

Expressing yourself correctly

Word order

1. 1. New York sounds like a really cool place – 2. I want to improve my English skills – 3. I would like to bring something for your parents. – 4. I am a little nervous about the new school. – 5. My English hasn't improved much yet.
2. Happy New Year from the Big Apple! My name is Nicole. I am 18 and from Leipzig. *For the last two months I have been living in New York* with a host family. I go to a high school here and I love it. Sure, *in the beginning I had trouble understanding everybody* and I wanted to go home, *but after a couple of weeks I started to feel at home*. I now have a lot of friends here and *last night we all celebrated New Year's Eve at Times Square*. There *were around one million people there*. It was unbelievable! *At midnight there were fireworks all over the city* and people cheered and hugged and kissed each other. Unfortunately *I am flying home in two weeks* ☹. I love New York!

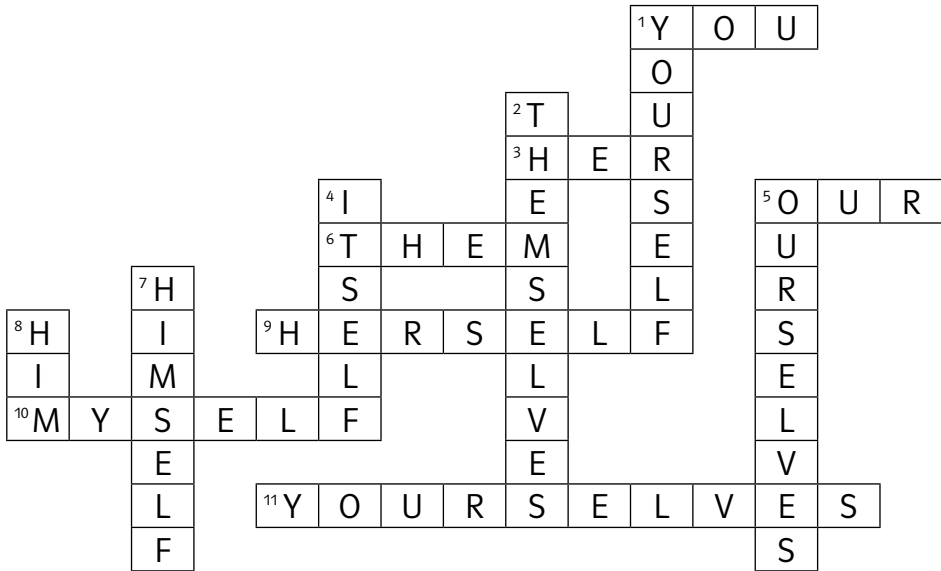
Plural forms

3. 1. countries – 2. women – 3. people – 4. nationalities – 5. housewives – 6. celebrities – 7. husbands – 8. potatoes – 9. companies – 10. cities – 11. churches – 12. fish
4. 1. are – 2. is – 3. is / are – 4. have – 5. does / do – 6. is / are – 7. were – 8. They
5. 1. In New York there are a lot of different nationalities. – 2. The police here are very strict. There have been much less crimes over the last ten years. – 3. In the USA many women work in management / leading positions. – 4. The city is always full of tourists from all over the world. – 5. A lot of large companies have their headquarters / head office in New York. – 6. My friends are crazy about celebrities. They are always on the lookout!

Getting to know the company

Personal and reflexive pronouns

1. 1. him – 2. He – 3. you – 4. you – 5. it – 6. She – 7. her – 8. They – 9. we – 10. them – 11. She – 12. I – 13. us – 14. He – 15. us – 16. we
2. **Across**
 1. you – 3. Her – 5. our – 6. them – 9. herself – 10. myself – 11. yourselves
- Down**
 1. yourself – 2. themselves – 4. itself – 5. ourselves – 7. himself – 8. him



Who does what in your company?

