

Business English Speaking: Professional English Language Course Workbook



*Business English Language
Listening and Conversation
Practice for English Learners*

~ ~ ~

**by Terry McGonigle
and Gabriel Wallace**

Welcome to the Business English Speaking Workbook!

Congratulations, once again, on making the decision to invest in your career by enrolling in this course! We're so glad we could offer you this workbook to supplement your course. We aim to provide you with the very best, most practical exercises to improve your ability to understand the most essential English language interactions in business, and to actually use the language yourself to impress your employers, colleagues, customers and clients.

Remember that this workbook is designed with you in mind! The conversations you'll be listening to and learning from are based on **real-life conversations** that some of our most successful students have had - some of them even working for Amazon, Apple, and Google. In some cases, it took these students *several years* to get these conversations right. And they've told us that when they started speaking English for business, they would have loved a simple tool to learn what they *should have said* the first time.

This course and workbook is the tool they wish they'd had!

We've already done the hard work for you. We've talked with dozens of business professionals who had to go through this the hard way - and we've selected the very best language for you to learn and made the exercises simple, fun, and highly effective. Instead of going through years of struggle, just take a few hours to learn and practice these business dialogues and vocabulary. You'll be shocked at how easy it really is.

You've already made the right choice - now you just have to execute it, and enjoy...

~ Terry and Gabriel

How to Use This Workbook

The exercises in this workbook are designed to be *listening* activities - therefore, we highly encourage you to complete the exercises along with the course videos rather than reading the transcripts and completing them as reading exercises. If you do the exercises without the audio, then you are missing the key benefit of this course - *conversation immersion*.

We have included the transcripts of the conversations in this workbook after the listening exercises. *What for?* Simply for your own clarification and convenience. If you've completed the exercises and you want to quickly check something, it will be easy for you to go to the right dialogue and read it. But again - we highly encourage you to *listen first*.

As instructed within the course, after you listen to a dialogue the first time, you should attempt **Exercise A** (listening for gist). After you listen a second time, you should attempt **Exercise B** (listening for detail) and **Exercise C** (understanding vocabulary in context).

We've also provided here a list of the key vocabulary, phrasal verbs, and idioms used in this course. We encourage you to first listen to them in the context of the conversations, but afterwards the list can be an excellent resource to have in order to keep them in mind.

Finally, we have an *Answer Key* for you to check your answers to the exercises.

You may print out this workbook and complete it as you progress through the course, or you may use it for the questions and keep track of your answers in your own notebook... It's up to you.

Here's the order of content in this workbook:

1. Listening Exercises
2. Dialogue Transcripts
3. List of Phrasal Verbs
4. List of Idioms
5. Answer Key

Dialogue List

1. Phone call from recruiter to candidate (screening call)
2. Phone call from recruiter to arrange interviews
3. Phone call offering job to candidate
4. First day induction
5. At the coffee machine
6. First weekly meeting (self-introduction)
7. Receiving and confirming instructions from boss
8. Encouraging chat from boss
9. Tech support call
10. Customer support call (polite and happy)
11. Customer support call (angry and unhappy)
12. Passing on information
13. Giving updates about customer situation
14. Small talk
15. Stand-up meetings
16. Monthly meeting
17. Asking for clarification at a meeting
18. Arriving late and asking for a favor
19. Disagreeing with someone about a plan (polite)
20. Asking for time off
21. Making a quarterly plan with the team
22. Facing a tight deadline, getting reminded by the boss about a deadline
23. Missing a deadline, getting 'chewed out'
24. Getting offered the chance to go on a business trip
25. Getting *told* you need to go on a business trip
26. Asking for a promotion
27. Asking for a raise
28. Arguing with another team leader

Characters

Matt, Greg, Diana, David, Lloyd, Sally, Jordan

EXERCISES

1) Phone call from recruiter to candidate (screening call)

A) Answer the following questions by choosing the correct answer.

1. How did Diana find Matt's contact details?
 - A. He was referred by a team mate.
 - B. She found his contact details on a jobs website.
 - C. Matt sent his CV to the company.
 - D. Diana and Matt worked together before.

2. What is the reason Matt gives for leaving his previous job?
 - A. He didn't like his country.
 - B. His contract ended.
 - C. He wanted to move to a different country.
 - D. He had a problem with a co-worker.

3. What will happen in a few days?
 - A. Matt will be offered the position.
 - B. Someone will call Matt's old company.
 - C. Matt will call Diana.
 - D. A person from the company will contact Matt again.

B) Listen to the dialogue again and complete the sentences using the words in the box.

at back touch coming left

1. We have interview days _____ soon.
2. Can I ask why you _____ that position?
3. Are you working somewhere _____ the moment?
4. Someone will call you _____.
5. Thanks Matt, I will be in _____ soon!

C) Match the words to the definitions. There is one you should not use.

- | | |
|-------------------------|---|
| 1. coming up | A. To resign, quit, or retire from a job. |
| 2. to leave a position | B. To see, speak to, or write to someone. |
| 3. at the moment | C. To compensate for extra hours worked. |
| 4. to call someone back | D. To be happening soon. |
| 5. to be in touch | E. To phone someone again. |
| | F. At the present time; now. |

2) Phone call to arrange interviews

A) Listen to the following dialogue and correct the information about the dates and times of the interviews. One of them is already correct.

1. Interview Day 1: Friday 11th
2. Interview Day 2: Monday 14th
3. Interview Day 3: Tuesday 22nd
4. Interview Time: 8.45

B) Listen to the dialogue again and complete the sentences using the words in the box.

breakdown

briefly

scheduled

upcoming

good fit

1. Someone spoke with you _____ a few days ago.
2. ... to come and participate in our _____ interview days.
3. I already have another interview _____.
4. Can I just give you a quick _____ of the interview day?
5. ... we can really see if you are a _____ for the team.

C) Match the vocabulary with the right definition.

- | | |
|--------------|---|
| 1. scheduled | A. Happening or appearing soon. |
| 2. good fit | B. To separate, or to separate something, into smaller parts. |
| 3. briefly | C. For a short time/duration. |
| 4. breakdown | D. Compatible. |
| 5. upcoming | E. Planned to happen at a particular time. |

3) Phone call offering job to candidate

A) Answer *True* or *False* for the following statements.

1. Matt needed to do a lot of paperwork on the interview day.
2. It was not an easy decision to hire Matt.
3. Matt was a better than average candidate.
4. Matt has received a job offer from a different company.
5. Greg needs an answer from Matt now.

B) Fill in the gaps.

1. I know we had you _____ a lot of forms.
you really _____ from the crowd
2. I didn't want to put all my _____ in one basket.
3. I completely understand. Just get back to us before the end of the week and we can
_____!

C) Match the expressions with the definitions. There is one answer which you should not use.

- | | |
|---------------------------------------|---|
| 1. to fill in a form | A. To put all your effort or resources into doing one thing. |
| 2. to stand out from the crowd | B. To complete a document requesting information. |
| 3. to put all your eggs in one basket | C. To continue after a result, a certain amount of time, after an event or situation. |
| 4. to get back to someone | D. An unusual situation where travel is necessary. |
| 5. to go from here/there | E. To be very different and easy to notice. |
| | F. To contact (someone) later to give a reply or return a message. |

4) First day induction

A) Put Matt's morning tasks in the correct order from 1-4. There is one answer that you should not use.

- Learning his way around the office.
- Getting his key card.
- Labelling his food.
- Going to the team meeting.
- Going to HR to get his logins set up.

B) Match the parts of the sentences together.

- | | |
|--|---|
| 1. The first meeting is | A. but I'm afraid I've got my hands full at the moment. |
| 2. ... first I want you to go to HR | B. with the other offices today. |
| 3. We have to touch base | C. in the conference suite. |
| 4. I'd love to give you the grand tour | D. your own food to work? |
| 5. Do you bring | E. and get your username and logins set up ... |

C) Match the expressions to similar meanings. There is one answer that you should not use.

- | | |
|----------------------------|--------------------------|
| 1. sharp | A. put it in the garbage |
| 2. touch base | B. approximately |
| 3. I'll keep that in mind. | C. exactly |
| 4. throw it out | D. I'll remember that. |
| 5. give you the grand tour | E. connect |
| | F. show you around |

5) At the coffee machine

A) Answer the following questions by choosing the correct answer.

1. Why does David start talking to Matt?
A. Matt looks lost.
B. David is responsible for Matt's training.
C. David just wants to introduce himself.
D. They are both new at the company.
2. How long has David worked there?
A. Almost 2 years.
B. Less than a year.
C. More than one year.
D. Almost 1 year 10 months.
3. What does David think about working at the company in the beginning?
A. Difficult at first but you adapt after a few months.
B. You never adapt to the workload.
C. It takes several months to be 100% adapted to the workload.
D. Difficult at first but easier after a few weeks.

B) Fill in the gaps.

1. I just haven't seen you before and wanted to _____ the ice ...
2. ... a lot to learn and a lot to get _____ ...
3. You really get used to the _____ ...
4. The _____ really makes it worth it ...
5. Time for me to _____ my sleeves and get to work!

C) Match the sentences with sentences of a similar meaning. There is one which you should not use.

1. I just haven't seen you before and wanted to break the ice ...
2. ... a lot to learn and a lot to get used to...
3. You really get used to the workload ...
4. The salary really makes it worth it ...
5. Time for me to roll up my sleeves and get to work!

- A. You will feel totally comfortable with the amount of work soon.
- B. It's a lot of information and a lot to adapt to.
- C. We have a lot of workers in different countries.
- D. I only wanted to introduce myself.
- E. I need to go and start work seriously.
- F. The payment I receive really compensates the hard work.

6) First weekly meeting (self-introduction)

A) Answer the following questions by choosing the correct answer.

1. How long has Matt been a Software Engineer?
 - A. A month or two.
 - B. Five months.
 - C. A year or two.
 - D. Five years.

2. Who is he starting a new life with?
 - A. His wife.
 - B. His daughter.
 - C. His wife and daughter.
 - D. Diana in HR.

3. What kind of person does Matt hope to be?
 - A. Someone people are happy to work with.
 - B. Someone who can work without anyone's help.
 - C. Someone who can teach everyone how to do their jobs better.
 - D. He has no hopes to be any particular kind of person.

B) Fill in the gaps.

