

**LANGUAGE**

**Lesson 3.1 Vocabulary**

BECV/BULATS

**1 Choose the correct option a, b, c or d.**

The economy was in a severe <sup>1</sup> ..... and many smaller companies were <sup>2</sup> ..... bankrupt. Thousands of people were losing their jobs and discovered they were no longer able to pay the <sup>3</sup> ..... they had taken out on their properties. Many people lost everything they owned and found themselves in a state of <sup>4</sup> ..... They had to use all their <sup>5</sup> ..... if they had any and there was no institution offering to <sup>6</sup> ..... them out. The <sup>7</sup> ..... market crashed, wiping millions off share values, and interest rates shot up. The credit <sup>8</sup> ..... meant that there was no borrowing as the banks were refusing to lend anyone anything. However, our company was lucky during this time because the <sup>9</sup> ..... we made in new technology helped us to <sup>10</sup> ..... from a critical financial situation.

- 1  
a crunch    b bankruptcy    c depression    d drop
- 2  
a looking    b heading    c making    d going
- 3  
a savings    b investment    c mortgages    d interest
- 4  
a mortgage    b bankruptcy    c depression    d credit
- 5  
a savings    b losses    c investments    d stocks
- 6  
a bail    b recover    c lend    d invest
- 7  
a interest    b credit    c loan    d stock
- 8  
a loan    b crunch    c recovery    d loss
- 9  
a savings    b investment    c losses    d loans
- 10  
a bail    b boom    c save    d recover

**/10**

**Lesson 3.2 Grammar**

**2 Complete the second sentence so that it has a similar meaning to the first sentence. Use the word in CAPITALS.**

- 1 It seems like we won't have enough money for the expansion. **PROBABLY**  
We ..... enough money for the expansion.
- 2 They will definitely cut staff numbers. **CERTAIN**  
They ..... staff numbers.
- 3 I don't think prices will rise much this year. **SIGNIFICANTLY**  
Prices ..... this year.
- 4 We don't expect costs to decrease this year. **UNLIKELY**  
Costs ..... this year.
- 5 A new factory is going to be built next year. **DUE**  
A new factory ..... next year.
- 6 There's a strong possibility that sales will increase this quarter. **PROBABLY**  
Sales ..... this quarter.
- 7 We might sponsor a football team in the future. **LIKELY**  
We ..... a football team in the future.
- 8 It is certain we will increase our revenue at the same time. **ALSO**  
We are ..... increase our revenue at the same time.
- 9 The company will open a new office in Madrid next year. **DEFINITELY**  
The company are ..... a new office in Madrid next year.
- 10 They are going to open one in Delhi, too. **DUE**  
They ..... one in Delhi, too.

**/10**

**B2** Business Partner

**Lesson 3.3 Functional language**

PTE Part B Sentence completion

**3 Complete the sentences with ONE word in each gap.**

- 1 I'm sure that we can ..... the situation around if we all work together.
- 2 We're very disappointed ..... last year's results. They could have been better.
- 3 We just haven't ..... enough progress in the key areas.
- 4 We have to find a new ..... to the way we do things.
- 5 I really think it's ..... to look at other options, otherwise we may lose the contract.

/5

**Lesson 3.4 Functional language**

PTE Part H Response selection

**4 [BP\_B2\_Test\_03\_001.mp3] Listen to the speaker and choose the correct answer a, b or c.**

- 1 a b c
- 2 a b c
- 3 a b c
- 4 a b c
- 5 a b c

/5

**Lesson 3.5 Functional language**

BULATS

**5 Complete the text with ONE word in each gap.**

2018 was a year <sup>1</sup> ..... mixed results and challenges. The main challenges were <sup>2</sup> ..... by the global economic downturn. Our gross profit was down by 8 percent, with sales revenues falling steadily over the last quarter. However, <sup>3</sup> ..... these challenges, we were able to maintain our annual dividend and we expect things to improve. The launch of our new product line onto the global market gives us <sup>4</sup> ..... to be optimistic. So, the forecast for the <sup>5</sup> ..... year looks very promising.

/5

**SKILLS**

**Short listening**

BECV

**6 [BP\_B2\_Test\_03\_002.mp3] You will hear two telephone conversations. For each question, write one or two words or a number.**

**Listening 1**

**Melia's notes**

The following confirmed by Ken:

<sup>1</sup> ..... – India: 2,165 & N America <sup>2</sup> .....