Make vs. do

1. make – 2. make – 3. do – 4. make – 5. make – 6. do – 7. make – 8. do – 9. make – 10. make
1. I make appointments for my boss. – 2. I make enquiries. – 3. We do business with a lot of companies abroad. – 4. I do research in the area / field of electrical engineering. – 5. I make suggestions and plans. – 6. I do exactly what the boss tells me!
3. *individuelle Lösungen*

Talking about property and responsibilities

s-genitive vs. of-genitive

1. 's – 2. 's – 3. ' – 4. 's – 5. 's – 6. ' – 7. ' – 8. 's – 9. ' – 10. '
1. size of the company – 2. Mr Williams' presentation – 3. end of the tour – 4. Mr Williams' stepbrother – 5. The staff's fitness studio – 6. The head of the marketing department
1. The company's profit(s) increased by 5% last year. – 2. The employees' gym was built three years ago. – 3. The second half of the tour will begin after lunch. – 4. Lunch will take place in the employees' canteen. – 5. This is my assistant's office. – 6. My uncle's dream was to own the biggest electronics company in Europe one day. – 7. All machines are cleaned at the end of the day.

Property relations: possessive pronouns

4. 1. Her name is Theresa Mann and she works in the Human Resources department. Her job is taking care of payroll and interviewing new applicants. Their department is very interesting and she is looking forward to meeting our class and showing us all around.
 2. Their names are Joanna, Beate and Martin. They work in the marketing department. Their job is to come up with marketing campaigns for the company and its products. Their work can be stressful but they enjoy it. They can't wait to tell us all about it.
5. 1. It's – 2. It's – 3. It's, its – 4. its, It's – 5. It's – 6. It's, its

Countable and uncountable nouns: a lot (of), lots of, much & many

6. 1. How many ...? – 2. How much ...? – 3. How many ...? – 4. How many ...? – 5. How much ...? – 6. How much ...? – 7. How much ...? – 8. How many ...? – 9. How many ...? – 10. How much ...? – 11. How many ...? – How much ...? – 13. How many ...?
7. 1. a lot / much – 2. a lot of / many – 3. many – 4. many – 5. much – 6. a lot of / many – 7. a lot / many – 8. much

Indefinite pronouns: some & any and the compounds of some, any, every & no

8. 1. any, any, any, some – 2. any, some, something, somebody, some – 3. any, something, anybody; anything, Anything, anywhere / everywhere (?)
9. 1. anywhere – 2. everybody – 3. Nobody / No one – 4. everywhere – 5. somebody / someone – 6. nowhere

Describing operating procedures and ongoing activities

1. *Mögliche Lösung:*
 2. ... but today I'm working in the office. – 3. ... but today she's working late. – 4. ... but today they're working alone. – 5. ... but today he's driving. – 6. ... but today I'm typing them myself.
2. 2. Do they always meet here on Thursdays? – 3. When / What time do you usually get to the office? – 4. When is the office closed? – 5. Does she like long presentations? – 6. What department do you work in? / Where do you work?
3. 1. come, tell, are telling – 2. are currently complaining – 3. know – 4. mention – 5. am mentioning, is, is costing, work – 6. say, am doing
4. 1. ... if Mr Jones has already spoken to the construction workers. – 2. ... if the construction workers have accepted the new terms / conditions. – 3. ... if construction work has resumed. – 4. ... if there have been further delays. – 5. ... if he has already made a new schedule. – 6. ... if he has already informed the customer.

5. 1. Mr Jones has already spoken to the construction workers. – 2. The construction workers have not accepted the new terms. – 3. Construction work has not yet resumed. – 4. There has been further delays. – 5. Mr Jones hasn't made a new schedule yet. – 6. He has already informed the customer.
6. 1. for, since, for, for – 2. since, for, since, since – 3. for, since, since
7. 2. There hasn't been such a delay in a project for three years. / We haven't had such a delay in a project for three years. – 3. We have been negotiating with the workers for five days. – 4. The weather has been bad since last weekend. – 5. I haven't visited the site since last week. – 6. Mr Bryant has been talking to the customer for two hours.
8. 1. have been discussing – 2. have been striking – 3. have been complaining – 4. has been trying – 5. have seen – 6. has been raining – 7. has been shining
9. b. present perfect progressive – c. present progressive – d. present perfect
e. present perfect – f. simple present – g. present perfect progressive –
h. present progressive
10. 2. g. – 3. c. – 4. a. – 5. h. – 6. b. – 7. e. – 8. d. – 9. f. – 10. h. – 11. d. – 12. g. – 13. a. –
14. d.
11. 2. They've been our best customers for many years. – 3. He's had a company car for a week. – 4. We've worked together / with one another for many years. – 5. Mr Park has been our contact partner in Korea for six years. – 6. I've been in the marketing department for two years. – 7. I've been speaking to Ms Wolf about the costs for three hours. – 8. Mr Bryant has been responsible for the construction / building work since last May. – 9. Mr Jones has been negotiating with the construction workers / builders since 8 am this morning. – 10. The company has been waiting for this deal for a few months.