1. ... sorry to put you on _____, but ...
2. ... I stayed there for several years and _____.
3. I was dealt a great _____ at the start of my career, ...
4. ... I'm sure we can do _____ together.
5. ... we are _____ to meet the deadline for this current client.

C) Match the expressions with their opposite meanings.

- | | |
|------------------------|----------------------------|
| 1. give or take | A. conflict |
| 2. gel | B. make trouble |
| 3. lend a hand | C. waiting |
| 4. put you on the spot | D. exactly |
| 5. pushing ahead | E. give you plenty of time |

7) Receiving and confirming instructions from boss

A) Answer True or False for the following statements.

1. Mondays and Thursdays are flexitime.
2. Sometimes it's necessary to stay late in the office.
3. Matt does not need to be speaking in meetings for now.
4. Anderson and the team need to help Matt.
5. Tech support only happens in the afternoon.

B) Fill in the gaps using the words in the box.

clock out perk sorted suits

1. It's a real _____ of the job!
2. ... you need me to _____ in at 11am and clock out at 7pm.
3. That's just the time that _____ everyone
4. until we get everything _____ out.
5. I will work with Anderson and his team, helping _____ where I can

C) Match the expression with the definition. There is one you should not use.

- | | |
|---|---|
| 1. A perk of the job | A. To solve a problem or to deal successfully with a confusing situation. |
| 2. To clock in or clock out | B. A device used to tell time. |
| 3. ... To suit someone | C. To be acceptable or convenient to (somebody). |
| 4. To get everything straightened out . | D. An advantage or something extra. |
| 5. To help out | E. To do something so another person's job or task is easier. |
| | F. To record your time of arrival or departure at work. |

8) Encouraging chat from boss

A) Answer True or False for the following statements.

1. Matt feels like the job is too easy.
2. Matt will be starting a new project in a few weeks.
3. Matt has to work late tonight.

B) Fill in the gaps using the words in the box.

join me

messy

finish up

down

deep end

1. Could you _____ in my office for a second?
2. ... we all get thrown in the _____ in the beginning and we all get through it.
3. I know things are a little _____ right now ...
4. Sorry if I seem a little _____ today.
5. Listen, why don't you _____ early today ...

C) Match the sentences with sentences that have a similar meaning.

1. In fact, you've exceeded our expectations.
 2. I hope my performance has been up to scratch.
 3. ... we all get thrown in the deep end in the beginning and we all get through it.
 4. We look out for each other here.
 5. You don't have to ask me twice!
-
- A. Everybody gets a lot of work when they begin the job, but it's okay.
 - B. Everybody makes sure we're all doing well.
 - C. Actually, you've done better than we thought you would.
 - D. Absolutely, that sounds great.
 - E. I hope I've been doing everything alright.

9) Tech support call

A) Choose two sentences that best describe the situation.

1. The call was just about a silly mistake.
2. Matt is not able to fix his problem.
3. The system reset fixed the problem.
4. The customer felt he was wasting Matt's time.
5. The problem was a broken display on the credit card machine.

B) Match the parts of the sentences together.

- | | |
|------------------------------------|-----------------------------|
| 1. No rush.... | A. ... bothering you. |
| 2. Okay, thank you, I'm pulling... | B. ... Sir, take your time. |
| 3. Is there a number I ... | C. ... even plugged in. |
| 4. That cable wasn't... | D. ... can reach you on? |
| 5. I'm sorry for ... | E. ...up your account now. |

C) Match the words and expressions to the correct definition. There is one that you should not use.

- | | |
|---|--|
| 1. to rush | |
| 2. to pull up someone's file | |
| 3. to reach someone | |
| 4. to plug something in | |
| 5. to bother someone | |
| | |
| A. To find someone's information from a database. | |
| B. To connect a piece of equipment to an electricity supply or to another piece of equipment. | |
| C. To annoy or cause an inconvenience to someone. | |
| D. To do something very quickly. | |
| E. An electronic device for the visual presentation of data or images. | |
| F. To make contact or communication with (someone). | |

10) Customer support call (polite and happy)

A) Choose two sentences that best describe the situation.

1. Matt is having trouble with the situation.
2. The customer is having trouble getting into his account.
3. The customer wants his money back.
4. The customer is being patient.
5. There are insects in the office.

B) Match the parts of the sentences together.

- | | |
|----------------------------------|------------------------------------|
| 1. I'd like to get ... | A. ... a few details from you ... |
| 2. I'm having problems ... | B. ... logging in. |
| 3. I just need to get ... | C. ... in the top right corner. |
| 4. ... there was a bug ... | D. ... my service speeds upgraded. |
| 5. ... the account number is ... | E. ... on our upgrade page. |

C) Match the words and expressions to the correct definition. There is one that you should not use.

- | | |
|-------------------|--------------------------------|
| 1. service speeds | A. solved |
| 2. upgraded | B. changed to something better |
| 3. sorted out | C. lend me a hand |
| 4. help me out | D. annoyance |
| 5. bug | E. internet response |
| | F. virus |

11) Customer support call (angry and unhappy)

A) Which two claims does the customer make?

1. False promises make him lose time.
2. Big tech companies don't pay taxes.
3. Big tech companies don't treat their staff well.
4. It is taking too long to resolve his problem.

B) Match the parts of the sentences together. There is one you should not use.

- | | |
|---------------------------------------|--|
| 1. I'm here to give you... | A. ... to here with you people. |
| 2. I've had it up ... | B. ... by myself and double-checked. |
| 3. ... they escalated ... | C. ... pen and write this down. |
| 4. The last permissions were done ... | D. ... it to Level 2. |
| 5. ... let me grab a | E. ... continued support from now on. |
| | F. ... you should be getting normal service. |

C) Match the words and expressions to the correct definitions. There is one you should not use.

- | | |
|--|--|
| 1. from now on | |
| 2. to have it up to here with someone | |
| 3. to escalate a problem | |
| 4. to double check something | |
| 5. to grab a pen | |
| A. To make completely certain something is correct or safe, usually by examining it again. | |
| B. To be annoyed at something that someone has done on several different occasions. | |
| C. To involve someone more important or higher in rank in a situation or problem. | |
| D. From this moment and forever into the future. | |
| E. A special room for meetings. | |
| F. To quickly take a pen. | |

12) Passing on information

A) Put the events in the correct order. There is one answer that you should not use.

1. Matt sends David Greg's WhatsApp contact.
2. David asks to speak with Greg.
3. David gives Matt his WhatsApp number.
4. Matt checks whether Greg is still in the office.
5. Matt phones Greg.
6. Greg leaves the office.

B) Fill in the gaps.

1. I'm sorry, _____ he's left the office for the day and won't be back until tomorrow.
2. I thought you guys were able to _____ a little later on Wednesdays and Thursdays.
3. I really just have to get him on the phone for five minutes and _____.
4. I should probably _____ by him first...
5. I'm really working against _____ here.

C) Match the sentences to a corresponding question form.

1. I thought you guys were able to stay on a little later on Wednesdays and Thursdays.
 2. He's not gonna be super happy about getting an out of hours phone call ...
 3. Trust me, you won't get into trouble.
 4. I'm really working against the clock here.
 5. There's just one thing I really need to check with him.
-
- A. Do you think you'll be chewed out for this?
 - B. Don't you guys work a couple of evenings a week?
 - C. How many points do you need to make make sure of?
 - D. Is he going to be angry if you contact him after work?
 - E. Are you on a time limit?

13) Giving updates about customer situation

A) Answer *True* or *False* for the following statements.

1. The customer was able to process new sales and orders from customers.
2. Level 1 quickly discovered what the problem was.
3. The customers' support ticket was de-prioritized.
4. A solution for the problem will be ready soon.
5. Matt reset his connection but the problem was more serious.

B) Listen and complete the sentences.

1. It took them a while to _____ out that they didn't know how to fix it
2. So we kind of dropped the _____ with how quickly his ticket was processed
3. No, not that we know _____.
4. Oh, that shows a lot of _____.
5. but it was simply a _____ issue.

C) Match the sentences or phrases to sentences of similar meaning. There is one you should not use.

1. I just could not figure it out.
2. They really dropped the ball this time.
3. Not that you know of.
4. To show initiative
5. It is only a minor issue.

A. To consider a new offer.

B. You think the answer is 'no' but you cannot be sure because you do not know all the facts.

C. They really made a mistake this occasion.

D. the ability to make decisions and do things without needing to be told what to do.

E. It is not a serious issue.

F. I simply was not able to discover the solution to the problem.

14) Small talk

A) Answer *True* or *False* for the following statements.

1. It's cold and rainy today.
2. Greg has one girl.
3. Greg enjoys watching TV.

B) Fill in the gaps using the words in the box. There is one you do not need to use.

school hooked look for it have a good time chilled up to

1. I just _____ out at home with the family.
2. ... she started her _____ a few weeks ago ...
3. Did you get _____ anything nice this weekend?
4. I just get _____ and wanna watch the next episode.
5. I'm gonna _____ tonight.

C) Match the expressions with their similar meanings.

- | | |
|----------------------|-------------------------------|
| 1. nice and relaxing | A. gotten used to something |
| 2. chilled out | B. a productive day |
| 3. settled in | C. can't stop doing something |
| 4. get hooked | D. comfortable |
| 5. a good one | E. relaxed |

15) Stand-up meetings

A) Answer the following questions by choosing the right answer.

1. What is the main idea of a stand up meeting?
 - A. To focus on the most important person.
 - B. To spend a long time in a meeting.
 - C. To stay standing for exercise.
 - D. To quickly coordinate the tasks with the rest of the team.
2. What is Matt's Objective?
 - A. To have the update checked by the legal department.
 - B. To make changes to the system to stop future problems.
 - C. To contact the legal department.
 - D. To quickly coordinate the tasks with the rest of the team.
3. What is Matt's difficulty?
 - A. It is not clear which team member will assist him.
 - B. The legal department is not happy.
 - C. The update is ready but not deployed.
 - D. He is too busy to work on the update.

B) Match the parts of the sentence. There is one you should not use.

- | | |
|-----------------------------|------------------------------------|
| 1. ... time to get ... | A. ... down to business. |
| 2. ... then the idea is ... | B. ... just to touch base. |
| 3. ... we're all on ... | C. ... the same page. |
| 4. Let's aim for no ... | D. ... more than two minutes each. |
| 5. ... to free someone ... | E. ... up to help you with this. |

C) Match the expressions with the definitions. There is one you should not use.

