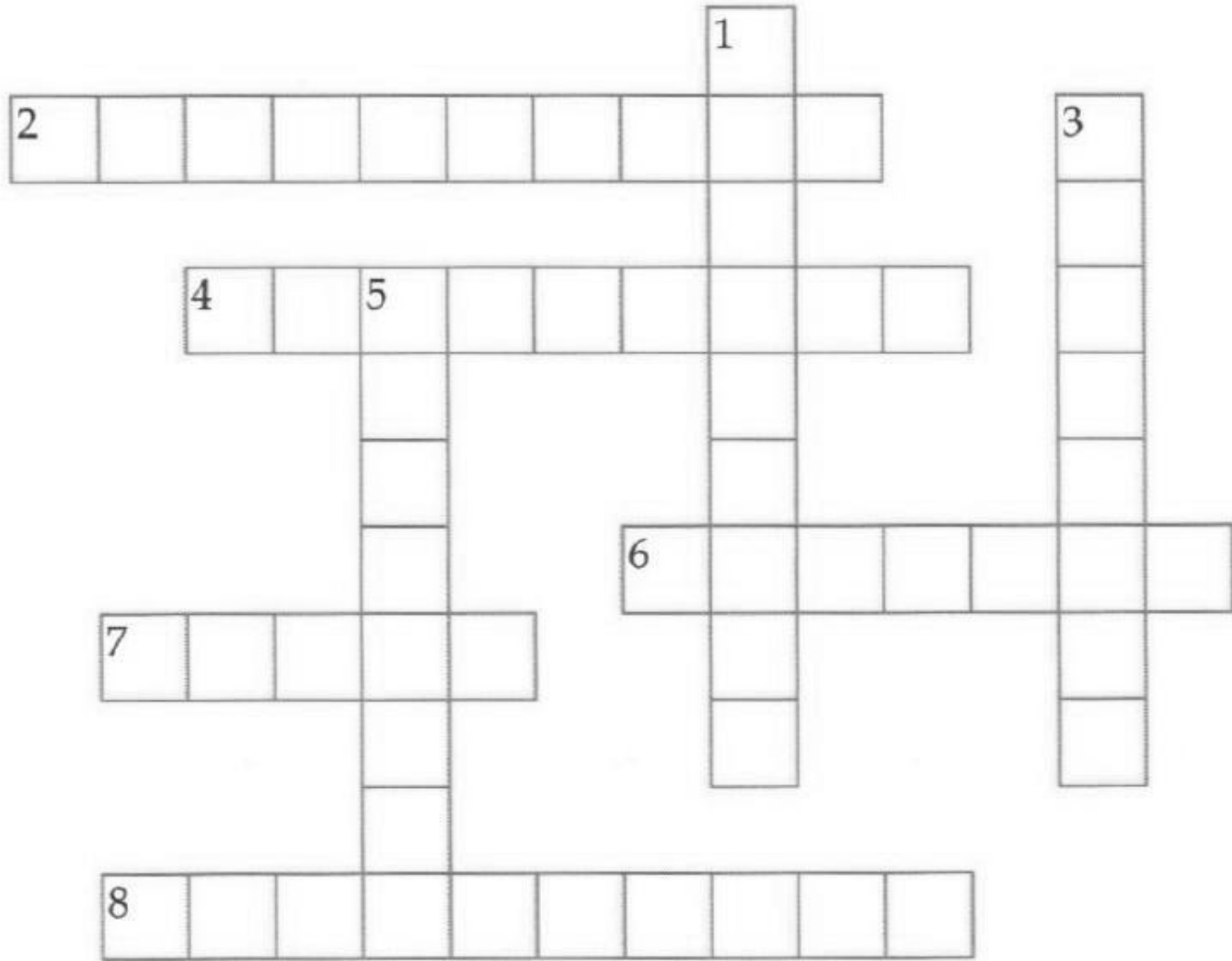
1. Complete the text with the correct option (a, b or c).

This is my department. We 1. _____ customer orders. Ahmed 2. _____ the team and he 3. _____ our work. Our department helps to 4. _____ our products. We tell customers about new products when we receive orders. I 5. _____ the financial side: invoices and payment. I 6. _____ the invoices and correct and 7. _____ customers about problems with payment. The Logistics Department 8. _____ our work. They deliver the orders to the customers.

