

THE  
*Language* OF  
BUSINESS ENGLISH  
*Workbook*

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# UNIT 1

## THE PRESENT CONTINUOUS versus THE PRESENT SIMPLE

See LOBE:

Unit 1 – The present continuous

Unit 2 – The present simple

### Exercise 1

Are the following sentences right or wrong? If wrong, then correct them.

- 1 What exactly do you do in your job?
- 2 I am working for ABC in the accounts department.
- 3 How often do you carry out market research?
- 4 At present we are launch a new market campaign.
- 5 The company starts to export to other countries.
- 6 How many new products do you launch each year?
- 7 Our future is depending on the new financial team.

### Exercise 2

Complete the following dialogue at a computer company's reception by putting the verbs in brackets into the correct tense.

Richard: How \_\_\_\_\_ you \_\_\_\_\_ (do)? My name \_\_\_\_\_ (be) Richard Li.

Isabel: Pleased to meet you. I \_\_\_\_\_ (be) Isabel de Miguel.

Richard: So, where \_\_\_\_\_ you \_\_\_\_\_ (come) from?

Isabel: From Spain. I \_\_\_\_\_ (work) in the Madrid office.

Richard: So, I \_\_\_\_\_ (suppose) that you \_\_\_\_\_ (work) on the new IT project.

Isabel: That's right. But how \_\_\_\_\_ you \_\_\_\_\_ (know) about the project? We \_\_\_\_\_ (try) to keep it confidential.

Richard: Yes, I \_\_\_\_\_ (know). But we \_\_\_\_\_ (belong) to the same project team. In fact we \_\_\_\_\_ (carry out) the same trials at the moment.

Isabel: Really. Well, how many people \_\_\_\_\_ your project \_\_\_\_\_ (involve)?

Richard: I'm afraid I \_\_\_\_\_ (not know). In fact no-one \_\_\_\_\_ (know). It's confidential at the moment!

### Exercise 3

The Product Manager of a software company is giving a presentation. Select the most appropriate verb from the box below and put it into the correct present tense form.

Good morning, ladies and gentlemen. My name \_\_\_\_\_ Gilles Latour. I \_\_\_\_\_ in the marketing department as a product manager. In this short presentation I \_\_\_\_\_ to cover three main points. Firstly, the company's major activities; secondly, our present product range; and finally our future plans. If you \_\_\_\_\_ any questions, please \_\_\_\_\_ to ask.

As you \_\_\_\_\_, we \_\_\_\_\_ in customised software. Our clients \_\_\_\_\_ major corporations on both sides of the Atlantic. We typically \_\_\_\_\_ our activities into control systems and multimedia applications. At present the market for the latter \_\_\_\_\_ substantially. And for the former, we \_\_\_\_\_ to see an increase in the near future. We \_\_\_\_\_ some 250 people at our site in Newtown. And currently we \_\_\_\_\_ engineers for a new project for a Central European client. In addition to the permanent workforce, the company regularly \_\_\_\_\_ consultants at the customers' sites. They \_\_\_\_\_ us in areas such as installation and testing. OK, that \_\_\_\_\_ the first point. Now \_\_\_\_\_ us move on to the products in more detail.

be	not hesitate	look for	cover	include	not expect
divide	increase	specialise	employ	intend	use
help	know	work	have	let	

## THE PAST CONTINUOUS versus THE PAST SIMPLE

See LOBE:

Unit 3 – The past simple

Unit 4 – The past continuous

**Exercise 1**

Combine a clause from the left with a clause from the right to make five sentences.

- |  |  |
|--|--|
| 1 We were developing a new campaign                                | a sales increased rapidly last year.                   |
| 2 While the wage negotiations were continuing,                     | b their competitors were launching their new product.  |
| 3 At the same time as they were testing their new products         | c the new director was planning cost-cutting measures. |
| 4 Just as the financial director was making his retirement speech, | d when we heard news of a takeover bid.                |
| 5 As I was saying a few minutes ago,                               | e the workers started planning strike action.          |

**Exercise 2**

Complete the following extract from a letter to an advertising agency from the Sales Director of Supremo Supermarket by circling the correct form from the choice given.