1. to get down to business
2. to touch base with someone
3. to be on the same page
4. Let's aim to speak for 2 minutes
5. to free someone up

- A. To start talking about the subject to be discussed.
- B. To cause someone or something to become available.
- C. To understand and agree with what is being done or suggested.
- D. To start a project and abandon it.
- E. To talk to someone for a short time to find out how they are or what they think about something.
- F. Our objective is to try to talk for max 2 minutes.

16) Monthly meeting

A) Choose two sentences that best describe the situation.

1. This is a time for everyone to get to know each other.
2. The meeting is in the corridor.
3. They can eat during the meetings.
4. The meetings are on Skype.
5. The meetings will be long.

B) Match the parts of the sentences together.

- | | |
|---|--|
| 1. The monthly meeting is really in part a social event ... | A. ... bailing out on the meeting. |
| 2. ... nice food keeps you guys from ... | B. ... take notes as you are listening ... |
| 3. A good idea is to ... | C. ... see each other in the corridors ... |
| 4. I know you guys sometimes ... | D. ... when we have a little delay... |
| 5. It's really easy to interrupt someone ... | E. ... as well as a business event. |

C) Match the words and expressions to their opposite meanings.

- | | |
|-----------------|-----------------------|
| 1. etiquette | A. keep talking |
| 2. perks | B. disadvantages |
| 3. bail out | C. immediate |
| 4. listen up | D. bad manners |
| 5. little delay | E. stay where you are |

17) Asking for clarification at a meeting

A) Which 2 sentences best describe the situation?

1. Matt has positive news for Greg.
2. The Update will not be ready soon.
3. Matt is concerned the company is breaking certain rules and regulations.
4. Breaking those laws have no serious consequences.
5. Greg doesn't care if other people know about it.

B) Complete the sentences using the words in the box.

leave

concern

bring

finer

pointing

1. I have a few things I'd like to _____ to your attention.
2. ... breaches of the new data protection laws can include _____ ...
3. I'll raise the _____ with our legal team.
4. Thank you for _____ it out.
5. It doesn't _____ this room.

C) Match the expressions with the definitions. There is one you should not use.

1. to bring something to your attention
2. to fine someone
3. to raise the concern/issue with someone
4. to point something out
5. to not leave this room

A. To have problems parking.

B. To make someone aware of someone or something.

C. This information will stay confidential.

D. To tell someone about some information, often because you believe they do not know it.

E. To charge someone money as a punishment for something they've done.

F. To mention something for consideration or debate.

18) Arriving late and asking for a favor

A) Choose the correct answer for the following questions.

1. Why is Greg late for the meeting?
 - A. He forgot about it.
 - B. He had a car accident.
 - C. There was a car accident in front of him.
 - D. He's slow on Mondays.

2. What does Greg want Matt to do?
 - A. Wait for him.
 - B. Have the whole meeting without him.
 - C. Start the meeting without him, and go over the last six months.
 - D. Start the meeting without him, and go over the most important stuff.

3. How late does Greg think he will arrive?
 - A. Less than a quarter of an hour.
 - B. More than a quarter of an hour.
 - C. He will probably arrive after the meeting.
 - D. He has no idea.

B) Fill in the gaps.

1. Well, I'm just _____ in traffic.
2. Wouldn't you like us to _____ on the meeting until you arrive?
3. Could you _____ for me until I get in?
4. How should I _____ the meeting?
5. Mondays are always a _____ day!

C) Match the words and expressions with their similar meanings.

- | | |
|-------------------|-------------|
| 1. hold off | A. begin |
| 2. fill in | B. continue |
| 3. kick off | C. wait |
| 4. pick up | D. relax |
| 5. don't sweat it | E. replace |

19) Disagreeing with someone about a plan (polite)

A) Answer the questions by choosing the correct answer.

1. Why does Matt disagree with Greg?
 - A. Greg should not use his connections.
 - B. He thinks 6 weeks is too much time.
 - C. He thinks 6 weeks is not enough.
 - D. Matt thinks Greg is being rude.

2. What is Greg's main focus?
 - A. To copy their competitor's technology.
 - B. To produce a product as soon as possible.
 - C. To steal competitor's secrets.
 - D. Read books about technology.

3. What is Matt's solution?
 - A. To do more planning.
 - B. To do market research.
 - C. To send a beta version to a different company.
 - D. To produce a beginner version and improve it.

B) Complete the sentences using the words in the box.

ground

signed

wrap

book

long

1. So I think in six weeks we could _____ it all up.
2. ...how long it's going to take to get everything _____ off.
3. I think it's a _____ shot and ...
4. I know you wanna do things by the _____, and I respect that.
5. we have to get this technology off the _____.

C) Match the sentences with sentences of similar meaning. There is one you should not use.

1. We can wrap up this project in 6 weeks.
2. I think it's a long shot...
3. Our manager signed off on it last week.
4. I'm trying to get this idea off the ground.
5. She does everything by the book.

- A. We can complete all the tasks in a month and a half.
- B. I think it's something we can try but unlikely to be successful.
- C. This does not include insurance.
- D. My supervisor officially approved it last week.
- E. I'm trying to put this idea into action and success.
- F. She does everything in the most ethical correct way.

20) Asking for time off

A) Answer *True* or *False* to the following statements.

1. Matt has a total of nine days off a year.
2. Matt is taking a holiday in November.
3. Someone else is taking a holiday in November.
4. Matt is trying to get out of some big meetings.
5. No one will mind if he takes time off.

B) Fill in the gaps using the words in the box.

booked pencil me in rock the boat holiday days off

1. Excuse me, can I just check exactly how many _____ I have left?
2. Would it be possible for me to take that _____ during the last week of November?
3. It looks like that week's _____ already.
4. You can _____ for those dates
5. I don't want to _____ by missing any big ones in my first year.

C) Match the words and expressions to the correct definitions.

- | | |
|----------------------|--|
| 1. time off | A. To upset people. |
| 2. booked out | B. To temporarily schedule me for something. |
| 3. pencil me in | C. To work a certain amount of time. |
| 4. rock the boat | D. To be scheduled already. |
| 5. put in your hours | E. A holiday or vacation period. |

21) Making a quarterly plan with the team

A) Answer *True* or *False* to the following statements.

1. Greg wants to give Matt a promotion.
2. Matt's professional duties will increase.
3. Matt thinks he is not ready to work at a higher level.
4. Greg will tolerate excuses working at Level 2.
5. Greg expects Matt to handle multitasking.

B) Complete the sentences using the words in the box.

up part on keep off

1. ...that everyone's doing their _____.
2. ...no one's slacking _____.
3. Do you think you can _____ up with some of the Level 2 engineers?
4. ...they are often working on _____ to four or five projects at once?
5. I can take _____ extra work. No problem.

C) Match the expression with the definition. There is one you should not use.

1. to do your part
2. to slack off
3. to keep up with someone
4. up to 4 or 5 projects
5. to take on extra work

- A. Maximum 4 or 5 projects.
- B. To show a new person what to do.
- C. To work less hard or to be less than is usual or necessary.
- D. To accept more responsibility.
- E. To do what you are responsible for doing.
- F. To do whatever is necessary to stay equal with someone or something.

22) Facing a tight deadline, getting reminded by the boss about a deadline

A) Select the two sentences that correctly describe the situation.

1. Greg is worried that Matt won't finish the report on time.
2. Matt is calling Greg.
3. Matt is almost finished.
4. The team made mistakes during this project.
5. Greg doesn't mind if the report is late.

B) Match the two parts of the sentences.

1. You're chasing me up on ...
2. When we leave these things until the last minute ...
3. We have only three days left - ...
4. I know it really looks bad, and ...
5. I'll knuckle down and ...

- A. ... are you sure you're gonna meet the deadline?
- B. ... do everything I can, Greg.
- C. ... it just gets harder for everyone.
- D. ... the report that's due in three days.
- E. ... I take full responsibility for it.

C) Match the words or expressions to their definitions.

- | | |
|--------------------------------|---|
| 1. chase up | A. Try everything possible. |
| 2. put someone in a tight spot | B. Work very hard. |
| 3. upstairs | C. Find out what is happening with something. |
| 4. pull out all the stops | D. Management. |
| 5. knuckle down | E. Give someone a difficult situation. |

23) Missing a deadline, getting 'chewed out'

A) Answer *True* or *False* to the following statements.

1. Matt's lateness caused David to be in an embarrassing situation.
2. Matt took the blame from upper management.
3. Matt's mistake might have had financial consequences.
4. Matt has made many mistakes until now.
5. David wants to know earlier if Matt is having difficulties.

B) Complete the sentences using the words in the box.

down

filing

eye

bottom

take

1. So you were late _____ that report.
2. ... and then you let me _____ ...
3. I was the one who had to _____ the blame upstairs.
4. We run on one thing only - the _____ line.
5. But now you need to keep your _____ on the ball.

C) Match the expressions with the definition. There is one you should not use.

1. to file a report
2. to let someone down
3. to take the blame
4. to bottom line
5. to keep your eye on the ball

- A. To give your attention to what you are doing at the time.
- B. To admit responsibility for some bad results.
- C. The most important part of a situation or the result of a situation.
- D. To find something unexpectedly.
- E. To deliver an official professional document.
- F. To disappoint someone.

24) Getting offered the chance to go on a business trip

A) Choose the correct answer for the following questions.

1. Where is Matt going to go?
 - A. San Diego.
 - B. London.
 - C. Frankfurt.
 - D. The HR Department.
2. When does Matt fly out?
 - A. Tonight.
 - B. Friday morning.
 - C. Saturday.
 - D. Any time he wants.
3. What does Matt **NOT** have to do at the conference?
 - A. Meet people.
 - B. Represent the company.
 - C. Make a presentation.
 - D. Show off.

B) Fill in the gaps.

1. It's a really _____ gig ...
2. I've got a _____ opportunity for you.
3. We even have an _____ transfer.
4. If you're _____, you'll fly out early on Friday morning ...
5. You can _____ on me!

C) Match the words and expressions with their similar meanings. There is one answer that you should not use.

- | | |
|--------------------------|------------------------------|
| 1. golden opportunity | A. Make yourself look great. |
| 2. seize the opportunity | B. Really cool event. |
| 3. I'm all ears | C. Take the chance. |
| 4. sweet gig | D. Delicious meal. |
| 5. show off | E. Perfect chance. |
| | F. I'm listening. |

25) Getting *told* you need to go on a business trip

A) Answer the questions by choosing the correct answer.