Talking about the history of a company and the development of products

1. *Mögliche Lösung:*
1. decided – 2. chose – 3. visited – 4. reacted
2. wanted – have had – began – have done – have been – has been – signed –
promised – have done – said – have had – was – has been – have forgotten
3. 2. The *PC ToGo* had struggled against other handheld devices on the market until / before we added new applications. – 3. After we had presented the product at the *e-urope* trade fair, interest increased. / Interest increased after we had presented the product at the *e-urope* trade fair. – 4. Before we launched the *PC ToGo*, we'd had a number of less successful models on the market. / We'd had a number of less successful models on the market before we launched the *PC ToGo*. – 5. They hadn't had a lot of success outside of Europe before they released the *PC ToGo*. / Before they released the *PC ToGo*, they hadn't had a lot of success outside of Europe. – 6. I hadn't seen the new features until I went to the *e-urope* event last month. / Before I went to the *e-urope* event last month, I had never seen the new features. – 7. I'd never been to a trade fair until I went to *e-urope*. / Before I went to *e-urope*, I'd never been

to a trade fair. – 8. Had they tested the *PC ToGo* before they showcased it at the trade fair?

4. Mr Bryant was angry with Mr Jones because ...
 2. ... hadn't been doing anything. – 3. ... he hadn't sent him regular updates, like he had asked. – 4. ... he hadn't done what he promised he would – 5. ... he hadn't told him about the latest developments. – 6. ... they hadn't really made any progress. – 7. ... the workers hadn't started the repairs. – 8. ... he hadn't solved the problem with the roof.
5. 1. Had you met the intern before the office party? – 2. She had been talking to the architects for hours before they reached an agreement. – 3. The company had already worked with the architects on a previous project. – 4. I had already seen the plans before he called the meeting. – 5. The marketing team had been having meetings for a long time before the advertising campaign was finalised. – 6. Had they been interviewing long before they found a suitable candidate?
6. b. past progressive – c. past perfect progressive – d. simple past
7. 2. d. – 3. a. – 4. b. – 5. a. – 6. c. – 7. d. – 8. b. / *individuelle Beispielsätze*

Presenting goals and future developments

Will-future

1. 1. I won't – 2. he won't, I'll – 3. you will – 4. we will – 5. It'll
2. 1. I won't be in the office tomorrow. – 2. I'll be at a conference all day. – 3. When will you be back in the office? – 4. I'm sure they'll be pleased with the results. – 5. Will it be ready in time for the trade show? – 6. I'm afraid it won't be ready on time.

Going to-future

3. 1. I'm going to introduce flexible working hours. – 2. I'm going to increase holiday allowance by five days. – 3. I'm going to raise pay by 5%. – 4. I'm going to install a suggestion box. – 5. I'm going to organize more company outings. – 6. I'm going to start a company football team. – 7. ...
4. 1. Profits are going to rise by approximately 12.5%. – 2. Sales are going to increase by 2.2 million units. – 3. The competition is going to become more aggressive. – 4. Consumers are going to have less money to spend. – 5. Marketing is going to be more important than ever.

Will-future vs. going to-future

5. 1. I'm going to – 2. I'm going to – 3. I'll – 4. we're going to – 5. we'll – 6. I'll – 7. It'll – 8. will
6. 1. ... will only take a few minutes. – 2. ... I'll come to your office after lunch. – 3. ... will be here then. – 4. ... I'm going to visit a client in the city. – 5. ... I'm

going to leave at 2.45 am. – 6. ... going to rain ... – 7. ... will be a nightmare! – 8. ... we'll meet up in the morning instead. – 9. ... I'll see you then.