- | | | |
|--------------------------|-----------------------|-----------------------|
| 1. a) develop | b) deal with | c) promote |
| 2. a) is responsible for | b) contacts | c) checks |
| 3. a) develops | b) promotes | c) organizes |
| 4. a) develop | b) promote | c) organize |
| 5. a) deal with | b) contact | c) develop |
| 6. a) support | b) am responsible for | c) check |
| 7. a) contact | b) promote | c) am responsible for |
| 8. a) checks | b) supports | c) develops |

2. Complete the crossword with the names of departments.

1. is responsible for deliveries (9 letters)
2. makes the products (10 letters)
3. deals with questions and problems from customers: Customer _____ (8 letters)
4. promotes the company's products (9 letters)
5. develops new products: _____ and Development (8 letters)
6. is responsible for the money in the company (7 letters)
7. deals with the employees: _____ Resources (5 letters)
8. is responsible for the computer network: Information _____ (10 letters)



Business communication

1. Who says these expressions?

Write caller (C) or receiver (R).

- 1. Can she call me back? ____
- 2. Can I take a message? ____
- 3. My number is 759 3810. ____
- 4. Can I have a contact number? ____
- 5. Could I leave a message? ____
- 6. I'd like to speak to Lena-Maria, please. ____
- 7. I'm sorry, but he isn't here today. ____
- 8. I'll give him your message. ____

2. Complete the conversation with the questions from the list.

- Can I take a message?

Is Andrew there, please?

So that's 0747 58360?
- Can she call me back?

Can I have a contact number?

A: Madison speaking. Can I help you?
B: Hi. **1.** _____
A: I'm sorry, but she isn't available.
2. _____
B: Yes, please. I'm calling about our order.
3. _____
A: Sure.
4. _____
B: Yes, it's 0897 6898362. The name's Thomas.
A: **5.** _____
B: No, it's 077 – double 7.

3. Put the words in italics in the correct order to complete the conversation.

A: ADAC. Good morning.
B: Hello. *Could / I / to / speak* **1.** _____ Adira Chen, please?
A: *I'm / she's / but / sorry* **2.** _____ in a meeting.
B: Oh. *Could / leave / a / I / message* **3.** _____?
A: Sure.
B: My name's Vrajkishore Kundu and my number is 08274 38573. *Can / back / call / me / she*
4. _____ as soon as possible?
A: So that's Mr. Kundu, phone number 08274 38573. *Is / right / that* **5.** _____?
B: That's right.
A: *I'll / message / her / give / your* **6.** _____.

GRAMMAR REFERENCE

Prepositions of place

To describe the position of something or someone.



above



below



behind



in front of



in



between



next to



on the left (of)



on the right (of)

Prepositions of movement

To give directions.