1. Why is it important for Matt to travel to other offices?

- A. To stop being an inconvenience.
- B. To understand why some teams perform better
- C. To visit the other team's families.
- D. To better understand how other teams work.

2. How long will Matt work there?

- A. More than a month and some time off
- B. Less than a month and some time off
- C. Three weeks with no time off
- D. Less than 3 weeks

3. Why does Matt need to talk to Diana?

- A. To get special travel permissions
- B. To check his vacation days
- C. To be a tourist in the united states
- D. To travel to the united states next year

B) Complete the sentences using the words in the box.

around

grasp

due

signed

arrangements

1. We discussed this when I _____ on.

2. You might get a better _____ of why one team asks for certain things at certain times.

3. ... and the baby is _____ next March.

4. Okay, sure, we can work _____ that.

5. ... she'll make your travel _____.

C) Match the expressions to the definitions. There is one that you do not need to use.

1. to sign on for something
2. to get a better grasp of something
3. to be due
4. to work around something
5. travel arrangements

- A. To deal successfully with a person or problem.
- B. Preparations for a journey.
- C. To officially agree to do something.
- D. To be expected or planned at a certain time.
- E. Talking to your manager in a disrespectful way.
- F. To get a clear understanding of something.

26) Asking for a promotion

A) Answer *True* or *False* to the following statements.

1. Greg is unhappy with Matt's job performance.
2. Matt feels it is unfair for him to continue working as a Level 1 engineer.
3. Matt is considering working in different companies.
4. Greg is Matt's manager.
5. Greg will talk to upper management about Matt.

B) Fill in the gaps using the words in the box. There is one that you do not need to use.

red tape raised the bar promoting leave it with me strings

1. You've _____ here, Matt, and we're very grateful.
2. Sir, I would like you to consider _____ me to a Level 2 engineer here.
3. There's a lot of _____ around promotions.
4. Well, I'll see if I can pull some _____.
5. Just _____, and I will see what I can do, okay?

C) Match the words and expressions to the correct definitions.

- | | |
|----------------------|--|
| 1. raise the bar | A. Use my connections to get something done. |
| 2. hiccup | B. Bureaucratic formalities. |
| 3. red tape | C. Make general standards higher. |
| 4. pull some strings | D. There's nothing I can do. |
| 5. my hands are tied | E. Mistake. |

27) Asking for a raise

A) Answer *True* or *False* to the following statements.

1. Matt is bothering Greg when he is busy.
2. Matt is not interested in increasing his wages.
3. Greg agrees with Matt but does not have the authority of the final decision.
4. Matt doesn't think his work is above average.
5. Matt needs to create a document in writing to show his interest.

B) Listen and complete the sentences.

1. ... and I really feel like I deserve a _____ up in salary.
2. We need to go _____ your numbers ...
3. ... before I _____ your case to the management ...
4. Just that I've gone the extra _____, sir.
5. If I'm going to go out on a _____ for you ...

C) Match the expressions to the correct definitions. There is one which you should not use.

1. a bump up in salary
2. to go over something
3. to make your case
4. to go the extra mile
5. to go out on a limb for someone

- A. To take credit for something.
- B. To make more effort than is expected of you.
- C. An extra sum of money added to someone's normal salary.
- D. To examine or look at something in a careful or detailed way.
- E. To give arguments supporting your position or ideas.
- F. To take a risk for someone.

28) Arguing with another team leader

A) Select the two sentences that correctly describe the situation.

1. Matt is being lazy.
2. Matt has too much work to do.
3. Greg's team is going to do the work instead.
4. Greg offered to do the work for Matt.
5. Greg wanted Anderson to do the work instead of Matt.

B) Match the two parts of the sentences.

1. Do you have a second to talk about ...
2. I have a lot on ...
3. I have a call with the team Seattle in ...
4. I want to be clear that this was ...
5. ... I'm going to need you to find a little time to ...

- A. ... my plate.
- B. ... fifteen minutes ...
- C. ... a real surprise ...
- D. ... answer his questions and doubts.
- E. ... the extra report ...

C) Match the words or expressions to their opposite meanings.

- | | |
|------------------------------|--|
| 1. I have a lot on my plate. | A. Joking around. |
| 2. mess up | B. To exclude some information. |
| 3. for real | C. To confuse someone's understanding. |
| 4. take into account | D. I don't have much to do. |
| 5. to be clear | E. To suit the situation. |

DIALOGUE TRANSCRIPTS

1) Phone call from recruiter to candidate (screening call)

D: Hello, is that Matthew?

M: Hi! Yes, this is Matthew. Call me Matt.

D: This is Diana calling from *Phorocell*. I [came across](#) your profile on *LinkedIn* and I was wondering if you would be interested in working with us?

M: Yes, for sure!

D: Glad to hear it! The position is for Software Engineer, and we have interview days [coming up](#) soon. Do you mind if I ask you a few quick questions about yourself?

M: No problem.

D: What was your last position?

M: I worked as a Software Engineer at *IBM* in Sao Paulo, Brazil.

D: Okay, and how long did you work there?

M: I was there for almost four years.

D: Okay great, and can I ask why you [left that position](#)?

M: I left that position to come live here, to start a new life in this country.

D: Ah okay, I see. Are you working somewhere [at the moment](#)?

M: No, not yet. I am talking to other companies but I haven't accepted any offers or anything like that.

D: Okay, well, would you be interested in coming to an interview day?

M: Yes, for sure. I would be happy to come in for an interview.

D: Okay great! I am going to recommend you for the list of candidates, and in a few days we will have confirmation of the interview dates and someone will [call you back](#). Is that okay?

M: That sounds good.

D: Do you have any other questions?

M: Yeah, I mean... Are the interview days going to be soon?

D: Yes, in the next week or two. We just need to confirm dates and times.

M: I see. Alright then!

D: Thanks Matt, I will [be in touch](#) soon!

M: Thank you very much! Bye now!

2) Phone call from recruiter to arrange interviews

D: Hi! Is that Matt?

M: Yes, it is. Can I ask who is calling?

D: Hi Matt! This is Diana from *Phorocell*. I'm head of HR here and I'm [following up](#) on a conversation we had. We spoke briefly a few days ago about a position as a Software Engineer - do you remember?

M: Ah yes, of course, haha... I have so many interviews at the moment, it took me a moment to remember the name of the company.

D: That's quite alright. We would love for you to come and participate in one of our [upcoming](#) interview days. Are you still interested in [trying out](#)?

M: Absolutely, I would be interested, for sure!

D: The first interview day this month is this Thursday the 10th.

M: Oh no, I'm afraid next Thursday I already have another interview [scheduled](#).

D: That's okay, we have another interview day coming up the following Tuesday the 15th, and the third and last interview day this month is Tuesday the 22nd.

M: Yeah, [that works](#) for me! I can be there for the second interview day. What time should I arrive?

D: The interviews start at 9.30am and we provide [complimentary](#) coffee in the cafeteria from 8am.

M: Great, that sounds perfect.

D: Can I just give you a quick [breakdown](#) of the interview day?

M: Sure.

D: You will have a total of three interviews, each with a maximum duration of 45 minutes. You will meet myself and several of the team leaders here in the company, so we can really see if you are a [good fit](#) for the team. Okay, so we will see you on Tuesday the 15th!

M: Thanks, see you then!

3) Phone call offering job to candidate

G: Hey Matthew, this is Greg. How are you?

M: Good, good, thanks.

G: Not too tired after our interview day yesterday? I know we had you [fill in](#) a lot of forms.

M: Haha, no I'm fine. I mean it was [a long day](#), but it was good and it was productive.

G: Yeah, absolutely. Listen, [I have some good news](#)! The reason I'm calling you is to offer you the position. Congratulations! After the interview, we all agreed that hiring you was [a no-brainer](#), you really [stood out from the crowd](#) and we would love you on the team.

M: Okay, that's great news. I'm just waiting to get news from a different interview I had first before I accept your offer. I didn't want to [put all my eggs in one basket](#). Would it be possible to get back to you in one or two days to confirm with you?

G: Sure, that's fine. I completely understand. Just [get back to us](#) before the end of the week and we can [go from there](#)!

M: Alright, thanks. I will be in touch as soon as possible.

4) First day induction

G: Hey, welcome aboard! Welcome to the team Matt!

M: Thank you! It's great to be here!

G: So, let's get you [set up](#) first with a keycard so you can get into the building, and then we'll find you a space in the fridge. Do you bring your own food to work?

M: Well not today, but occasionally I do, when I know it's gonna be a working lunch, haha!

G: Haha, I know what that's like! Well, there's plenty of space in the fridge, but always remember to label any food with your name and the date, because if you leave stuff too long or forget about something, the cleaning staff [throw it out](#).

M: [I'll keep that in mind](#).

G: Well, first I want you to go to HR and get your username and your logins all set up, and after that I want you at the first team meeting at [11:00 sharp](#).

M: Where is the first meeting?

G: The first meeting is in the conference suite. We have to [touch base](#) with the other offices today.

M: Ah okay, which offices?

G: London, Seattle and Frankfurt. In the meantime, I'd love to give you [the grand tour](#) but I'm afraid I've [got my hands full](#) at the moment. But please, take some time to [learn your way around](#) the office and where everything is after you go see HR.

M: Okay, thanks. I better get to HR, then. See you later!

5) At the coffee machine

D: Hey, how's it going? Are you new at the company?

M: Yeah, actually this is my first day. Is it that obvious?

D: Haha, no, I just haven't seen you before and wanted to [break the ice](#), that's all. My name is David.

M: Hi, I'm Matt. So, how long have you been working here?

D: Em, about 10 months now... yeah, almost a year already. I started in March last year.

M: Cool. How did you find it in the beginning?

D: There's a lot to learn and a lot to get used to in the beginning. But after a few weeks you really get used to the workload, and it's [smooth sailing](#) from there. And the salary really makes it worth it, haha...

M: Haha, yeah, I have no complaints [in that department](#).

D: Hey, I got my coffee, time for me to [roll up my sleeves](#) and [get to work](#)! Catch you later!

M: See you around!

6) First weekly meeting (self-introduction)

G: So as you all know by now, we have a new team member with us today.

Matt, sorry to put you on the spot but would you like to say a few words about yourself?