Dear Paul

I **wrote/was writing** to you at this time last year to inform you of the developments in our company. At that time, we **negotiated/were negotiating** with the French company Hypervend for a share of the supermarket business. Hypervend subsequently **accepted/were accepting** our proposal and our products **started/were starting** to appear on the shelves at the end of the year. However, some six months later we **found/were finding** that customers **bought/were buying** more and more rival French products. Hypervend's management **said/were saying** that we **didn't package/weren't packaging** our products for French consumers, who **moved/were moving** to lighter and more colourful designs. We therefore **asked/were asking** you to study French packaging tastes. As I **said/was saying** when you **completed/were completing** your study, we **felt/were feeling** that your approach **didn't get/wasn't getting** to the heart of the matter.

Therefore, when we **received/were receiving** your invoice, I was surprised to see

**Exercise 3**

David has applied for a job with a new cosmetics company. Complete his interview by putting the verbs in brackets into the correct past tense form.

Interviewer: So how long \_\_\_\_\_ you \_\_\_\_\_ (work) for Matthews?

David: Just over two years.

Interviewer: And what tests \_\_\_\_\_ you \_\_\_\_\_ (carry out) while you \_\_\_\_\_ (work) there?

David: I first \_\_\_\_\_ (investigate) their motivation problems.

Interviewer: And what \_\_\_\_\_ the results \_\_\_\_\_ (show)?

David: In fact, while we \_\_\_\_\_ (process) the results, the company \_\_\_\_\_ (decide) to stop the project. You see, at the same time, the company \_\_\_\_\_ (develop) a new working model. And they \_\_\_\_\_ (need) additional people to implement that programme.

Interviewer: I see. So \_\_\_\_\_ you \_\_\_\_\_ (move) on to that project?

David: Yes. But while we \_\_\_\_\_ (work) on that project, the European funds \_\_\_\_\_ (stop). So, that's when I \_\_\_\_\_ (decide) to leave.

## THE PRESENT TENSES: SIMPLE, CONTINUOUS and PERFECT

See LOBE:

- Unit 5 – The present perfect simple
- Unit 6 – The present perfect continuous
- Unit 1 – The present continuous
- Unit 2 – The present simple

### Exercise 1

Are the following sentences right or wrong? If wrong, then correct them.

- 1 What exactly do you do in your job?
- 2 Since when are you working for ABC?
- 3 So, when did you join the company?
- 4 I have been working for ABC since five years.
- 5 Last year we have introduced a new accounting system.
- 6 So far this year our results have been very satisfactory.
- 7 I have written this report all morning.
- 8 I'm afraid Mr Davison isn't in his office. He just went out.

### Exercise 2

Complete the following introduction to a presentation by putting the verbs in brackets into the correct tense. You can choose from the present simple, present continuous, present perfect simple or present perfect continuous.

Good morning, ladies and gentlemen. My name is Martin Winkler and I \_\_\_\_\_ (work) in the R&D department here at Brymore. I \_\_\_\_\_ (work) on this current project for two years now. The project team \_\_\_\_\_ (consist) of myself and five engineers. Steven Brookes \_\_\_\_\_ (be) with us since the start of the project and he \_\_\_\_\_ (develop) the prototype which you'll see later. At present we \_\_\_\_\_ (test) the capacity of the prototype and we \_\_\_\_\_ (expect) to have some results later this month.

Now on to the presentation itself. I \_\_\_\_\_ (divide) it into three parts which I \_\_\_\_\_ (write) up here on this transparency. The first part \_\_\_\_\_ (cover) the project brief. The second part \_\_\_\_\_ (deal) with the team, who \_\_\_\_\_ (bring) special knowledge and skills to the project. And the third part \_\_\_\_\_ (look) at the project stages. As you'll see, other companies and institutes \_\_\_\_\_ (help) us and we are very grateful for their assistance.

### Exercise 3

Combine a clause from the left with a clause from the right to make seven sentences.