**Sales figures**

N America: \$80 million S America: \$45 million

**To note**

Lower <sup>3</sup> ..... in S America.

Next year, expect the new product line to have a <sup>4</sup> ..... on S America figures.

**Listening 2**

**Phone log**

Called FDG Bank for appointment about increasing our <sup>5</sup> .....

Meeting arranged 9.30 Thursday, 17th with

Laura <sup>6</sup> .....

Need to take audited accounts and business plan to show how <sup>7</sup> ..... can be improved by property purchase.

We also need to provide info on <sup>8</sup> .....

/8

**Reading**

BECV/BULATS

**7 Read the article and choose the correct answer a, b, c or d.**

**Boosting profitability**

Companies both large and small are concerned about profitability and yet they seem to manage to waste resources in every area. Small businesses are often so busy that they have no time to keep an eye on savings; and although huge multinationals can afford accountants to keep track of spending, their companies often overlook small amounts of wastage. But these small amounts are multiplied many times and therefore can become extremely large sums of money.

It is therefore necessary to regularly reassess expenditure and look for ways to cut costs in order to boost profits. The changes required can seem obvious to outsiders, but not to those busy running the company. Often the first thing companies look at are overheads (indirect costs, i.e. money that a business has to spend on rent, electricity, etc) and direct costs (costs relating to a particular product or service). One overhead cost for most companies is the premises it uses. So, the first question is: are the premises being used efficiently or do they need to be smaller? Alternatively, could unused space be rented out to other businesses?

Other areas where overhead savings could be made are within the common processes and procedures, which can become disorganised across large organisations, and which should therefore be standardised wherever possible. However, once a system or practice has been standardised, the company must monitor how it is working and ensure that employees are following any new procedures.

Reviewing supplier contracts can also help to identify ways of reducing costs. A company should have the best deal available from all its suppliers and needs to regularly renegotiate terms with each one. However, a word of warning! Companies should be careful of cutting costs at the expense of quality. Using a cheaper supplier is the quickest way to disaster if the quality is affected. A reassessment of any finance deals and loans is also wise because cheaper deals may have become available.

Cost-cutting ideas are not the only way to improve profits, and increasing turnover and sales is vital. This can be done by re-evaluating the product or service and discovering new ways of getting the most out of existing sales. For example, could a premium version of those products be added or the product range extended? Another way to increase turnover is to focus on selling more to your most loyal customers. Knowing your customer base well and having a good rapport with them is very important. Finally, companies should try to remember their most valuable asset. Employees are often forgotten in the everyday operations of a business, especially in larger companies. Smaller family

businesses with little spare cash realise they cannot survive for long if the staff are unhappy and unable to work collaboratively. In these businesses, management is still closely involved with the staff, but as a business grows managers tend to lose touch with the people who have built up the company and keep it going.

Therefore, in order to move forward, companies would be well advised to maximise the use of their skilled staff and focus on the value of employee contribution to the overall success of the business. By building talented teams and creating an environment of support and reward for employees, the company will achieve its goals, which will in turn lead to improved profitability.

- 1 In the first paragraph, we learn that
  - a managers of smaller companies watch savings closely.
  - b large organisations focus on profitability more than small businesses.
  - c large companies might ignore what seems like insignificant waste.
  - d small amounts of waste are unimportant.
  
- 2 The writer suggests that companies
  - a often fail to see what is obvious.
  - b usually pay far too much for overheads.
  - c need to be busy all the time.
  - d work with other companies to find space.
  
- 3 When reducing overheads, the article also advises
  - a implementing more processes.
  - b checking how staff are coping with new practices.
  - c giving staff lots of practice with new systems.
  - d operating different systems across the globe.
  
- 4 In the fourth paragraph, the writer warns about
  - a repaying expensive financial deals too quickly.
  - b agreeing to suppliers' new terms and conditions.
  - c damaging quality by cutting supplier costs.
  - d borrowing from banks with cheaper rates.
  
- 5 To improve turnover, the writer suggests companies
  - a increase sales to their best customers.
  - b consider limiting the product line.
  - c offer premium versions of new products.
  - d market products to new customers.
  
- 6 According to the article, employees
  - a prefer to work in smaller companies.
  - b are happier in larger organisations.
  - c are always distant from management.
  - d are extremely important to success.
  
- 7 To ensure a successful future, companies should
  - a employ as many staff as possible.
  - b only employ the most skilled staff.
  - c provide a motivating environment.
  - d set more challenging goals for staff.