Zukunftsformen im Überblick

7. b. will-future – c. going to-future – d. present progressive – e. will-future – f. will-future – g. simple present – h. present progressive
8. 2. f. – 3. a. – 4. d. – 5. g. – 6. h. – 7. c. – 8. e.
9. *individuelle Lösungen*

Expressing personal preferences and strengths

Gerund vs. infinitive

1. 1. telling – 2. studying – 3. continuing – 4. to look – 5. to do – 6. studying – 7. to continue – 8. to apply – 9. to learn / learning – 10. to do / doing
2. 1. Remember to attach your CV to the email. – 2. Could you imagine working from home? – 3. I don't mind working longer today. – 4. We must avoid going over budget. – 5. I need to speak to the client about this. – 6. I expect to see some progress soon.
3. 2. ..., but prefers working / to work with Max. – 3. Peter suggested trying different software. – 4. Emma offered to give James a lift to the airport. – 5. Clare considered talking to her boss. – 6. Matt began working on his project three weeks ago. – 7. Judith and Michael arranged to get together at 3.30 pm. – 8. Marianne agreed to help Matt with his presentation this afternoon. – 9. Daniel forgot to bring the report for Tom. – 10. Peter tried to call James earlier.
4. *individuelle Lösungen*

Describing products and services

Comparisons of adjectives

1. 2. Our product / The *Hand-e* has an even larger display. – 3. The *Hand-e*'s design is even more modern. – 4. The technology behind the *Hand-e* is even more advanced. – 5. The *Hand-e*'s design is even more elegant and more beautiful. – 6. The *Hand-e* is equipped with / has a larger memory. – 7. The price of the *Hand-e* is even lower.
2. *Mögliche Lösung:*
 2. The screen of the *PC ToGo* is larger / bigger than the screen of the *Hand-e*. – 3. The *PC ToGo*'s memory is larger / more powerful than the *Hand-e*'s memory. – 4. The *PC ToGo*'s battery / The battery in the *PC ToGo* is more powerful than the *Hand-e*'s / the battery in the *Hand-e*. – 5. The *PC ToGo* is bigger than the *Hand-e*. – 6. The *Hand-e* is smaller than the *PC ToGo*. – 7. The warranty on the

PC ToGo is longer than the warranty on the *Hand-e*. – 8. The *PC ToGo* is more expensive than the *Hand-e*. – 9. The *Hand-e* is cheaper than the *PC ToGo*. – 10. ...

Adjectives vs. adverbs

3. high – quickly – easily – large – excellent – smooth – large – powerful – beautiful – perfectly – expensive – good

Comparisons of adverbs

4. 1. well, better, best, good – 2. regularly, more regularly, most regularly, regular – 3. effectively, more effectively, most effectively, effective – 4. easily, more easily, most easily, easy – 5. recently, more recently, most recently, recent – 6. efficiently, more efficiently, most efficiently, efficient – 7. slowly, more slowly, most slowly, slow – 8. fast, faster, fastest, fast – 9. carefully, more carefully, most carefully, careful – 10. badly, worse, worst, bad
5. 2. It must sell better. – 3. We must market more effectively. – 4. We have to work harder. – 5. You should present more clearly. – 6. Why don't you speak more slowly.
6. 2. You have worked the hardest. – 3. We have improved the most. – 4. Our profits have risen the fastest. – 5. We have marketed the most effectively. – 6. Our customers have complained the least.

Describing procedures in detail

Relative clauses

1. 1. who / that – 2. which / that – 3. which / that – 4. who / that – 5. who / that – 6. which / that – 7. who / that – 8. who / that – 9. which / that – 10. who / that
2. 1. which / that – 2. who / that – 3. whose – 4. who / that – 5. who / that – 6. whose – 7. whose – 8. who / that – 9. who / that
3. 1. who / that – 2. which / that – 3. who / that – 4. whose
4. 1. *no comma* – 2. My friend, who I studied with in Hamburg, used ... – 3. Laura, whose brother completed an internship here last year, works ... – 4. *no comma* – 5. *Fit4Life*, who are one of the leading sports companies in Europe, have ... – 6. *no comma*
5. 1. The new job advertisement, which / that we posted on *joblink.com*, has had a lot of response. – 2. The upcoming job fair, which / that will be in Brighton this year, will be a good opportunity to meet prospective employers. – 3. The research and development team, who / that have just started on a new project, are looking for a new intern. – 4. The next applicant, whose name is Elisabeth Preston, is coming in at 11 am for her interview. – 5. The social networking site *joblink.com*, which / that has over 650,000 members, is a great place to look for internships and full-time positions.