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>1 I come from Spain,</li> <li>2 I've been working on this project for three years</li> <li>3 The project has been delayed,</li> <li>4 We have just completed the testing</li> <li>5 We normally meet to discuss progress,</li> <li>6 We are facing some problems</li> <li>7 I've been talking for the last hour,</li> </ol> | <ol style="list-style-type: none"> <li>a and now we are improving the features.</li> <li>b because the company hasn't increased its investment.</li> <li>c but I've been working in the UK for six years.</li> <li>d but now we are back on schedule.</li> <li>e so now are there any questions?</li> <li>f and hope to complete it next year.</li> <li>g but this week we haven't held a meeting.</li> </ol> |
|--|---|

## THE PAST TENSES: SIMPLE, CONTINUOUS and PERFECT

See LOBE:

Unit 7 – The past perfect

Unit 3 – The past simple

Unit 4 – The past continuous

**Exercise 1**

The words in the following sentences are jumbled up. Put them into the correct order.

- 1 apply before building for had permission planning started to we we
- 2 while were we the the regulations planning hotel changed building
- 3 all completed explained formalities had that the we we
- 4 we the the said procedures hadn't followed correct authorities
- 5 bankrupt for of one our permission suppliers waiting we went were while
- 6 we tried to they had gone find bankrupt an alternative after

**Exercise 2**

Complete the following extract from a meeting by putting the verbs in brackets into the correct tense. You can choose from the past simple, past continuous or past perfect simple.

Jo: So what \_\_\_\_\_ you \_\_\_\_\_ (must) do before you \_\_\_\_\_ (start) the project?

Sarah: After we \_\_\_\_\_ (receive) the funding, we \_\_\_\_\_ (need) to prepare a detailed specification.

Jo: How long \_\_\_\_\_ that \_\_\_\_\_ (take)?

Sarah: Not long. After we \_\_\_\_\_ (assemble) the team, each member \_\_\_\_\_ (work) on their own part.

Jo: I see. And what \_\_\_\_\_ (happen) while everyone \_\_\_\_\_ (prepare) the specification?

Sarah: Nothing on this project. But everyone \_\_\_\_\_ (continue) to work on their other projects until everything \_\_\_\_\_ (be) ready. So, exactly three months after we \_\_\_\_\_ (receive) the funding, we \_\_\_\_\_ (begin) the investigation.

Jo: So when \_\_\_\_\_ the problems \_\_\_\_\_ (start)?

Sarah: One day, while we \_\_\_\_\_ (check) the equipment, we \_\_\_\_\_ (realise) that the computer \_\_\_\_\_ (not calculate) the right results since the beginning of the project.

Jo: I see. And do you know why the computer \_\_\_\_\_ (not work) properly?

Sarah: Not yet.

**Exercise 3**

Combine a clause from the left with a clause from the right to make five sentences.

- |   |  |
|---|--|
| 1 While we were researching the chemical structure, | a we wrote a paper on it in a journal.             |
| 2 After we had found the molecule,                  | b they had discovered a similar substance earlier. |
| 3 Once it had been identified,                      | c we found a new molecule.                         |
| 4 We then waited some months                        | d until a pharmaceutical company approached us.    |
| 5 They explained in the meeting                     | e we needed to identify it.                        |

## THE PRESENT TENSES and THE PAST TENSES

See LOBE:

Units 1-7 – The present and past tenses

### Exercise 1

Are the following sentences right or wrong? If wrong, then correct them.

- 1 So what exactly do you do at Monroe Systems?
- 2 I am work in the Accounts Department.
- 3 And how long do you work there?
- 4 I have joined the company eight years ago.
- 5 And when did you start working in the Accounts Department?
- 6 I work there since four years.

### Exercise 2

Complete the following sentences by putting the verbs into the correct present or past tense.

- 1 I am glad to report that sales \_\_\_\_\_ (increase) at present.
- 2 I really \_\_\_\_\_ (not understand) these figures. What \_\_\_\_\_ they \_\_\_\_\_ (mean)?
- 3 Last year we \_\_\_\_\_ (reduce) the workforce by 8 per cent.
- 4 At this time last year we \_\_\_\_\_ (enjoy) a big rise in sales.
- 5 \_\_\_\_\_ you \_\_\_\_\_ (read) this report on rationalisation yet?
- 6 We \_\_\_\_\_ (use) our present consultants for three years now.
- 7 The MD reported that the company \_\_\_\_\_ (have) good results in the previous quarter.