M: Sure, I'll do my best, haha. I'm Matthew, but you can call me Matt. I've been working as a software engineer for five years, give or take a month or two. I was very fortunate to land a great position straight out of university and I stayed there for several years and learned the ropes. I was dealt a great hand at the start of my career, but it was time to move on and now I'm here to start a new life with my wife and daughter. I hope to gel with the team quickly and lend a hand wherever I can. I wanna be someone people are happy to work with, and I'm sure we can do great work together.

G: Terrific! Thanks Matthew - I mean, Matt!

So as previously discussed, we are pushing ahead to meet the deadline for this current client. They have been nervous about the lack of progress so far. They have been calling me for daily updates and I really need something concrete to tell them ASAP. Apart from that, make sure you all talk to Diana in HR about your missing holiday days. You gotta use them or lose them, okay.

Alright moving on...

7) Receiving and confirming instructions from boss

M: Hey Greg!

G: Hey Matt. You survived your first day then?

M: Yes, pretty easy so far - just getting settled in. I just wanted to confirm some of the finer details about my hours and assignments if that's okay.

G: Of course! [Shoot!](#)

M: So, just to confirm... on Mondays and Tuesdays, I'm on [flexitime](#). As long as the eight hours of work is done, I can start when I want, is that correct?

G: Yup, that's right. It's a real [perk](#) of the job!

M: And on Wednesdays and Thursdays you need me to [clock in](#) at 11am and [clock out](#) at 7pm.

G: Yes, we need you to be in the office a little later on Wednesdays and Thursdays because we have meetings with people in different time zones. That's just the time that [suits everyone](#) - and I have to [be up-front](#), from time to time we [end up](#) doing a [graveyard shift](#) until we get everything straightened out. If we have a problem, for example, then we have to stay on a little more, or a lot more, just to get everything done. But I'm sure you know how it can be.

M: Yeah, absolutely, I totally [get it](#).

G: For the moment, we want you to observe the meetings to [get a feel](#) for things. You won't have to make any presentations for a few weeks.

M: Okay. Can I just confirm the basic assignments I have?

G: [Go right ahead](#).

M: So, I will be working with Anderson's team on the upcoming update to the client's main software, working out the small details, right?

G: Yes, I want you to keep in contact with him and the team. Try to give them support as you start to fit into the project. I know it's not ideal for you to start in the middle of a project like this, but if you can just give Anderson and the team a hand, that would be perfect.

M: Okay. Does giving them support mean helping out with tech support sometimes?

G: Yes, it does - not that often but it can happen, and it will always be in the afternoon period, as other time zones wake up - so, only after 2pm. Giving

tech support in this way really helps you get to know the company. I know you have some experience in that area.

M: Okay, just checking. So let me confirm... I will work with Anderson and his team, helping out where I can, and then I can clear a few tech support tickets after 2pm to help out.

G: Yes, that's exactly right.

M: Okay, thanks so much. I just wanted to [double-check](#) everything with you to make sure I know what I'm doing. See you tomorrow.

G: Get a good rest, Matt!

8) Encouraging chat from boss

We join Matt in his second week at the company...

G: Hey Matt.

M: Hi, Greg.

G: Could you [join me](#) in my office for a second?

M: Sure.

[They go into the office and the creaky door shuts behind them.]

G: So, I just wanted to [catch up](#) with you... how have things been going?

[Matt sighs deeply.]

M: It's been a challenge, for sure. The systems and processes here are a lot to [take in](#) and there's so much to learn. I'm finding it pretty stressful just getting used to working at such a [high pace](#).

G: Yep, I know what it's like! I was once [in your shoes](#) - and yeah, it was tough, but you know we all get [thrown in the deep end](#) in the beginning and we all [get through it](#). And I know you will too.

M: Yeah, thanks. I hope my performance has been [up to scratch](#).

G: It's been great! In fact, you've [exceeded our expectations](#). I know [things are a little messy](#) right now, with you dividing your time between two projects, both of which are [on the tail end](#) - but just [hang in there](#), okay! Just a few more weeks and we will be onto the next client and starting a completely new project.

M: Oh, you know, [it's no big deal](#). I've been through this before in previous jobs. Sorry if I [seem a little down](#) today. It's just [been a long day](#), that's all. It's true this new position is a real challenge and it's a little tough right now, but I will get through this, for sure. I really appreciate you taking the time to chat about it, though.

G: Yeah, I will have a chat with the guys as well. We [look out for each other](#) here. We [have each other's backs](#).

M: Okay, I appreciate that.

G: Listen, why don't you [finish up](#) early today and come back in fresh tomorrow?

M: Really? You mean I can go?

G: Yeah, sure. Go on, [get out of here!](#)

M: Haha, okay! [You don't have to ask me twice!](#)

9) Tech support call

M: Good morning, this is Matt from *Phorocell*. How can I help you today?

S: Yes, hello... My credit card machine isn't working!

M: Okay, one second... Let me just get some details from you and we will fix it together, okay?

S: Okay.

M: Let me just get your full name and account number.

S: Sure, my name is Sally Smith and I'm calling you from a business account.

This is *Express Pizza Parlor*. It's right in the center of town.

M: Okay, could you please give me the business account number?

S: Ah shit yeah, lemme see... it's here somewhere, just a sec.

M: [No rush](#), ma'am. Take your time.

S: Alright, got it. It's 890-7768-3454.

M: Okay, thank you, I'm [pulling up](#) your account now... And I have it. So, what's the main problem?

S: Well, it's like I told you... My credit card machine is not working!

M: Okay, let me just check your line. I can do a reset on the system and get back to you in a few minutes. Is there a number I can [reach you](#) on? Can I [call you back](#) on this number? 887544112?

S: Yeah, you can call me on that number.

12 minutes later...

M: Hi Sally, it's Matt here. So I just finished rebooting and reconnecting your line. Can you check whether the machine is working now?

S: Yeah, okay one sec... No, it's still not working!

M: Ah, okay, hum.... Well, what else can you tell me? What can you see? There's an error message, right?

S: Yeah, the main screen just keeps giving me an error message.

M: Hmm, okay. Are all of the cables attached securely?

S: What do you mean?

M: Well, apart from the power cable, is the ethernet cable connected correctly?

S: What, ohh, wait, I see... That cable wasn't even [plugged in](#)... Oh my god, I'm so sorry, I'm so silly, I just didn't see the second cable. I never use this machine usually, I'm sorry for bothering you.

M: Oh okay, haha, that's alright. Is it working now?

S: Yes, I can see the main screen is back to normal. I feel like such a dunce. I really should have seen that.

M: Well, it's working now. That's the main thing. Is there anything else I can help you with today?

S: No, that's everything. Thanks Matt.

M: Okay, have a good day.

10) Customer support call (polite and happy)

J: Hello?

M: Hello, this is Matt from *Phorocell*. How may I help you?

J: Yes, I'd like to get my service speeds upgraded, but I'm having problems logging in. Could you [help me out](#)?

M: Sure, let's see. I just need to get a few details from you and we should be able to get this sorted out. What is your account number and the email associated with your account?

J: Okay. Let's see... Hmm, I'm just checking the contract here...

M: Yes, the account number in is the top right hand corner.

J: Ah, okay yes I see it. Ah okay, the number is 786990328. And the email is Jordans@gmail.com.

M: Thank you, sir. Let me see... Alright, there was a bug on our upgrade page. I'm so sorry about this.

J: Oh, that's okay, is it going to take long?

M: No, no, let me just quickly reload the page, and yeah... okay it should be working now!

J: Okay, great, thanks a lot.

M: Everything should be working all okay now, but if anything happens just call me back here on this number, okay!

J: Alright man, thanks a lot!

11) Customer support call (angry and unhappy)

L: Hello? Yes? Who am I speaking to? Every time I call you guys I get someone else.

M: Hello, sir. My name is Matt. I know I'm new, but I'm here to give you continued support [from now on](#) to make sure we get this done.

L: Well I damned well hope so. It's been three weeks with this problem, and I've been calling and calling to try to get this fixed. [I've had it up to here](#) with you people.

M: Okay, sir. I can appreciate you feel upset.

L: You're damn right I'm upset! You guys make these big tech promises, promising to save me time in my business, when to be honest you're actually doing the complete opposite!

M: I understand. [You have every right to complain](#), sir. But please, I am new to the situation let me evaluate it a little first. ... Okay, I'm pulling up your file now. Your surname is Goggins with two letter 'G's in the middle.

Lloyd sighs impatiently.

L: Yes, Goggins with two 'G's in the middle.

M: Yes, I see your first support ticket. Level 1 support didn't know how to fix it so they [sent it up the ladder](#), and I see Level two got most of your problem solved, but there were some last details that needed my level of administrator permissions to enable.

L: You got it.

M: Okay, and done. The last permissions were done by myself and double-checked. You should be getting normal service with the internet and wifi with all your equipment. I really hope you will accept our apologies and call me back directly on this number.

L: What's the number? One second let me grab a pen and write this down. If I call this number, will I reach you directly or just get some machine?

M: No, this is my direct line, sir.

L: Right.

12) Passing on information

D: Hello, yes... This is David from the *Phorocell* office in Seattle. Is Greg around?

M: Hiya, one sec, lemme check.

Matt gets up and calls for him. In the background we hear:

M: Has Greg gone home for the day?

Back on the phone:

M: I'm sorry, I'm afraid he's left the office for the day and won't be back until tomorrow.

D: Oh really? I thought you guys were able to stay on a little later on Wednesdays and Thursdays.

M: Yeah, we usually do. I don't know what to tell you - Greg must have thought there was nothing urgent left to do.

D: Man, I really need him now. You don't happen to have his WhatsApp number do you?

M: I do actually... *[sounding reluctant]*

D: I hate to ask, but it's kind of urgent. I really just have to get him on the phone just for five minutes and get this over with. There's just one thing I really need to check with him.

M: Okay, let me see.

D: If I give you my number can you send me his contact on WhatsApp?

M: I should probably run it by him first...

D: No time for that! Trust me, you won't get into any trouble. Me and him are like this...

M: Sure. What's the number?

D: 001897445363.

M: Ok, so that's 001897445363.

D: Yeah, okay. Just one moment, I have my phone right here....

M: Okay, I just sent you his contact. He's not gonna be super happy about getting an out of hours phone call about work, but if you say it's urgent...

D: This isn't out of hours, though! And yeah, I'm really working against the clock here.

