

This unit revises and reinforces some of the key language points from Units 4–6, and links with those units are clearly shown. This revision unit, like Revision units A, C and D, concentrates on reading and writing activities. Some of the exercise types are similar to those in the Reading and Writing section of the Business English Certificate examination (Higher level) organised by the University of Cambridge ESOL Examinations (Cambridge ESOL).

For more speaking practice, see the Resource bank section of this book beginning on page 211. The exercises in this unit can be done in class, individually or collaboratively, or for homework.

4 Energy

Linking ideas

- These exercises give SS further practice of linking expressions on pages 39 and 122.

- A**
- The homes are designed to use solar panels **as well as** electricity for heating.
 - He talks about protecting the environment, **yet** his car's a real petrol guzzler.
 - The hydrogen economy is still a dream, **despite** the years spent on scientific research.
 - I always take the bus to work **as** you can never find a parking space.
 - There was a power cut **due to** a sudden surge in demand.
 - The world's oil supplies will soon run out, **so** we'll have to find other fuels.

- B**
- as well as → in addition to
 - yet → even though
 - despite → in spite of
 - as → because/since
 - due to → because of / as a result of
 - so → therefore

- C**
- a)** as well as, in addition to
 - b)** yet, even though, despite, in spite of
 - c)** due to, because of, as a result of, so, therefore
 - d)** as, because, since

Vocabulary

(A)

- SS are given further practice in using language related to energy from the Listening and Reading sections on pages 34–37.

- 1** fossil fuels **2** Wind power; renewable energy **3** greenhouse gases **4** four-wheel drive **5** Global warming; carbon-dioxide emissions **6** energy consumption
7 environmentally friendly **8** energy-efficient

(B)

- This exercise gives SS word-building practice following the case study on pages 40–41.

- 1** reduction **2** investment **3** legislation **4** improvement **5** performance
6 competitive

Writing

(A)

- SS write a proposal for energy efficiency as further practice to the Business skills on page 39.

Sample answer

Report Proposals for energy efficiency

Introduction

I have been asked by the management team to make proposals for energy savings in the company as part of our drive to reduce energy costs. Some of these proposals can be implemented immediately without incurring major costs. Others require some capital investment. A detailed breakdown of energy bills over the last five years and an estimate of the implementation costs and projected savings are provided in the appendices to this report.

Executive summary**Lighting**

Using low-energy fluorescent lighting would produce a saving of 25–30%. Although these are more expensive to buy, they last up to twice as long as normal fluorescent lights, so we will soon recoup the cost. I also propose the installation of time switches in staff lavatories.

Heating

The heating system is old and inefficient and does not distribute heat equally in all areas of the building. Some staff open the windows in winter to cool down, while staff in other parts of the buildings are using extra electric heaters to keep warm. I recommend we replace the current system as soon as possible. Estimated savings would allow us to recoup our investment within six to seven years.

Air-conditioning

Our costs in this area have risen dramatically and are now on a par with our heating bills. Lack of maintenance means that the units are not working efficiently. These should be checked by a qualified technician once a year.

Staff awareness

In addition, information about energy efficiency should be posted on noticeboards to encourage staff to save energy.

(259 words)

ⓑ

- ⊙ SS write an introduction to a report as further practice of the Business skills on page 39.

Sample answer

Overcapacity at Mitos 3 Gym

Introduction

Mitos has a chain of five gyms in the city. Mitos 3 opened six years ago, with a 25-metre indoor pool, a sun deck, a 200-square-metre weight and machine training area, five rooms for programmed exercise classes, in addition to a bar and a beauty saloon.

Membership of Mitos 3 is at record levels. There are now over 4,000 members, the vast majority young adults in their 20s and 30s. The peak periods are between 1 and 3 p.m. and in the early evening between 6 and 8 p.m.