### Exercise 3

Complete the following conversation at a reception by putting the verbs into the correct present or past tense.

- Paul: How \_\_\_\_\_ you \_\_\_\_\_ (do)? My name \_\_\_\_\_ (be) Paul Roberts.
- Andreas: Pleased to meet you. Mine's Andreas Schmidt.
- Paul: I \_\_\_\_\_ (not think) we \_\_\_\_\_ (meet) before.
- Andreas: No, I only \_\_\_\_\_ (join) the European firm nine months ago. Before that I \_\_\_\_\_ (work) out in Bangkok.
- Paul: What \_\_\_\_\_ you \_\_\_\_\_ (do) out there?
- Andreas: I \_\_\_\_\_ (manage) recruitment and selection for the South East Asian region. But then my wife \_\_\_\_\_ (say) that she \_\_\_\_\_ (not see) Europe for many years and that she \_\_\_\_\_ (want) to go back.
- Paul: And \_\_\_\_\_ you \_\_\_\_\_ (agree)?
- Andreas: Yes, of course. And \_\_\_\_\_ you \_\_\_\_\_ (be based) here in London?
- Paul: No, actually I \_\_\_\_\_ (work) in Madrid, though I \_\_\_\_\_ (live) near London for many, many years. You \_\_\_\_\_ (see) I \_\_\_\_\_ (join) the Spanish office when I \_\_\_\_\_ (start) my career.
- Andreas: But \_\_\_\_\_ your family \_\_\_\_\_ (not mind) you working away from home?
- Paul: Well, actually my wife \_\_\_\_\_ (do).
- Andreas: So what \_\_\_\_\_ (happen)?
- Paul: Oh, we \_\_\_\_\_ (get) divorced some time ago.

## THE FUTURE FORMS

See LOBE:

Unit 8 – The future with **will**  
 Unit 9 – The future with **going to**  
 Unit 1 – The present continuous  
 Unit 2 – The present simple

**Exercise 1**

Complete the following dialogue by putting the verbs in brackets into the correct future form.

Don: When \_\_\_\_\_ the next training programme \_\_\_\_\_ (start)?

Bill: We \_\_\_\_\_ (run) the next one in January.

Don: And how many participants \_\_\_\_\_ (attend)?

Bill: I expect that we \_\_\_\_\_ (have) at least twenty.

Don: \_\_\_\_\_ you \_\_\_\_\_ (arrange) an evening programme?

Bill: Probably, yes, but in any case we \_\_\_\_\_ (review) the arrangements before the seminar. I \_\_\_\_\_ (send) you a copy of the programme, if you are interested.

Don: Thanks. When \_\_\_\_\_ the programme \_\_\_\_\_ (be) ready?

Bill: By the end of next month.

**Exercise 2**

Match the following questions (1–8) with the most appropriate answer (a–h).

- |   |  |
|---|--|
| 1 What are you doing this evening?                  | a It says 9 o'clock in my programme.                                 |
| 2 When are you going to visit the office in Ankara? | b I expect we'll be ready to take the next step in about two months. |
| 3 What are you going to do if profits are down?     | c I am definitely going to ask for his resignation.                  |
| 4 When can you send the information?                | d I think I'll see the whole team from New York.                     |
| 5 When does the meeting start?                      | e I don't know. I haven't decided yet. What about you?               |
| 6 How long are you staying in KL?                   | f Just a couple of days.   |
| 7 When will the first stage be finished?            | g I'll do it right away.   |
| 8 Who else will be at the meeting?                  | h Some time later this year.   |

**Exercise 3**

Complete the following phone conversation by putting the verbs into the correct future form.

Johan: So when \_\_\_\_\_ you \_\_\_\_\_ (launch) the new product?

Henry: It's scheduled for next month, but we \_\_\_\_\_ (have to) make some changes.

