

LANGUAGE

Lesson 7.1 Vocabulary

BECV/BULATS

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

If you manage your time well, it allows you to ¹ efficiency and avoid missing important deadlines. At the ² time, it can alleviate stress and help you to become far more productive. Experts advise you to ³ a regular break in order to recharge your batteries. So many people believe they are being more productive if they do not stop for breaks, but this is a misconception. The first steps to managing your time are to ⁴ your key priorities and then ⁵ the right resources to each task. By doing this, you should be able to avoid running ⁶ time. Moreover, it will allow you to have time for any unexpected issues that may occur. Being more organised also means that deadlines may even be met ⁷ time, which is always a bonus. If you take more time to ⁸ jobs which need to be completed, there will be less chance of staff having to regularly work ⁹ So, whatever job you do, it's always worth ¹⁰ time for planning and scheduling because, in the long run, it could save you a lot of time, stress and money.

- 1 a allocate b maximise c schedule d take
- 2 a same b similar c right d certain
- 3 a waste b measure c make d take
- 4 a identify b maximise c allocate d measure
- 5 a make b allocate c schedule d set
- 6 a up to b up against c out of d away from
- 7 a beyond b in front of c above d ahead of
- 8 a measure b schedule c maximise d use
- 9 a on time b extra time c overtime d in time
- 10 a wasting b measuring c doing d making

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Lesson 7.2 Grammar

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

- 1 Every day we have a meeting to discuss ideas. **BASIS**
We have a meeting
- 2 I didn't stop working on the report yesterday. **DAY**
Yesterday, I
- 3 It doesn't matter which day you collect the goods next week. **ANY**
You can next week.
- 4 It won't take many more weeks to complete the project. **FEW**
The project will be finished
- 5 My manager rarely praises my work. **EVER**
My manager
- 6 I occasionally attend conferences for work. **FROM**
I attend
- 7 They very rarely leave work before 8 p.m. **ALMOST**
They before 8 p.m.
- 8 When I started, I didn't really like my job. **FIRST**
I
- 9 You must send that document by 7 p.m. or it will be too late. **AT**
That document must be sent
- 10 I sometimes get bored and look for other jobs. **NOW**
..... bored and look for other jobs.

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B2 Business Partner

Lesson 7.3 Functional language

PTE Part B

3 Complete the sentences with ONE word in each gap.

- 1 I need a response by of business.
- 2 Let me know when you'll get a to send me that information.
- 3 I was expecting the results by end of, but they haven't come.
- 4 Please this. It's urgent.
- 5 I'm sorry for not your call before now.

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Lesson 7.4 Functional language

PTE Part H Response selection

4 [BP_B2_Test_07_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 7.5 Functional language

BULATS

5 Complete the text with ONE word in each gap.

I am really sorry to tell you that we've ¹ a big problem with your order. ² to unforeseen circumstances, we are no longer able to meet your deadline. There has been a delay because of a factory shutdown last week. This was ³ by an electrical failure in the area and the factory was closed for two days. We ⁴ propose that we deliver what we've already completed. I apologise for any inconvenience caused, but assure you that the second half of the order will be ready by next Wednesday at the ⁵

/5

SKILLS

Short listening

BECV

6 [BP_B2_Test_07_002.mp3] You will a telephone conversation and a conference call update. For each question, write one or two words or a number.

Listening 1

Order notes

Company Name: ¹ Ltd.
 Problems with own ²
 Need ³ 10 mm HDG bolts
 Part order being sent today by courier to: Unit 5 Exbury Industrial Park, MG24 3HJ. Remaining items to be sent tomorrow.
 No ⁴ with us, so £305 paid by card.

Listening 2

Courses available

Training courses include Leadership, Time management and ⁵
 Leadership course starts 5th October for ⁶
 Time management course is held monthly on the ⁷
 All ⁸ staff should regularly attend the Reducing stress course.

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Reading

BECV/BULATS

7 Read the article about Fairform Furniture and questions below. For each question, choose the correct answer a, b, c or d.

CHANGING TIMES AT FAIRFORM

Before he took over last year, Frank Miller, the CEO of Fairform Furniture – a medium-sized UK company which manufactures and sells stylish hand-made furniture – knew the company had some of the most innovative, experienced craftsmen in the industry producing fine, high-end products, so he was surprised to learn the firm was losing market share and productivity was at a very low level.

However, on joining, Miller discovered a ‘chaotic atmosphere’, typified by his first day in the customer service office. ‘There were staff on the phone trying to calm angry customers, or trying to find lost paperwork while surrounded by bits of wood that belonged to broken and returned models’. Not surprisingly, Miller discovered customer service employees were stressed and overwhelmed by the amount of work they had to do and this pattern was repeated throughout the organisation. Miller also realized there was little planning and scheduling. When an order came in, it was passed to a craftsman, and the customers were rarely given a firm delivery date from customer service.

After collecting feedback from the staff about their work, Miller implemented a staff diary system for a few weeks. All staff had to record every activity they undertook each day, including breaks, with details of how long each task took. They also had to write down reasons for any delays to customer orders that occurred. Initially, many staff thought it was a waste of time and just added to their workload, but over time they would recognise the benefits. Miller spent the following few weeks reading the diaries and observing procedures to identify how systems and processes could be changed. One clear observation was how much time was wasted with staff waiting for someone else in another department. There was clearly a distinct lack of communication between co-workers, who rarely spoke to each other, in part due to the lack of procedure and directives, and poor internal communications systems.

Over the following weeks, Miller began to implement some simple time management strategies that would improve workflow. The first thing he suggested was that all staff created a to-do list every morning, with no more than three things on it; staff would then make sure that the orders were prioritised correctly and got done on time. He also encouraged staff to take regular breaks during the day and build them into any schedule they created.

In order to shorten time spent in meetings, he introduced more regular but shorter, ‘stand-up meetings’ which included only the people who really needed to attend and had a definite finish time. He recommended that central

office staff visit colleagues in other departments, and the warehouse, to speak face-to-face whenever possible, as he had noticed that most workers spent far too much time reading emails.

Even with the simple changes Miller implemented, he found he had more motivated and productive staff and they became much better at managing their time. ‘Despite more regular meetings, the actual time spent in meetings has been cut by 50 per cent and customers have started to receive their furniture on specific dates. Miller says, ‘It has taken a few months for staff to see the benefits of these changes and there are still a few people getting used to them, but the main thing is sales are back up again and customers and staff are happier’.

1 In the first paragraph, we learn that Fairform
a employs only experienced staff.

b was not as productive as it could have been.

c sells products to a large mass market.

d needs better employees.

2 When Miller started his job he found

a the order process working well.

b staff overwhelmed by angry customers.

c staff unclear about delivery dates.

d he had to spend time searching for lost paperwork.

3 One of Miller’s first requests was that staff

a tell him what they didn’t like about their work.

b schedule their work better in future.

c explain why they might have problems.

d keep a record of daily tasks.

4 When he read their diaries, Miller discovered that most employees

a thought the exercise was a complete waste of time.

b had identified how systems and processes could change.

c needed to communicate with each other better.

d found that other staff refused to help them.

5 One of Miller’s first strategies was to encourage staff to
a improve the workflow.

b create a list of priority tasks.

c build longer breaks into the schedule.

d limit the number of their breaks.

6 To improve communication and time management, Miller encouraged staff to

a reduce face-to-face meetings.

b include more staff in meetings.

c visit staff in other UK offices.

d speak to people instead of emailing them.

7 One outcome of the time management changes is that

a production staff are managing time better.

b customers choose the dates they receive goods.

c the time spent in meetings has been halved.

d there are fewer meetings.