M: Okay, if you say so.

D: Alright, thanks a bunch! I gotta go now.

M: Good luck.

13) Giving updates about customer situation

G: Hey Matt, what happened in the end with the guy a few days ago? Why was he so annoyed?

M: Well, we came across a new problem - a problem we've never had before. And in this case, it prevented him from processing new sales and processing orders from his new customers. Level 1 Tech Support didn't know how to fix it, but it took them a while to [figure out](#) that they didn't know how to fix it and to send the problem to Level 2. So we kind of [dropped the ball](#) with how quickly his ticket was processed and when his ticket was sent to Level 2, it was sent to the end of the queue and not given priority.

G: So that's why it took so long?

M: Well, yeah, but because it was a new problem, something we weren't expecting, Level 2 actually needed some administrator permissions from me, a team leader, to make the final changes.

G: So what about this problem? Has anyone else reported a problem like that?

M: No, not that we know of. But we are already looking into a system update that will take care of it in the future.

G: Oh, that shows a lot of [initiative](#). That's great Matt!

M: Haha, sure...

G: Okay, and the other support call you took?

M: Haha, yeah... That was just a silly problem. She just didn't have all the cables plugged in and connected. I reset her connection and everything but in the end but it was simply a [minor issue](#).

G: Okay, great. Moving on...

[Fade out.]

14) Small talk

M: Morning Greg! How are you?

G: Hey Matt, how's it going?

M: Good. How was your weekend?

G: It was good yeah, nice and relaxing.

[A pause. Sounds of both of them making a coffee and sitting down at a table.]

G: So, did you do anything nice at the weekend?

M: No not really, with all this bad weather, I just chilled out at home with the family

G: Yeah I know, it's really cold and rainy recently. But it's supposed to get better tomorrow. How are your kids?

M: Haha, I only have one girl now. She's great. She started her new school a few weeks ago and has really settled in. Do you have any kids yourself?

G: Me no, haha, I don't have any kids.

M: Did you get up to anything nice this weekend?

G: Yeah, well, I binge-watched the final season of *Breaking Bad*. I really love that series - I just get hooked and wanna watch the next episode. The new breaking bad movie is coming out in a couple of days.

M : Haha sounds cool, I'm gonna look for it then.

[Small pause. We hear them putting down the coffee cups on the table.]

G: Alright, we better get started.

M :Alright, let's have a good one.

[Sound of them getting up from the table.]

15) Stand-up meetings

G: Alright, time to [get down to business](#). In case you've never had a stand up meeting, then the idea is just to touch base and keep things brief. We stay standing so we can quickly communicate where we all are, and make sure we're all [on the same page](#). We focus on three questions: What did you do yesterday? What is your objective today? What is your biggest obstacle to your objective today? Let's [aim for](#) no more than two minutes each, alright. So, Matt... Since it's your first week, would you mind going first?

M: Not at all. Hey guys!

[Chorus of hi and heys from the team]

M: So, yesterday I took care of the new problem in the system. I was able to give the admin permissions to make the changes in the system and resolve the customer's problem. Today, my objective is to get started on the system update to prevent this problem from happening again, because this ended up costing the customer money. I think our legal department is already in contact with him. My main obstacle is that I don't know exactly who from the team is able to work with me on the update.

G: Ah yes, okay, let me look at the schedule and I will find some way to [free someone up](#) to help you with this. Okay, next up is, uhhh... Alice! What news do you have?

[Alice starts to speak, and then fade out.]

16) Monthly meeting

G: Okay, [listen up](#) everybody! The monthly meeting is really in part a social event as well as a business event! At the company we really see this monthly meeting as a chance for all the different departments to [meet and greet](#) and get to know each other. I know you guys sometimes see each other in the corridors, but this is a real chance to meet and chat.

We are going to have two relatively short meetings with a 20-minute coffee and biscuits break - or other snacks and refreshments... One of the perks, I guess: nice food, keeps you guys from [bailing out](#) on the meeting.

[Everybody laughs.]

The first meeting is in 15 minutes in the main meeting room. We will be on Skype with the Seattle and London offices at the same time. We all get turns to speak and present, so remember: nice [etiquette](#) on Skype, haha... just ask for a turn to speak. It's really easy to interrupt someone when we have a little delay, so wait a sec and make sure it's your time to talk. A good idea is to [take notes](#) as you are listening and then ask questions after.

17) Asking for clarification at a meeting

G: Hey Matt, can you tell me about the new update?

M: Yes, we've made great progress and we are 95% done!

G: Great, nice to have good news for the other teams! Okay, so does anyone have any questions?

M: Yes, I have a few things I'd like to [bring to your attention](#) and clarify something. Can I just ask you to have a look at page five of the contract - the part about the use of the customer data. I think we might be breaching data protection laws.

G: Seriously?

M: Yes, seriously, breaches of the new data protection laws can include fines, and pretty big ones at that. So what are we gonna do about it?

G: [Hang tight](#). I'll [raise the concern](#) with our legal team. Thank you for pointing it out, you've got [a good eye](#). Let's be discreet about this, though... [It doesn't leave this room](#), got it? I don't want everyone in a panic about the law.

M: Understood.

18) Arriving late and asking for a favor

G: Hey man, listen I'm on my way but I'm not gonna make it on time. Why don't you just get started without me and I'll be there a few minutes late.

M: Why, what's up?

G: Well, I'm just stuck in traffic. I don't know what happened up ahead - some kind of accident. I don't think it was serious, but traffic isn't getting any better!

M: Ah, okay. Wouldn't you like us to [hold off](#) on the meeting until you arrive?

G: No, no, no need to do that. Could you [fill in](#) for me until I get in?

M: Sure, I can do that. How should I [kick off](#) the meeting?

G: Well, give them the data and the breakdown from the previous six months. That should take you about 15 minutes. I should be there by then.

M: So I can just [go through](#) the main data from the past six months and you'll [pick up](#) from where we are when you get here?

G: Yeah, listen [don't sweat it](#). It's the first meeting of the week. Mondays are always a [slow starter](#) day!

M: Okay, see ya soon, boss!

19) Disagreeing with someone about a plan (polite)

G: So I think in six weeks we could wrap it all up.

M: Sorry to interrupt, but I have to respectfully disagree. I think you're underestimating how long it's going to take to get everything signed off before we can even take action.

G: Well, I hear you there, but I have some connections that I think could help speed up the process.

M: It's just that I think we might be putting the cart before the horse. If I understand correctly, the plan is to start building these new programs before we have a strategy for how we're going to implement them. If you don't mind me saying, I think it's a long shot and we need to have a big picture first.

G: Listen, Matt. I know you wanna do things by the book, and I respect that. But we have to get this technology off the ground before our competitors do, otherwise we'll be facing an uphill battle for the rest of the year. It's a cut-throat business.

M: I understand your position. How about we build a beta version, first? Then we could have a realistic understanding of what we have on our hands, before backing ourselves into a corner. And we can really hone in on the strengths of the technology. Does that sound like a decent compromise?

20) Asking for time off

M: Excuse me, can I just check exactly how many vacation days I have left?

D: Yeah sure, let me see, I can just check here... You are entitled to nine more days off this year.

M: Okay, that's fantastic. Would it be possible for me to take that [time off](#) during the last week of November?

D: It looks like that week's [booked out](#) already. The following week is available, though. Does that work for you?

M: I suppose that'll have to do. You can [pencil me in](#) for those dates, but I'll have to get back to you. I don't know if we have any big meetings that week and I don't want to [rock the boat](#) by missing any big ones in my first year.

D: I wouldn't worry about that. Management are usually pretty easygoing about holidays as long as you [put in your hours](#) when you're here.

21) Making a quarterly plan with the team

G: Right, now that everyone's here, let's get down to business, shall we... We have four major projects this quarter. I want to make sure that everyone's [doing their part](#) and no one's [slacking off](#). Matt, this quarter I'm going to give you more responsibility. Do you think you can [keep up](#) with some of the Level 2 engineers?

M: Yes, I have no problem with that.

G: You realize that they are often working on up to four or five projects at once? There's no let up and no excuses.

M: I can [take on](#) extra work. No problem.

G: Alright, Sally... Do you have a timeline for the first project? Where do we stand with that supplier contract?

[Fade out.]

22) Facing a tight deadline, getting reminded by the boss about a deadline

G: Hey, so you know why I'm calling, right?

M: I do. You're [chasing me up](#) on the report that's due in three days.

G: When we [leave these things until the last minute](#) it just gets harder for everyone.

M: I know, yes..(interrupted)

G: It just [puts me in a tight spot](#), because [upstairs](#) just [puts me under pressure](#) and then we have to have conversations like this. We have only three days left - are you sure you're gonna [meet the deadline](#)?

M: Yes, I know it really looks bad, and I take full responsibility for it. Some of the ideas we had were not the right ones and I should have seen that earlier.

G: The fact is you're way [behind schedule](#). Just [pull out all the stops](#) and get it done, okay - it's really critical.

M: I'll [knuckle down](#) and do everything I can, Greg.

23) Missing a deadline, getting 'chewed out'

L: Matt, we need to talk. Come with me.

M: Yes, sir.

L: So you were late [filing that report](#), and that made me look bad. I told the upper management you were the guy for this, and then you [let me down](#), Matt. I was the one who had to [take the blame](#) upstairs.

M: I apologize, sir. [It won't happen again. You have my word.](#)

L: Your word? You think I give a damn about *your word*? Let me remind you, Matt, that this business doesn't run on words. We run on one thing only - [the bottom line](#). And you could have cost us, [big time](#).

M: Sir, my wife... she's pregnant again and I have been so busy... I know it's not an excuse.

L: Oh, come on. Who do you think I am? Luckily for you, Matt, it didn't cost us a client this time. But it still made me look bad. Matt, look, we all mistakes, and up until now this is your only one. But now you need to [keep your eye on the ball](#). Let me know earlier if things get off track. I'm here to help - just be a team player.

M: Yes sir, I understand. It won't happen again.

L: See that it doesn't. Alright Matt, you can get back to work now.

24) Getting offered the chance to go on a business trip

G: Hey, I just came out of a meeting with the San Diego office. I've got a [golden opportunity](#) for you and I think [you'd be crazy](#) not to [seize it](#).

M: [I'm all ears](#)... [Tell me more](#)!