Johan: And what about sales training?

Henry: We \_\_\_\_\_ (run) a series of workshops over the next two weeks.

Johan: Good. Look Henry, I \_\_\_\_\_ (visit) London next week. I'd like to come over and visit you.

Henry: When exactly \_\_\_\_\_ you \_\_\_\_\_ (be) in London?

Johan: My plane \_\_\_\_\_ (arrive) on Thursday at 2 o'clock.

Henry: Thursday afternoon's no good for me. What \_\_\_\_\_ you \_\_\_\_\_ (do) in the evening?

Johan: Nothing. I think I \_\_\_\_\_ (book) a table for us at the Brasserie. About 8?

Henry: Sounds great. See you there.

## THE CONDITIONALS (1)

See LOBE:

Unit 10 – The conditionals (1)

Unit 11 – The conditionals (2)

### Exercise 1

Are the following sentences right or wrong? If wrong, then correct them.

- 1 If we increase productivity, we will remain profitable.
- 2 Provided we will remain profitable, we can invest in our plant.
- 3 Unless we invest in the plant, our competitors will overtake us.
- 4 If we would ask for a bank loan tomorrow, I'm sure we would get it.
- 5 If we had taken a loan two years ago, we could have secured our market position.
- 6 As long as interest rates remain high, banks are eager to find new business.
- 7 If the economy would remain stable, it would help industry.
- 8 If we would have known the scale of inflation, we could have reduced our running costs.

### Exercise 2

Look at these instructions for safety procedures at a chemical factory. Combine a clause from the left with a clause from the right to make five sentences.

- |  |                                      |
|--|--------------------------------------|
| 1 If you make an error,                                      | a it will go off.                    |
| 2 If there was a serious error,                              | b unless the supervisor tells you.   |
| 3 As long as the bell has been reset,                        | c you will hear a warning signal.    |
| 4 So, if you hear the alarm,                                 | d you can look in the manual.        |
| 5 You mustn't re-enter the building,                         | e everybody must leave the building. |
| 6 Finally, if you want to know more about safety procedures, | f the alarm would ring three times.  |

### Exercise 3

Complete the following extract from a discussion by putting the verbs into the most suitable conditional form.

Chris: If we \_\_\_\_\_ (want) to recruit better workers, we need to offer better rates of pay.

Maria: I disagree. Just look at Mansell. If we \_\_\_\_\_ (follow) their example, we \_\_\_\_\_ (be) bankrupt by now. If we \_\_\_\_\_ (offer) the highest wages, I doubt that it would make us a better employer.

Chris: Well, look at it the other way round. If we don't attract better workers, we simply \_\_\_\_\_ (not get) the orders.

Maria: Why not?

Chris: Because of investment. If a company \_\_\_\_\_ (want) to succeed it must invest in all aspects of the business. And that includes the workforce.

Maria: So, if we were to invest in the workforce, how \_\_\_\_\_ you \_\_\_\_\_ (suggest) going about it?

Chris: I \_\_\_\_\_ (recommend) a study of the average wage in this area for different types of work. And then we should offer a competitive rate for different grades, as long as everyone \_\_\_\_\_ (agree).

Maria: And what if they \_\_\_\_\_ (not agree)?

Chris: Then Bob \_\_\_\_\_ (must) make the final decision.



### Exercise 1

Are the following sentences right or wrong? If wrong, then correct them.

- 1 What exactly do you do in your job?
- 2 I am working for Manpower in the Personnel Department.
- 3 Do you work on any special projects at the moment?
- 4 What were you doing before you joined Manpower?
- 5 I was working for an international headhunting agency, when Manpower was recruiting me.
- 6 How long have you worked for Manpower?
- 7 When have you joined Manpower?
- 8 I work there since three years.
- 9 I've planned a series of assessment seminars. I will run the first one on 1 August.
- 10 I can't find the information at the moment. I will fax it to you later.
- 11 If I can't find the information today, I'll call you tomorrow.
- 12 If the dates of the assessment centres will be changed, I would let you know immediately.