Giving instructions and advice

Modal verbs

1. 1. must / should, needn't – 2. may / can – 3. must / should – 4. mustn't – 5. may / can, must – 6. must / should – 7. should / can – 8. can / should – 9. must, needn't – 10. mustn't
2. 1. had to – 2. was able to – 3. did you have to – 4. had to – 5. wasn't allowed to – 6. had to – 7. weren't allowed to – 8. were allowed to – 9. wasn't able to – 10. didn't have to – 11. wasn't allowed to
3. 1. will have to – 2. will be allowed to – 3. won't be able to, will have to – 4. won't be allowed to – 5. will be able to – 6. won't have to
4. a. 1. Can you / Are you allowed to smoke in the canteen? – 2. Can you / Are you allowed to take the company laptop home? – 3. How long do you have to / must you work on Fridays? – 4. Do I have to / Must I always wear a suit to work? – 5. Should I introduce myself to the other colleagues
 b. *Mögliche Lösung:* 2. Yes, you can / are allowed to take it home, but you should / must sign for it at reception. – 3. You can usually leave early on Fridays. – 4. You don't have to wear a suit every day, but you should look smart. – 5. Yes, I think you should introduce yourself to the other colleagues.

Negotiating terms and conditions successfully

If-clauses, type I

1. 2. If you find a better price, we'll match it. – 3. If we make this deal, Mr Fisher will be very happy. – 4. If you pay in cash, I will lower the price. – 5. If she gets the job, she will move to San Francisco.
2. 1. don't get – 2. won't stay – 3. offer – 4. won't take – 5. don't take – 6. won't have – 7. will have – 8. don't look – 9. will stay – 10. do – 11. won't be – 12. come – 13. don't win – 14. will be

If-clauses, type II

3. 1. If I were you, I would rethink the opening offer. – 2. If you saw the new model, you would love it. – 3. If our companies formed a partnership, it would be beneficial for both sides. – 4. We would go ahead with the deal if your offer wasn't over our budget. – 5. Would you consider it if we reduced the price by five percent? – 6. If we offered them free delivery of parts, they might accept the offer.
4. 1. would – 2. would – 3. goes – 4. buy – 5. are – 6. was – 7. pay – 8. will
5. 2. If Sally wasn't well prepared, she wouldn't have a good chance of making the deal. – 3. If Matthew didn't speak three languages, he wouldn't often be chosen

to represent the company at trade fairs. – 4. If Erkan didn't make a lot of profit every year, he wouldn't be the company's top salesman.

6. 1. If you could live anywhere in the world, where would you live? / Where would you live if you could live anywhere in the world? – 2. What would you do if you didn't have to work anymore? / If you didn't have to work anymore, what would you do? – 3. If you could have anybody's office, whose would you have? / Whose office would you have if you could have anybody's?

If-clauses, type III

7. 2. If Mr Cohen's presentation had convinced me, I would have gone ahead with the project. – 3. If Ms Saunders had been a confident negotiator, we would have achieved our target price. – 4. If your company's order had been larger, we could have given you a discount. – 5. If I had agreed with the terms, I would have signed the contract.
8. They might have come to an agreement if ...
 2. his company had guaranteed delivery by the end of the month. – 3. he had had an up-to-date price list with him. – 4. his company's delivery policy had been clear. – 5. he had had experience of working on large projects. – 6. his company had been able to fill our order.

9.

If-clause, type I	If-clause, type II	If-clause, type III
If you include delivery, we will sign the contract.	If you included delivery, we would sign the contract.	If you had included delivery, we would have signed the contract.
If you order 100 units, the company will give you a 10% discount.	If you ordered 100 units, the company would give you a 10% discount.	If you had ordered 100 units, the company would have given you a 10% discount.
If they hire Robin, he will do a great job.	If they hired Robin, he would do a great job.	If they had hired Robin, he would have done a great job.
If it is my decision, I will accept their offer.	If it was my decision, I would accept their offer.	If it had been my decision, I would have accepted their offer.
The company will be in trouble if the new range of products doesn't sell well.	The company would be in trouble if the new range of products didn't sell well.	The company would have been in trouble if the new range of products hadn't sold well.



