

LANGUAGE

Lesson 5.1 Vocabulary

BECV/BULATS

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

Employee performance is something that all companies try to quantify. So organisations usually have regular staff ¹ to encourage two-way feedback and staff development. This also helps companies to decide as objectively as possible who to ² to a higher position and to justify what pay ³ they might deserve. Getting ⁴ for their hard-won ⁵ is important for employees, helping to motivate them and rise through the ⁶ of an organisation. At one time, employees stayed with one company throughout their career, gaining ⁷ over time. However, there are no more ⁸ of lifelong employment in today's business world. Similarly, if companies do not ⁹ their staff for what they have done and for their ¹⁰ to the company, then good staff will look for a job elsewhere.

- 1
a rewards b guarantees c appraisals
d achievements
- 2
a reward b recognise c succeed d promote
- 3
a rise b guarantee c appraisal d reward
- 4
a pay b recognition c guarantee d success
- 5
a failures b evaluations c appraisals
d achievements
- 6
a ranks b performance c advances d positions
- 7
a evaluation b achievement c promotion d appraisal
- 8
a recognition b guarantees c rewards d advances
- 9
a rise b evaluate c reward d appraise
- 10
a loyalty b performance c promotion d success

/10

Lesson 5.2 Grammar

2 Choose the correct option.

1 *However / Even though / Nevertheless* the staff worked very hard, it was only the managers who had a pay rise last year.

2 Productivity has increased over the last quarter *in spite of / despite / although* the fact that we reduced staff numbers.

3 On the one hand sales increased in China but, *in spite of / on the other hand / though*, they fell dramatically in Australia.

4 We increased productivity last year. *Despite / However / On the other hand*, this did not help the overall figures.

5 Turnover fell rapidly *despite / even though / in spite* all the changes the company made.

6 The company performed better this year compared to the previous year. *In spite of / Even though / Nevertheless*, we are still quite a way behind the competition.

7 Everyone got a bonus *despite / though / nevertheless* some of them hadn't been with the company very long.

8 It was impossible to give everyone a pay rise this year *even / despite / although* they had all worked very hard.

9 *Despite / In spite / Although* giving staff more training, productivity did not improve very much.

10 Sales figures increased steadily *in spite of / despite / although* of the price increases.

/10

Lesson 5.3 Functional language

PTE B Sentence completion

3 Complete the sentences with ONE word in each gap.

1 I take board what you're saying. We must consider other options, too.

2 I'm afraid you're not seeing the big here.

3 I appreciate the point you're, but I don't necessarily agree.

4 I think there's definitely room improvement in this area.

5 I understand what you're saying and

/5

Lesson 5.4 Functional language

PTE Part H Response selection

4 [BP_B2_Test_05_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 5.5 Functional language

BECV

5 Some lines have an extra word and some lines are correct. If the line is correct, write CORRECT. If there is an extra word, write the word.

1 We are pleased to report that you have made a
 2 great progress since that you started with the
 3 company less six months ago. You exhibit good
 4 decision-making skills and an ability to adapt
 5 well to the change. You also display great aptitude
 6 for motivating and leading your team as well their
 7 productivity has more increased 20 percent over
 the last
 8 six months. Despite, I am impressed with what you
 9 have been done, although you have not hit some
 10 of the targets. Nevertheless, I am confident that
 this area can be improved with training.

- | | |
|---------|----------|
| 1 | 6 |
| 2 | 7 |
| 3 | 8 |
| 4 | 9 |
| 5 | 10 |

/5

SKILLS

Short listening

BECV

6 [BP_B2_Test_05_002.mp3] You will hear a telephone conversation and the opening of a meeting. For each question, write one or two words or a number.

Listening 1

Phone conversation about Joanna Zieliński

Geoff didn't offer her ¹
 He says she plans to ² the company
 because she wants a job that pays more and is
³
 Told Geoff we can't afford to lose one of our
⁴ employees.

Listening 2

HR and staff meeting

To answer questions about your new job descriptions and
⁵
 HR Manager office hours: ⁶
 8 a.m.–4 p.m.

Completing appraisal forms:

Be as ⁷ as you can.
 Pay increases are not affected by any
⁸ you might write.

/8

Reading

BECV Part 2

7 Read the article about rewarding employee performance. Choose the best sentence from A–H to fill each of the gaps. Do not use any letter more than once. There is an example at the beginning.

Motivating and rewarding performance

We all know that employee performance is crucial to a business, and yet many staff don't feel valued. This leads to poor performance, falling sales and profits for an organisation. ⁰ **H** Unfortunately, it seems that

companies which have highly-motivated staff are rare. The Herzberg and Maslow theories quite clearly indicate that physiological and psychological health are basic requirements of human beings. ¹ Senior management should bear this in mind when motivating staff and creating reward systems.

There are many ways to motivate people without handing them cash. ² If bonuses are offered, they must be clearly linked to specific targets and should benefit everyone and not only a few. Furthermore, they only work if payments become a regular feature, not just a one-off.

³ There are many other approaches a company can consider. For instance, they could offer extra days leave for special achievements. ⁴ This won't be suitable for everyone, but people with long commuter journeys or young families may feel motivated by being allowed to work from home a once a week or come into work at different times.

As mentioned before, the health and wellbeing of staff should be a priority for any organisation, and many larger companies have created their own health centres with dedicated doctors and nurses. (5) On the theme of staying fit, other businesses may offer free or reduced rate gym membership to their employees.

Sometimes there can be simple and inexpensive ways to make staff feel happy, such as just saying 'thank you'. ⁶ That does not mean that you should never give constructive criticism, but if managers only criticise their staff, they will soon see performance failing. Other small gestures can make a difference, such as VIP parking spaces, or allowing staff to wear what they like on Fridays. This would not work for every business, but in some cases, can be very beneficial.

⁷ After all, motivating and encouraging staff is the most basic requirement of management. What's more, the stronger the competition in an industry, the more important it is to retain the best and most experienced employees.

A Everyone wants to be recognised when they do something well, so positive feedback should always be offered where it is due.

B To sum up, companies need to be constantly aware of employee morale and take measures to address weaknesses in their systems.

C Bonuses can work well as a motivator, but it does very much depend on the person and the job.

D This ensures that company staff are keeping fit and well, and are therefore more likely to be as productive as possible.

E It therefore stands to reason that if people are not happy and healthy, they will not be able to perform at their best.

F There has to be a set structure for working out the payments and when they will be paid.

G Another thing which might appeal to staff is flexible working hours or days working from home.

H Since it is generally recognised that employees are a company's greatest asset, it would therefore make sense to encourage staff to always do their best.