### Exercise 2

Put the following sentences from *GloboPaint's* prospectus into the correct order. Some of them have been done for you.

During the company's hundred-year history, the organisation has seen many changes in production techniques. (10)

Henry Hutchison, the company's chief executive officer, said at a recent meeting, 'GloboPaint is not going to stand still.' ( )

In fact, it is still expanding. ( )

As GloboPaint knows, if they don't invest in new processes they won't be able to compete. (12)

In fact, if they had not diversified, they would not have survived. ( )

So, initially they concentrated on just one product. ( )

The next generation of paints will be entirely produced by computer-controlled equipment. ( )

The original company, called Hammer Paints, was started by two brothers who were working as engineers. ( )

Their results showed that there was a clear need for more effective industrial paints. ( )

GloboPaint was established more than 100 years ago in a small workshop near Great Hammerton. (1)

They had done some market research before they set up Hammer Paints. ( )

Today it employs more than 5,000 people in a worldwide operation with offices in more than 30 countries. ( )

Today they manufacture a range of more than 250 paints as well as other oil-based products. (8)

## TENSE REVIEW (2)

See LOBE:  
Unit 12 – Tense review

### Exercise 1

Daniela Straub is applying for the job of marketing assistant. She has come by car from Germany to Switzerland. Look at her CV and complete the exchanges from the beginning and the middle of the interview, by writing appropriate questions to the answers given.

**Daniela Straub**  
Grinzingenstr. 43  
D-4896 Huppingen  
GERMANY

#### EDUCATION

1984-93 Gymnasium Huppingen  
Specialised in French and English

#### PROFESSIONAL EXPERIENCE

Employer	Dates	Position and responsibilities
Spartia	1993-1994	Marketing Assistant: responsible for German clients. Left because no possibility of international career.
Copert	1994-	Assistant to International Marketing Director: support Director with international marketing activities, especially in England and France.

#### CURRENT CAREER OBJECTIVE

As there is no chance for me to progress in my present job, I would like to find a more challenging professional position and an opportunity to learn more about marketing.

I: \_\_\_\_\_ ?

DS: How do you do?

I: \_\_\_\_\_ ?

DS: Fairly quick. Not too much traffic.

I: \_\_\_\_\_ ?

DS: Just one and a half hours.

I: So, I'd like to ask you about your education first.

I: \_\_\_\_\_ ?

DS: English and French.

I: \_\_\_\_\_ ?

DS: Yes, quite regular in my last job at Copert.

I: \_\_\_\_\_ ?

DS: No, not at all. All our clients were in Germany.

I: \_\_\_\_\_ ?

DS: Because there was no possibility of an international career.

I: \_\_\_\_\_ ?

DS: Because they offered me a job in the international department.

I: \_\_\_\_\_ ?

DS: Because I don't think there is a chance for me to progress.

I: \_\_\_\_\_ ?

DS: Basically a challenge and the opportunity to learn more about marketing.

### Exercise 2

Now complete the sentences from the end of the interview by putting the verbs into the correct form.

I: OK, Ms Straub, we \_\_\_\_\_ (conduct) interviews all week for this post. In fact, I \_\_\_\_\_ (interview) eight candidates already and I \_\_\_\_\_ (see) three more today and tomorrow. After we \_\_\_\_\_ (interview) all the candidates, we \_\_\_\_\_ (make) a quick decision and \_\_\_\_\_ (let) our first choice know by the end of next week. We \_\_\_\_\_ (intend) to have the whole process finished in two weeks' time. Now, if we \_\_\_\_\_ (offer) you the job, when \_\_\_\_\_ (can) you start?

DS: I \_\_\_\_\_ (need) to give one month's notice to my current employer and then, of course, I \_\_\_\_\_ (need) a little time to arrange a move here. Initially I \_\_\_\_\_ (can) commute.

I: \_\_\_\_\_ (you/have) any further questions at the moment?

DS: No, nothing else. You \_\_\_\_\_ (answer) all my questions.

I: Well, if you \_\_\_\_\_ (think) of anything else, \_\_\_\_\_ (not hesitate) to call me.