G: Our San Diego office is having a big marketing event. They want to promote the company but it's also important for recruitment. They want as many of our team leaders to be there as we can afford to send.

M: Okay, sounds interesting.

G: It's a really [sweet gig](#) - an all expenses paid trip with hotel flights and everything. We even have an airport transfer.

M: Wow, where do I sign? Haha...

G: Great, I'm gonna take that as a yes!

M: Yeah, I'm interested. When is it?

G: This weekend. If you're [up for it](#), you'll fly out early on Friday morning and be at the event all day Saturday.

M: Okay, cool, so what do I have to do? Is there any work or meetings?

G: No, no, nothing like that at all, just meet and greet with the people at the event, and of course, represent the company. It's a real big event for the HR department, they are trying to attract the best and brightest to the company and we need you to [show off](#)!

M: [You can count on me!](#) I'll get packed tonight.

25) Getting told you need to go on a business trip

G: So as you know, just as in any international company, all of the team leaders here are required to travel to the other offices and meet the other team members personally.

M: Yes, I remember. We discussed this when I [signed on](#).

G: When we work in the same offices we really do reach greater levels of understanding of each other's experience. You might get a better grasp of why one team asks for certain things at certain times. You might feel some things are nothing more than inconveniences to you now, but you'll have a chance to see from another perspective and see why things happen as they happen. All I need is to get a clear idea of which dates are best for everyone.

M: Well, as I mentioned to you before, my wife is expecting another baby, and the baby is due next March. That's four months from now, so obviously it would be best for me to go before that.

G: Oh yes, congratulations! Boy or girl?

M: We don't know yet. We want it to be a surprise.

G: Okay, sure, we can [work around](#) that. I'm just checking the possible dates in the system, and yes, you could go to Seattle in six weeks' time, where you will work for three weeks and then get a few days off back here. How does that sound?

M: Yeah, great. I mean it's a lot of travel, but I'm sure it will be fun.

G: Have you ever been to the United States before?

M: Yes, but only as a tourist. I've never worked there.

G: You're in for more than one surprise, then! So if you could make an appointment online with Diana in HR to get your travel visa, she'll make your travel arrangements.

26) Asking for a promotion

Matteo has been a Level 1 Software Engineer at the company for six months.

[Matteo Knocks on door of manager's office.]

G: Hey Matt, can I help you with anything?

M: Hey Greg, do you have a moment to talk?

G: Sure, come on in, take a seat. What's on your mind Matt?

M: Well, as you know, I've been working here for six months now and all the feedback about my performance has been very positive.

G: That's true. You've raised the bar here, Matt, and we're very grateful.

M: Yes, and I have been working as a Level 1 Software Engineer, when I often get assigned tasks that are just as difficult as Level 2 tasks. Once or twice I was even helping out some of the Level 2 engineers. Sir, I would like you to consider promoting me to a Level 2 engineer here.

G: Well, Matt, of course you have done really well in your first few months, with only the one hiccup, but as always it's not as simple as that. There's a lot of red tape around promotions. First I have to get confirmation from upper management and get the green light from them, and then we need a vacancy to open up in order for you to fill the position.

M: I understand, Greg. There are a lot of hoops to jump through before we can make it happen. But sir, you know as well as I do that I'm as good as any of those other Level 2 engineers - better, even.

G: I know, Matt. Well, I'll see if I can pull some strings. But I think my hands are tied on this one.

M: In that case, I'd better let you know that I have one or two interviews with other companies. Just keeping my options open.

G: I hear you, okay. I know what you mean about the quality of you work. I think you could be Level 2 as well. Just leave it with me, and I will see what I can do, okay?

M: Alright, Greg. You have yourself a pleasant evening. Don't work too hard up here.

G: See you tomorrow, Matt.

27) Asking for a raise

Matt has been a Level 1 Software Engineer at the company for ten months.

[Matteo Knocks on door of manager's office.]

M: Hi Greg, I was wondering whether you were free for a quick chat?

G: For you, Matt, of course I've got time. Make yourself comfortable.

M: Thank you, sir. Well, [it's like this](#)... I've been working really hard for almost a year now, and I really feel like I deserve a [bump up](#) in salary.

G: I thought as much. How much were you thinking, exactly?

M: I think a 5% raise on top of the usual annual rise for inflation is fair.

G: Well, I'm not saying no. But I'll have to get this [signed off](#) by the [higher-ups](#), you see. We need to [go over](#) your numbers and [check off all the boxes](#).

M: Yes sir, I get the idea. Everything has to [be in order](#).

G: Is there anything I should know before I [make your case](#) to the management, Matt?

M: Just that I've [gone the extra mile](#), sir. And I think that [counts for something](#).

G: It does, indeed. Just do me a favor and put this request in writing before the end of the day, alright? If I'm going to [go out on a limb](#) for you, I want it to be clear that you're serious.

M: You got it, sir.

28) Arguing with another team leader

M: Hey Greg, sorry to interrupt. Do you have a second to talk about the extra report that you need me to finish this week with your team members? It's just that it's a little too much for me at the moment. [I have a lot on my plate](#). I have five things to do already, and now it feels like I have just one thing too many to try to do in one week.

G: What? Are you for real? But Matt, we already discussed this and last Wednesday you agreed to it in the meeting... and now you're just changing your mind?! That's going to [mess up](#) my whole week.

M: I know Greg, and I take full responsibility for that, but I didn't [take into account](#) everything else I have going on at the moment and how much extra pressure this puts on me and the team.

G: Well, okay. Let me get back to you about this later. I have a call with the team Seattle in 15 minutes, okay?

M: Alright, look... I'm sorry to have to ask you to do this, and I apologize for my mistake, okay.

ONE DAY LATER...

G: Hey Matt, how are you? All okay? Look, I'm just getting back to you and okay, I can get that report done with my team members this week, but I want to be clear that this was a real surprise and I don't really want it to happen again. I realize you haven't been with the company that long but next time make sure you are clear about the workload, okay?

M: Thanks a lot Greg, I'm really sorry and I apologize, it won't happen again.

G: Alright, make sure to send on the right basic data reports to my team member as quick as you can so can both get started. If my team member Anderson has any questions or doubts about the original basic data reports I'm going to need you to find a little time to answer his questions and doubts.

M: Sure, no problem at all!

G: Okay, thanks. Talk to you soon.

VOCABULARY, PHRASAL VERBS, AND IDIOMS

Note on vocabulary: Some of these words are essential business terms, some are incidental vocabulary, and some (near the beginning) are key vocabulary for pronunciation purposes. The vocabulary for pronunciation purposes have been indicated as such.

Note on phrasal verbs and idioms: In the case that the phrasal verb or idiom was used in a form other than its base form (e.g. its continuous form) we have used the base form first, followed by how it appears in the dialogue (in square brackets).

Dialogue #1

Vocabulary

- LinkedIn (pronunciation)
- worked (pronunciation)
- accepted (pronunciation)
- candidates (pronunciation)
- in touch (pronunciation)

Phrasal Verbs

- come across [came across]
- come up [coming up]
- call (someone) back [call you back]

Idioms

- to leave a position [left that position]
- at the moment
- to be in touch [I will be in touch]

Dialogue #2

Vocabulary

- upcoming
- scheduled
- complimentary
- breakdown

Phrasal Verbs

- follow up [following up]
- try out

Idioms

- that works
- A good fit

Dialogue #3

Vocabulary

- productive

Phrasal Verbs

- fill in
- get back to (someone)
- go from here/there

Idioms

- a long day
- have some good news
- a no-brainer
- stand out from the crowd [stood out from the crowd]
- put all your eggs in one basket [put all my eggs in one basket]

Dialogue #4

Vocabulary

- keycard
- conference suite

Phrasal Verbs

- set up
- throw (something) out [throw it out]

Idioms

- I'll keep that in mind.
- (X) o'clock sharp [11:00 sharp]
- touch base
- the grand tour
- got/have my hands full
- learn your way around

Dialogue #5

Vocabulary

- workload

Phrasal Verbs

- get to work

Idioms

- break the ice
- smooth sailing
- in that department
- roll up my sleeves

Dialogue #6

Vocabulary

- deadline
- client

Phrasal Verbs

- straight out of (something/somewhere) [straight out of university]
- move on
- gel with
- push ahead [pushing ahead]

Idioms

- put someone on the spot [put you on the spot]
- give or take
- land a position [land a great position]
- learn the ropes [learned the ropes]
- dealt a/an (adj.) hand
- lend a hand
- something concrete
- ASAP
- use (it/them) or lose (it/them)

Dialogue #7

Vocabulary

- flexitime
- perk
- up-front
- double-check

Phrasal Verbs

- clock in
- clock out
- end up
- get it
- go (right) ahead

Idioms

- Shoot!
- suit(s) someone [suits everyone]
- graveyard shift
- get a feel

Dialogue #8

Phrasal Verbs

- catch up
- take in
- get through it
- look out for (someone / each other)
- finish up
- get out of here

Idioms

- join me
- high pace
- to be in someone's shoes [in your shoes]
- thrown in the deep end
- up to scratch
- exceed expectations [exceeded expectations]
- (things/the situation) is/are messy [things are a little messy]
- on the tail end
- hang in there
- it's no big deal
- a little down
- to have someone's back [We have each other's backs.]
- You don't have to ask me twice.

