

B2



# Real Business English

21st century skills at work

Workbook



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by  
Rebecca Buller

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# 1 Training

## 1 Grammar

### Present Perfect

To form the **present perfect** tense, we use *have/has* + the **past participle** of a verb.

We use the **present perfect**:

- with the question *How long ...?* and with *for* and *since*
- when the time of action is unfinished:  
*this year, this week*, etc.
- for recent actions and time periods up to now:  
*recently, just, yet, so far, already, ever, never*, etc.
- when the time of action is undefined or not important

In American English, you can also use the **past simple** with the trigger words *yet, already, never, recently* and *just*.

*Your English has improved a lot.*

*How long have you known each other?*

*We've known each other for six years.*

*I've learned so much this week.*

*Most German managers I've met here so far started out the same way.*

*Our company has organized several management seminars.*

*I just wrote the letter.*

*I already signed up for the workshop.*

### A Complete the table with the simple past and past participle forms of the verbs.

infinitive	simple past	past participle
1. teach	<i>taught</i>	<i>taught</i>
2. become		
3. feel		
4. wear		
5. hold		
6. deal		
7. be		
8. stand		

infinitive	simple past	past participle
9. mean		
10. begin		
11. lose		
12. read		
13. forget		
14. win		
15. lead		
16. keep		

### B Complete the sentences. Use *have/has* and the past participle of the words below.

take | become | ~~attend~~ | fill out | be | hold | read

BE    AE  
fill in    fill out

- I have never attended a management seminar.
- Our virtual training courses ..... extremely popular.
- ..... you ..... the registration form? If not, please do so now. Here's a pen.
- I ..... already ..... the course description, but I need further information.
- Ian is an experienced trainer. He ..... many workshops with great success.
- Victoria ..... a language instructor for over fifteen years.
- I ..... several English courses in the UK.

**C Present perfect or past simple? Circle the correct option.**

1. I **didn't see** / **haven't seen** Trish for ages. How's she doing?
2. Gary and I **met** / **have met** at a workshop in Philadelphia.
3. I feel terrible. I **had** / **have had** a cold for ten days now.
4. Paul **lived** / **has lived** in Belgium before he moved here.
5. How long **was it** / **has it been** since you had a day off?
6. I **passed** / **have passed** my German exam last week.

**should, ought to, had better**

We use *should*, *ought to* and *had better* (*I'd better*) to give advice. *Ought to* and *had better* are stronger than *should*. Also, *ought to* is far less common than *should* in spoken English, particularly in AE. *Ought to* is also much more formal than *should*.

The negative forms are *should not* (or *shouldn't*), *ought not to* and *had better not*. The short form *oughtn't* is rarely used.

*If you feel sick, you should stay in bed.*  
*You look tired. You ought to go home.*  
*You'd better see a doctor about your cold.*

*We shouldn't leave early today.*  
*We ought not to waste time on paperwork.*  
*You'd better not go to class today.*

**D Put the words in order to form sentences.**

- |   |   |
|---|---|
| 1. to / junk food / I / eat / ought / less        | 4. better / say / You'd / not / anything        |
| .....   | .....   |
| 2. your / had / off / You / turn / better / phone | 5. should / decisions / hasty / We / not / make |
| .....   | .....   |
| 3. their / admit / They / to / mistakes / ought   | 6. that / not / She / act / ought / to / like   |
| .....   | .....   |

**E Write sentences giving advice. Use the ideas below.**

apologize to him | take a few days off | tell the trainer | visit her soon | read the course outline

1. I won't be able to come to our training session on Friday.  
.....
2. Paul is angry with me because I made a stupid comment last week.  
.....
3. I don't know what the course is about. I need more information.  
.....
4. Now I'm starting to feel sick. My throat hurts and I have a fever.  
.....
5. We haven't seen Vanessa for more than a year.  
.....

**BE**  
 apologise  
 ill  
 a temperature

**AE**  
 apologize  
 sick  
 a fever /  
 a temperature

## 2 Vocabulary

### A Put the letters in order to form words related to training.

1. orwhopks     workshop
2. onstraregiti     \_\_\_\_\_
3. irunstorct     \_\_\_\_\_
4. ticipaparnt     \_\_\_\_\_
5. snaremi     \_\_\_\_\_
6. urscoe efe     \_\_\_\_\_

### B Complete the table below with the missing nouns and verbs.

Noun	Verb
1. participant	<i>to participate</i>
2. _____	to improve
3. assistance	_____
4. inquiry	_____
5. _____	to register
6. attendance	_____



### C Complete the sentences with words from "B".

1. I'd like to \_\_\_\_\_ my negotiation skills.
2. This classroom has eight desktop computers: one for each \_\_\_\_\_.
3. Please fill out the \_\_\_\_\_ form and sign at the bottom.
4. Did you \_\_\_\_\_ for the technical writing workshop in April?
5. You can \_\_\_\_\_ online. Simply click on "Sign in" and follow the instructions.