out of



into



along



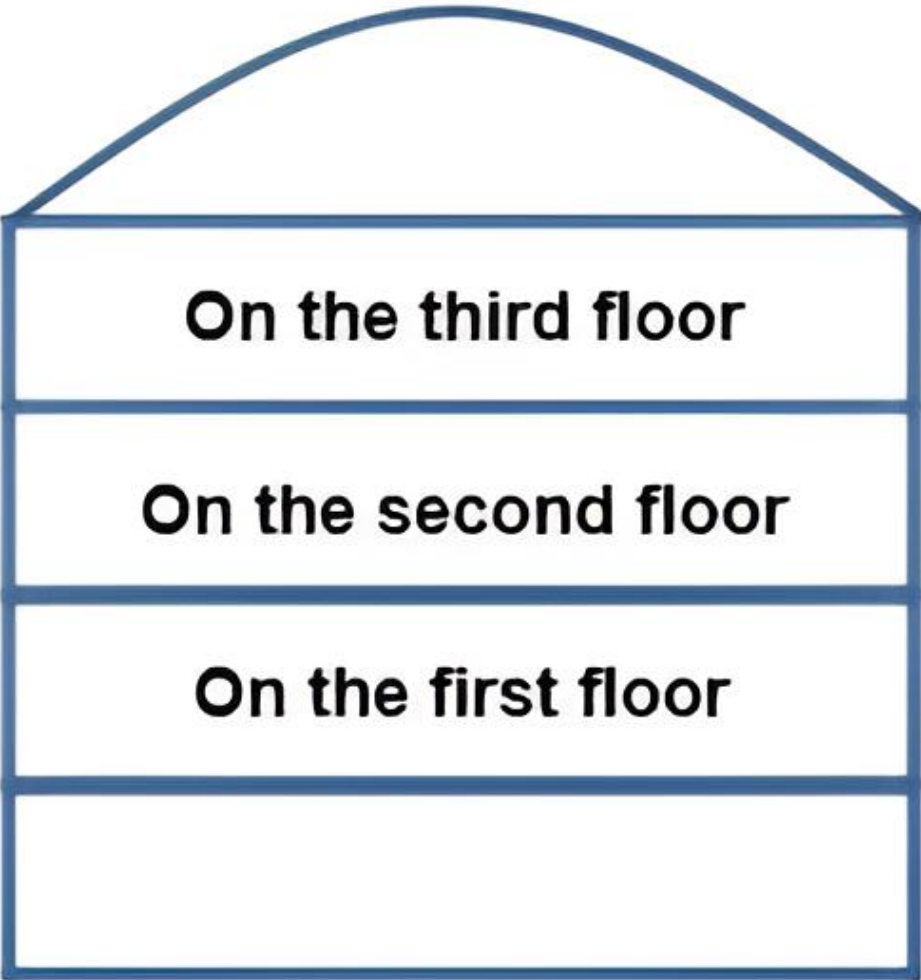
past



up

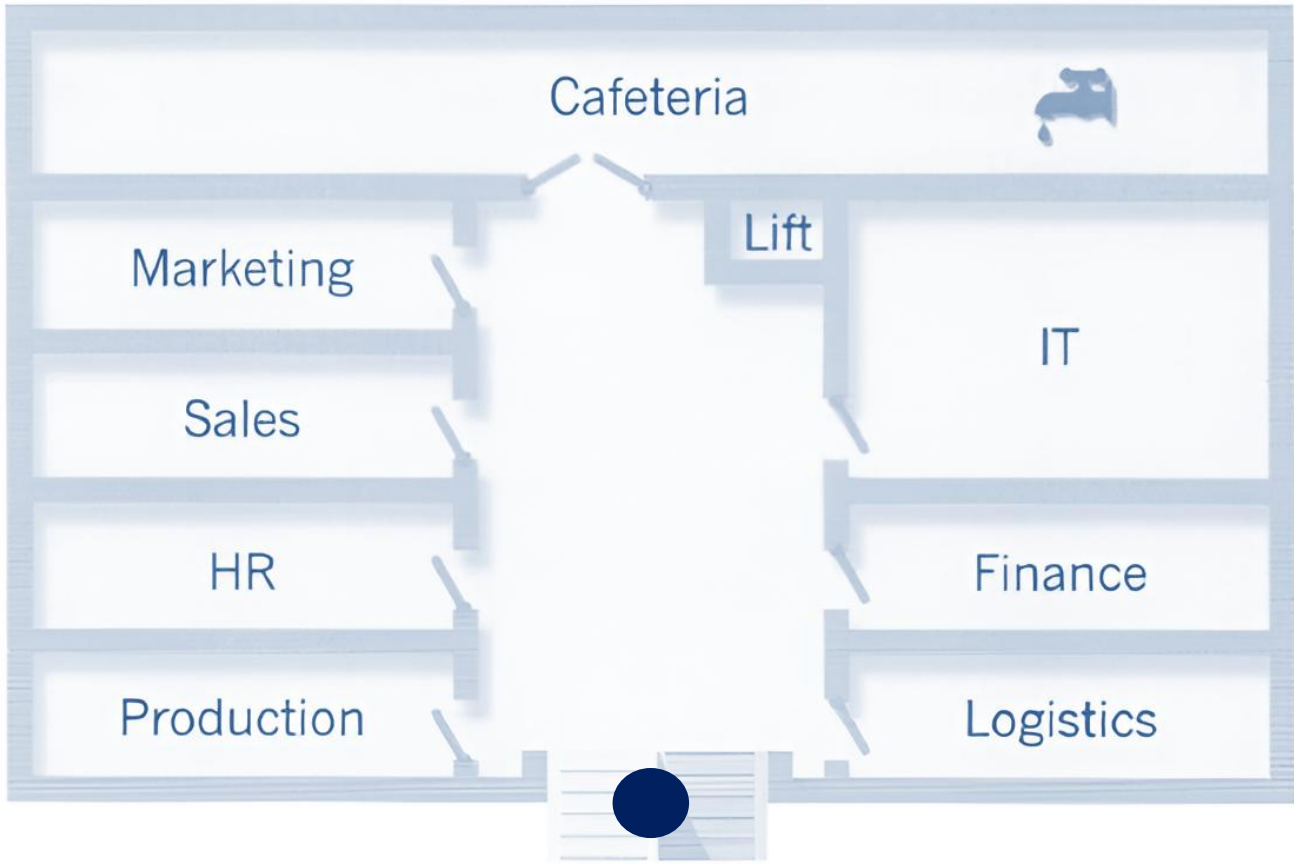


down



Language at Work

1. You are on the stairs. Look at the plan and complete the sentences with the words from the list.



behind *between* *in front of* *next to*
on the left *on the right* *In* *on*

- 1. Finance is _____ Logistics and IT.
- 2. Logistics is _____.
- 3. Marketing is _____ Sales.
- 4. Marketing is the last door _____.
- 5. Production is _____ HR.
- 6. The lift is _____ the cafeteria.
- 7. The water fountain is _____ the cafeteria.
- 8. You are _____ the first floor.

2. Read these directions and look at the plan and information in 1. Where do the directions take you?

- 1. Start at the stairs. Go past HR and then turn left. _____
- 2. Go left out of IT and along the corridor. They are in front of you. _____
- 3. Go out of the cafeteria, turn right and go into the room. _____
- 4. Go into the lift and up one floor. _____

3. Correct the mistakes in *italics*.

Business Tower. JEB Electronics. Our offices:

We are *in* 1. _____ the 15th floor. Lifts are *in front* 2. _____ Reception. Take the lift to the 15th floor and turn left – *in* 3. _____ the right is a coffee area.

Next 4. _____ the coffee area is a meeting room. Go *along* 5. _____ the meeting room on your right.

We are *between of* 6. _____ the meeting room and the stairs. Finance and HR are *below* 7. _____ on the 16th floor.