Because of the number of active members, the gym is running at full capacity during peak lunchtime and evening periods. This has generated some problems and complaints from members. Specifically, people have to wait to use the training machines, and classes are sometimes full. There are also queues for the showers, and the boiler can't generate enough hot water to cope with demand.

As a solution to this problem, I propose we offer a cheaper-rate membership at off-peak times. I also recommend putting notices in the shower area asking members to be more conscious of water conservation.

(192 words)

5 Employment trends

Vocabulary

- ⊙ This exercise gives SS further practice in using the vocabulary associated with employment (page 42).

1 Part-time 2 Seasonal work 3 Shift work 4 Fixed-term/Temporary contract
5 Teleworking 6 Unemployed 7 Migrant worker 8 Self-employment

Cohesive devices

- ⊙ This exercise gives SS further practice in cohesive devices (page 123).

1 This 2 them 3 in this respect 4 its 5 its 6 this knowledge 7 their

Inversion for emphasis

- ⊙ SS correct an e-mail from a dissatisfied customer, practising inversions after the case study on pages 48–49. If SS have not done this type of exercise before, draw their attention to the rubric and point out that all six errors relate to inverted forms.

I'm writing to complain about the service I received when I phoned to reserve a car today. I can't believe how rude the operator was. Not **only did** she rush me through the reservation, but she also finished the call when I was in the middle of a question. No sooner **had I** given her my details than she ended the call without confirming the price. I had to phone back and **only after** my third call **was I** able to speak to the same operator. I'm going to tell all my family and friends about this experience and tell them **that on** no account **should they** reserve a car with your company.

Writing e-mails

- ⊙ SS practise writing e-mails by replying to the customer's complaint in the previous exercise.

Sample answer

Dear Mrs Moore

Thank you for informing us about your experience and please accept my apologies. We appreciate feedback from our clients and we take customer service very seriously. All our call agents are trained to deal with customer enquiries politely. We also operate a monitoring scheme to check that calls are handled correctly. We do our best to ensure that all our operators confirm the booking details and enquire if the customer has any further questions before ending the call. I am sorry that this did not happen when you made your reservation and I would like to offer you a 5% discount on your booking. I hope this is to your satisfaction.

Best regards

Anita Hodden

(118 words)

Communication skills

- ⊙ This exercise gives SS further practice in the useful language for active listening, paraphrasing and checking understanding on page 47.

1 f 2 c 3 b 4 a 5 e 6 d

6 Business ethics

Reading

- SS correct a short article on business ethics by identifying the extra word that appears on some but not all of the lines. If SS have not done this type of exercise before, draw their attention to the rubric and the fact that some of the lines are correct.

1 ✓ 2 out 3 for 4 the 5 at 6 ✓ 7 that 8 there 9 ✓ 10 you 11 not 12 ✓

Vocabulary

- This exercise gives SS further practice of words related to corporate social responsibility after the case study on pages 56–57.

1 passionate 2 commitment 3 trust 4 persuasive 5 scepticism 6 risky
7 environmental 8 threat 9 development 10 successful 11 progressive 12 inspiration

Reading

- This exercise gives SS further practice of multiword verbs from page 53.

1 set up 2 hold us to account 3 shy away from 4 set out 5 falls into 6 phase out
7 carried out 8 follow suit

Writing

- This exercise gives SS further e-mail writing practice after the case study on pages 56–57. SS write a reply to one of Stitch Wear's customers who is concerned about the company's use of child labour.

Sample answer

Dear Ms Powell

Thank you very much for your e-mail. I can assure you that Stitch Wear is taking this issue very seriously. We now screen all our suppliers to ensure that children under 14 are not employed anywhere in the world in the production of our goods.

We are also planning to introduce health and educational facilities for children who once worked in our Asian factories. Stitch Wear is deeply committed to child welfare, and we sponsor several fund-raising events for children's charities in this country, including the annual Happy Child Fun Run. Please click on this link to our website to find out more about Stitch Wear's commitment to responsible business www.stitchwear.com.

With best regards

Harriet Pratt

(119 words)