### D Find adjectives that are opposite in meaning. There are several possibilities.

well-organized | chaotic | hard-working | motivated | ~~talkative~~ | confident | patient | calm | optimistic | lazy | impatient | disinterested | ~~quiet~~ | timid | ambitious | shy | careless | diligent | pessimistic | absent-minded | outgoing | nervous | alert

1. talkative     ≠     quiet
2. \_\_\_\_\_     ≠     \_\_\_\_\_
3. \_\_\_\_\_     ≠     \_\_\_\_\_
4. \_\_\_\_\_     ≠     \_\_\_\_\_
5. \_\_\_\_\_     ≠     \_\_\_\_\_
6. \_\_\_\_\_     ≠     \_\_\_\_\_



### E What type of learner are you? Which of the adjectives from "D" describe you best?

.....

.....



**F Read the dialogue. Circle the word or phrase that fits best.**

- Jim Really good course, isn't it?
- Marie **Absolutely / Exact / Anyway** (1)! Mind you, the trainer really pushes us – I'm exhausted!
- Jim But we've learnt so much this week.
- Lucia I couldn't **confirm / follow / agree** (2) with you more. Our company has organized many different management seminars, but this is one of the best I've ever been to.
- As I was saying / In other words / By the way** (3), where did you study, Jim?
- Jim Oh, in Sheffield, England.
- Marie Economics, **I suppose / I suggest / I propose** (4)?
- Jim No, **namely / actually / definitely** (5), history and German! After university I went into a big consultancy firm based in London and, well, I've worked my way up since then.
- Marie That's quite typical for Britain though, isn't it? They attach far more importance to experience and people skills, **all in all / never mind / you know** (6), things you learn on the job ...
- Lucia Yes, it's like that in Italy, too.
- Marie **Whereas / Despite / Opposite** (7) in Germany you can't get far nowadays without a degree in a specialist subject and some top internships. I studied economics and then did fast-track management training at a big car company. Most German managers I've met here so far started out the same way.
- Lucia Yes, the Germans are certainly well-known for their technical expertise. In Italy, **for this reason / on the other hand / as a result** (8), it's often a question of who you know, or being in the right place at the right time.
- Jim But **do you mind / could you explain / don't you think** (9) that's changing a bit nowadays? People skills are essential, certainly in Britain, but I think employers are also looking for qualifications in black and white rather than just sheer hard work and enthusiasm.
- Marie Oh, look, they're all going back in. **I mean / I guess / I agree** (10) it's time to get back to work.
- Jim Oh man, I've just got myself another coffee ...



**G Which of the following expressions can you use in the situations below?**

by the way | on the other hand | do you mind | absolutely | in other words | could you explain

- |                                   |                                |
|-----------------------------------|--------------------------------|
| 1. clarifying your point .....    | 4. contrasting ideas .....     |
| 2. changing the subject .....     | 5. expressing agreement .....  |
| 3. asking for clarification ..... | 6. asking for permission ..... |



# 2 HR Management

## 1 Grammar

### Infinitive with to

We use the **infinitive** with *to* in these cases:

- after certain **adjectives** such as *sad, happy, necessary, easy, difficult, (im-)possible*, etc.
- after certain **verbs** such as *would like, expect, agree, want, offer, promise, hesitate, attempt, fail, intend, plan, hope, manage, allow*, etc.
- after question words such as *where, how*, etc.
- to express purpose (*in order to*)

*I am very happy to be here.*

*This question is difficult to answer.*

*I would like to have a position with more responsibility.*

*I don't expect to get the job in Vancouver.*

*Do you know where to go?*

*I called her to find out more about the job.*

### A Combine the phrases to make sentences. There are several possibilities.

I am writing	to spend	to Ms Whitehurst's office?
It is not necessary	to get	me find a job in the music industry.
Robert promised	to offer	for the position of Office Manager.
Excuse me, do you know how	to add	a photo to your resume.
Vanessa works part time	to apply	you the job as a Research Assistant.
We are pleased	to help	more time with her kids.

1. ....
2. ....
3. ....
4. ....
5. ....

### Infinitive without to

We use the **infinitive** without *to* in these cases:

- after modal verbs: *can, should, may, will*, etc.
- after *would rather, make* and *let*

*I think you should apply for that marketing job.*

*I'd rather work from home next week.*

*He made me wait for almost an hour.*

### B Read the sentences. Add *to* where necessary.

1. I wrote to him ..... find out more about the job opening.
2. Jonathan should have ..... quit his job a long time ago.
3. I might ..... apply for the teaching job in Birmingham.
4. It seems impossible ..... find a job that pays well.
5. I'm not sure what ..... do next. Any advice?
6. Quite frankly, I'd rather not ..... work abroad.

