

Review 1 and 2 answers

Review 1

(page 30 in the Student's Book)

1 Corporate culture

1

- 1 Incorporate b)
- 2 Enhance e)
- 3 Relate a)
- 4 Be assessed c)
- 5 Be supervised d)
- 6 Offer f)

2

- 1 deadline
- 2 insight
- 3 appraisal
- 4 workload
- 5 commitment
- 6 etiquette
- 7 overview
- 8 predecessor
- 9 outcome
- 10 threaten

3

- 1 of
- 2 in
- 3 for
- 4 with
- 5 under
- 6 with
- 7 after
- 8 to
- 9 on
- 10 of

4

- 1 in charge of
- 2 responsible for
- 3 deals with
- 4 looks after
- 5 takes care of

5

- 1 F
- 2 T (mostly, but can depend on hierarchy in a company)
- 3 F
- 4 F (Chief Operations Officer)
- 5 T
- 6 T
- 7 F (Research and Development)
- 8 F (subsidiaries)
- 9 T
- 10 F (organigram)

6

- 1 was working / started / had never thought
- 2 had already been / spoke / was parking

7

- 1 Actually
- 2 seems
- 3 might
- 4 could
- 5 Don't
- 6 Wouldn't

8

- 1 analysis
- 2 description
- 3 evaluation
- 4 observation
- 5 suggestion

Review 2

(page 31 of the Student's Book)

2 Customer support

1

- 1 clean environment
- 2 satisfied customer
- 3 high staff turnover
- 4 subsidized meals

- 5 heavy workload
- 6 hourly rate
- 7 competent staff
- 8 dead-end job

2

- 1 annoyed (also: annoying)
- 2 competent
- 3 frustrated (also: frustrating)
- 4 grateful
- 5 helpful
- 6 knowledgeable
- 7 persuasive
- 8 reassuring (also: reassuring)
- 9 satisfied (also: satisfying)
- 10 rude

3

- 1 push in
- 2 replace
- 3 offer
- 4 escalate
- 5 call
- 6 replace

4

Helpline operator: Before I can sort out the problem, I first need to locate exactly where the fault is.
Customer: OK, no problem, we can do that. But if it's still not working properly, can you replace the product, or at least give me a refund?
Helpline operator: Yes, that's possible, but I'm not authorized to do it. I would first have to escalate the problem to my supervisor.

5

I'll look into it, sort it out, and get back to you tomorrow.

6

- 1 through
- 2 down
- 3 in
- 4 on
- 5 through
- 6 down
- 7 into
- 8 on
- 9 up
- 10 up

7

- 1 monitor
- 2 toolbar
- 3 crash
- 4 upgrade
- 5 cartridge
- 6 plug in
- 7 attach
- 8 customer
- 9 supplier
- 10 guarantee

8

- 1 regard
- 2 would
- 3 grateful
- 4 could
- 5 attached
- 6 hesitate
- 7 get back to
- 8 further
- 9 appreciate
- 10 urgently

9

- 1 need
- 2 Q4
- 3 threat
- 4 linked
- 5 suggest
- 6 counting (could also be *depending*)