I will do the negotiations myself if I am not too busy.	I would do the negotiations myself if I wasn't too busy.	I would have done the negotiations myself if I hadn't been so busy.
We won't need to extend the deadline if we have good weather.	We wouldn't need to extend the deadline if we had good weather.	We wouldn't have needed to extend the deadline if we'd had good weather.
Will you be available if I need you?	Would you be available if I needed you?	Would you have been available if I'd needed you?
Will you consider their offer if they lower the price a little?	Would you consider their offer if they lowered the price a little?	Would you have considered their offer if they'd lowered the price a little.
What will happen if we don't meet the deadline?	What would happen if we didn't meet the deadline?	What would have happened if we hadn't met the deadline?

Reporting about events in the company

Reported speech

1. 1. He said that the company had recorded its highest profit for three years. – 2. He mentioned that this had been a successful year for the company. – 3. He claimed that our latest range of products was outselling the competition by two to one. – 4. He told us that the company was currently working on an exciting new project. – 5. He asked if anybody had anything to add. – 6. He finished by saying he thought that there would be many new challenges next year.
2. *Mögliche Lösung (andere Pronomen und Einleitungssätze sind möglich):*
 1. He asked if I was coming to the pub after work. – 2. He asked me what I thought about the new design. – 3. He asked me how long the new model had been on the market for. – 4. He wanted to know if I had gone to the CEO's meeting the day before. – 5. He wanted to know what I was working on at the moment. – 6. He asked me if I could give him a progress report this afternoon.
3. 1. "The conference call with the customer is taking place at 2.45 pm, in room 1.43." – 2. "I don't think I'll be able to make it." 3. "Do you think the new range of products will be a success?" – 4. "We're sure the new range of products will be a great success." – 5. "I've been working on the new designs all morning." – 6. "What's the new intern's name?" – 7. "How long have you worked for the company?" – 8. "I've been working here since last September.

Describing processes and machines

Passive voice

1. 2. All components are made in this factory. – 3. Most workers are trained on this machine. – 4. The components are shipped all around the world. – 5. Spare parts for the machine are delivered from Stuttgart. – 6. Our IT system is updated every two years. – 7. The old machines are not used very often. – 8. The holes are not drilled manually anymore.
2. 1. Are all workers trained to use these machines? – 2. How many components are made per day? – 3. How often is the machine checked for faults?
3. I was given the responsibility – I was asked by Mr Franklin – a new team were sent to me every – I was given the opportunity
4. 1. I was told that I'd done a good job. – 2. I was offered a promotion.
5. 1. ... more responsibility. – 2. Julian was given a company laptop. – 3. Julian was promised a pay rise and an office on the factory floor. – 4. Julian was warned about the longer hours. – 5. Julian was told not to plan any holidays in the near future.
6. 1. ... have been ordered. – 2. Mr Park's visit tomorrow has been confirmed. – 3. The factory staff have been informed about Mr Park's visit. – 4. Has the itinerary for his visit been made yet? – 5. The itinerary for his visit hasn't been planned yet.
7. 2. ... have been serviced. – 3. The tour has been organised. – 4. Lunch hasn't been arranged yet. – 5. The speech has been prepared. – 6. Mr Franklin hasn't been spoken to yet.
8. 1. Yes, the staff have been trained. – 2. Have the machines been cleaned yet? – 3. No, the order hasn't been filled yet.
9. 2. Can more components now be produced in a shorter time? – 3. Have all your employees been trained on the new machines? – 4. Will your workforce need to be increased to cope with the increased production? – 5. In how many of your factories are these machines being used?
10. *Mögliche Lösung:*
... have been greatly improved. So far, only the most experienced employees have been trained on the new machines, but Mr Franklin said that all factory workers will be trained by the end of this month. The company is not sure whether or not their staff will have to be increased. The new machines are currently being used in over half of the company's factories and Franklin said they hope they will be installed them in all sites by the end of the year.