Dialogue #9

Vocabulary

- rebooting
- dunce

Phrasal Verbs

- pull up [pulling up]
- plug in [plugged in]

Idioms

- no rush
- reach someone [reach you]

Dialogue #10

Vocabulary

- service speeds
- upgraded

Phrasal Verbs

- Help (someone) out [help me out]

Dialogue #11

Vocabulary

- escalated

Phrasal Verbs

- from now on

Idioms

- I've had it up to here.
- You have every right to (complain)
- send up the ladder

Dialogue #12

Phrasal Verbs

- stay on

Idioms

- get this over with
- run something by someone [run it by him]
- we're *like this* [me and him are *like this*]
- out of hours
- working against the clock

Dialogue #13

Vocabulary

- initiative
- minor issue

Phrasal Verbs

- figure out

Idioms

- drop the ball [dropped the ball]

Dialogue #14

Phrasal Verbs

- come out [coming out]

Idioms

- get hooked
- get started

Dialogue #15

Vocabulary

- obstacle

Phrasal Verbs

- aim for
- free someone up

Idioms

- get down to business
- on the same page

Dialogue #16

Vocabulary

- etiquette

Phrasal Verbs

- listen up
- bail out

Idioms

- meet and greet
- take notes

Dialogue #17

Vocabulary

- breaching

Phrasal Verbs

- bring to someone's attention [bring to your attention]

Idioms

- hang tight
- raise the concern
- a good eye
- It doesn't leave this room

Dialogue #18

Vocabulary

- data

Phrasal Verbs

- hold off
- fill in
- kick off
- go through
- pick up

Idioms

- Don't sweat it.
- slow starter

Dialogue #19

Vocabulary

- connections

Phrasal Verbs

- sign off [signed off]
- speed up
- hone in (on something)

Idioms

- wrap something up [wrap it all up]
- I hear you
- put the cart before the horse
- a long shot
- big picture
- by the book
- get (something) off the ground
- face an uphill battle
- cut-throat
- back someone into a corner [backing ourselves into a corner]

Dialogue #20

Phrasal Verbs

- booked out
- pencil in

Idioms

- time off
- rock the boat
- put in your hours

Dialogue #21

Phrasal Verbs

- keep up
- let up
- take on

Idioms

- doing someone's part [doing their part]
- slack off [slacking off]

Dialogue #22

Phrasal Verbs

- chase up [chasing up]

Idioms

- leave something [these things] until the last minute
- put someone in a tight spot
- upstairs
- put someone under pressure
- meet the deadline
- behind schedule
- pull out all the stops
- knuckle down

Dialogue #23

Phrasal Verbs

- file a report [filing that report]
- let me down

Idioms

- take the blame
- It won't happen again.
- You have my word.
- the bottom line
- big time
- keep your eye on the ball

Dialogue #24

Phrasal Verbs

- up for it
- show off

Idioms

- golden opportunity
- you'd be crazy
- seize the opportunity [seize it]
- I'm all ears
- Tell me more.
- sweet gig
- You can count on me!

Dialogue #25

Phrasal Verbs

- sign on [signed on]
- work around (something)

Dialogue #26

Vocabulary

- hiccup
- promotion

Phrasal Verbs

- leave it with me

Idioms

- take a seat
- on someone's mind [on your mind]
- raise the bar [raised the bar]
- red tape
- get the green light
- hoops to jump through / jump through hoops
- you know as well as I do
- pull some strings
- my hands are tied

Dialogue #27

Vocabulary

- higher-ups

Phrasal Verbs

- bump up
- go over

Idioms

- it's like this...
- check off all the boxes
- to be in order
- make a case
- go the extra mile
- count for something
- go out on a limb

Dialogue #28

Phrasal Verbs

- mess up

Idioms

- I have a lot on my plate.
- take into account

ANSWER KEY

Exercise (1A)

- (1) B
- (2) C
- (3) D

Exercise (1B)

- (1) coming
- (2) left
- (3) at
- (4) back
- (5) touch

Exercise (1C)

- (1) D
- (2) A
- (3) F
- (4) E
- (5) B

Exercise (2A)

- (1) Thursday 10th
- (2) Tuesday 15th
- (3) Tuesday 22nd
- (4) 9:30

Exercise (2B)

- (1) briefly
- (2) upcoming
- (3) scheduled
- (4) breakdown
- (5) good fit

Exercise (2C)

- (1) E
- (2) D
- (3) C
- (4) B
- (5) A

Exercise (3A)

- (1) True
- (2) False
- (3) True
- (4) False
- (5) False

Exercise (3B)

- (1) fill in
- (2) stood out
- (3) eggs
- (4) go from there

Exercise (3C)

- (1) B
- (2) E
- (3) A
- (4) F
- (5) C

Exercise (4A)

- (1) Getting his keycard.
- (2) Going to HR to get his logins set up.
- (3) Learning his way around the office.
- (4) Going to the team meeting.

Exercise (4B)

- (1) C
- (2) E
- (3) B
- (4) A
- (5) D

Exercise (4C)

- (1) C
- (2) E
- (3) D
- (4) A
- (5) F

Exercise (5A)

- (1) D
- (2) B
- (3) A

Exercise (5B)

- (1) break
- (2) used to
- (3) workload
- (4) salary
- (5) roll up

Exercise (5C)

- (1) D
- (2) B
- (3) A
- (4) F
- (5) E

Exercise (6A)

- (1) D
- (2) C
- (3) A

Exercise (6B)

- (1) the spot
- (2) learned the ropes
- (3) hand
- (4) great work
- (5) pushing ahead

Exercise (6C)

- (1) D
- (2) A
- (3) B
- (4) E
- (5) C

Exercise (7A)

- (1) False
- (2) True
- (3) True
- (4) False
- (5) False

Exercise (7B)

- (1) perk
- (2) clock
- (3) suits
- (4) sorted
- (5) out

Exercise (7C)

- (1) D
- (2) F
- (3) C
- (4) A
- (5) E

Exercise (8A)

- (1) False
- (2) True
- (3) False

Exercise (8B)

- (1) join me
- (2) deep end
- (3) messy
- (4) down
- (5) finish up

Exercise (8C)

- (1) C
- (2) E
- (3) A
- (4) B
- (5) D

Exercise (9A)

(1) & (4)

Exercise (9B)

(1) B

(2) E

(3) D

(4) C

(5) A

Exercise (9C)

(1) D

(2) A

(3) F

(4) B

(5) C

Exercise (10A)

(2) & (4)

Exercise (10B)

(1) A

(2) B

(3) D

(4) E

(5) C

Exercise (10C)

- (1) E
- (2) B
- (3) A
- (4) C
- (5) F

Exercise (11A)

- (1) & (4)

Exercise (11B)

- (1) E
- (2) A
- (3) D
- (4) B
- (5) C

Exercise (11C)

- (1) D
- (2) B
- (3) C
- (4) A
- (5) F

Exercise (12A)

- (6), (2), (4), (3), (1).

Exercise (12B)

- (1) but
- (2) stay on
- (3) check with him
- (4) run it
- (5) the clock

Exercise (12C)

- (1) B
- (2) D
- (3) A
- (4) E
- (5) C

Exercise (13A)

- (1) False
- (2) True
- (3) False
- (4) True
- (5) False

Exercise (13B)

- (1) work
- (2) ball
- (3) of
- (4) initiative
- (5) minor

Exercise (13C)

- (1) F
- (2) C
- (3) B
- (4) D
- (5) E

Exercise (14A)

- (1) True
- (2) False
- (3) True

Exercise (14B)

- (1) chilled
- (2) school
- (3) up to
- (4) hooked
- (5) look for it

Exercise (14C)

- (1) D
- (2) E
- (3) A
- (4) C
- (5) B

Exercise (15A)

- (1) D
- (2) B
- (3) A

Exercise (15B)

- (1) A
- (2) B
- (3) C
- (4) D
- (5) E

Exercise (15C)

- (1) A
- (2) E
- (3) C
- (4) F
- (5) B

Exercise (16A)

- (1) & (4)

Exercise (16B)

- (1) E
- (2) A
- (3) B
- (4) C
- (5) D

Exercise (16C)

- (1) D
- (2) B
- (3) E
- (4) A
- (5) C

Exercise (17A)

- (2) & (3)

Exercise (17B)

- (1) bring
- (2) fines
- (3) concern
- (4) pointing
- (5) leave

Exercise (17C)

- (1) B
- (2) E
- (3) F
- (4) D
- (5) C

Exercise (18A)

- (1) C
- (2) C
- (3) A

Exercise (18B)

- (1) stuck
- (2) put off
- (3) fill in
- (4) kick off
- (5) slow starter

Exercise (18C)

- (1) C
- (2) E
- (3) A
- (4) B
- (5) D

Exercise (19A)

- (1) C
- (2) B
- (3) C

Exercise (19B)

- (1) wrap
- (2) signed
- (3) long
- (4) book
- (5) ground

Exercise (19C)

- (1) A
- (2) B
- (3) D
- (4) E
- (5) F

Exercise (20A)

- (1) False
- (2) False
- (3) True
- (4) False
- (5) True

Exercise (20B)

- (1) holiday days
- (2) off
- (3) booked
- (4) pencil me in
- (5) rock the boat

Exercise (20C)

- (1) E
- (2) D
- (3) B
- (4) A
- (5) C

Exercise (21A)

- (1) True
- (2) True
- (3) False
- (4) False
- (5) True

Exercise (21B)

- (1) part
- (2) off
- (3) keep
- (4) up
- (5) on

Exercise (21C)

- (1) E
- (2) C
- (3) F
- (4) A
- (5) D

Exercise (22A)

(1) & (4)

Exercise (22B)

(1) D

(2) C

(3) A

(4) E

(5) B

Exercise (22C)

(1) C

(2) E

(3) D

(4) A

(5) B

Exercise (23A)

(1) True

(2) True

(3) False

(4) False

(5) True

Exercise (23B)

- (1) filing
- (2) down
- (3) take
- (4) bottom
- (5) eye

Exercise (23C)

- (1) E
- (2) F
- (3) B
- (4) C
- (5) A

Exercise (24A)

- (1) A
- (2) B
- (3) C

Exercise (24B)

- (1) sweet
- (2) golden
- (3) airport
- (4) up for it
- (5) count

Exercise (24C)

- (1) E
- (2) C
- (3) F
- (4) B
- (5) A

Exercise (25A)

- (1) D
- (2) A
- (3) A

Exercise (25B)

- (1) signed
- (2) grasp
- (3) due
- (4) around
- (5) arrangements

Exercise (25C)

- (1) C
- (2) F
- (3) D
- (4) A
- (5) B

Exercise (26A)

- (1) False
- (2) True
- (3) True
- (4) True
- (5) True

Exercise (26B)

- (1) raised the bar
- (2) promoting
- (3) red tape
- (4) strings
- (5) leave it with me

Exercise (26C)

- (1) C
- (2) E
- (3) B
- (4) A
- (5) D

Exercise (27A)

- (1) False
- (2) False
- (3) True
- (4) False
- (5) True

Exercise (27B)

- (1) bump
- (2) over
- (3) make
- (4) mile
- (5) limb

Exercise (27C)

- (1) C
- (2) D
- (3) E
- (4) B
- (5) F

Exercise (28A)

- (2) & (3).

Exercise (28B)

- (1) E
- (2) A
- (3) B
- (4) C
- (5) D

Exercise (28C)

- (1) D
- (2) E106
- (3) A
- (4) B
- (5) C