Car parking is underground – *above* 8. _____ the offices. Ask for a pass at the security desk *on right* 9. _____ before you drive in.

Asking to speak to someone

- *Could I speak to ...?*
- *I'd like to speak to ...*
- *Is ... there?*

Leaving a message

- *Could I leave a message?*
- *My number is ...*
- *Can she call me back (as soon as possible)?*

Taking a message

- *I'm sorry, but she isn't here/available.*
- *Can I take a message?*
- *Can I have a contact number?*
- *I'll give him/her your message.*

Checking details

- *So that's ...*
- *Is that right?*

Correcting details

- *No, it's A as in Argentina / N as in Norway.*

Answer Keys

Working with words

- 1.**

1. b	4. a
2. a	5. b
3. c	6. a
4. b	7. b
- 2.**

1. Logistics	5. Research
2. Production	6. Finance
3. Customer Service	7. Human
4. Marketing	8. Technology

Business communication

- 1.**

1. C	5. C
2. R	6. C
3. C	7. R
4. C	8. R
- 2.**

 1. Is Andrew there, please?
 2. Can she call me back?
 3. Can I take a message?
 4. Can I have a contact number?
 5. So that's 0897 6898362?
- 3.**

 1. Could I speak to
 2. I'm sorry, but she's
 3. Could I leave a message
 4. Can she call me back
 5. Is that right
 6. I'll give her your message

Language at work

- 1.**

 1. between
 2. in front of
 3. next to
 4. on the left
 5. next to
 6. in front of
 7. next to
 8. on
- 2.**

 1. Marketing
 2. Finance
 3. IT
 4. Cafeteria
- 3.**

 1. on
 2. of
 3. to
 4. to
 5. past
 6. of
 7. are
 8. below
 9. the right