

# Business Result Intermediate

## Student's Book Answer Key

### 13 Breakdown

#### Working with words

1

1 c (electrical products)

2 a (food products)

3 b (clothing)

2

1 defective

2 damaged

3 defect

4 failure

3

1 c

3 e

5 a

7 d

2 g

4 h

6 f

8 b

4

#### Possible answers

1 let us down, unreliable, misunderstanding

2 defective, defect, damaged, faulty, incompatible, failure

3 let us down, unreliable

5

#### Possible answers

a gone wrong, faulty, out of order, unreliable

b defective, defect, down, unreliable, bug, faulty, incompatible

c down, gone wrong, (power) failure, faulty

d misunderstanding, unreliable

#### Business communication skills

2

1 **Situation / problem:** in an office - boss gives too much work

**Diagnosis:** poor communication

**Solution / cure:** speak to her and explain how you feel, ask for an extension on deadline

2 **Situation / problem:** in a shop - faulty laptop; it crashes

**Diagnosis:** battery problem

**Solution / cure:** buy a new battery

3

1 matter	4 like	7 think	10 exactly	13 sounds
2 keeps	5 tried	8 sort	11 always	14 best
3 mean	6 were	9 How	12 say / mean	15 should

4

a 1, 9	c 3, 10, 12	e 5, 6, 7, 14
b 2, 11	d 4, 13	f 8, 15

5

2 h	4 e	6 a	8 j	10 i
3 f	5 b	7 d	9 c	

## Practically speaking

1

1 d	2 a	3 b	4 c
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2

The listener in 2 and 3 doesn't understand.

3

**person understands:** 1 and 4  
**person doesn't understand:** 2 and 3

## Language at work

1

1 e, f	2 a, c, g	3 d	4 b
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2

1 Is the job too difficult?  
2 I don't have enough time.  
3 It's easy enough to do.

3

both

4

It's used to say that something is more than ideal.

5

1 adjectives

2 before / after

7

### Possible answers

- a** Someone badly dressed at a job interview.  
**A** You should always wear a good quality suit for an interview.  
**B** I don't have enough money to buy one.
- b** Someone has too much work to do.  
**A** You could ask a colleague to help you.  
**B** No, it would take too long to explain how to do the work.
- c** Someone is asleep at work.  
**A** If I were you, I'd go to bed earlier.  
**B** I don't feel tired enough to sleep until 1.00 a.m.
- d** Someone is stuck in a traffic jam on the way to work.  
**A** You have to call your boss.  
**B** I haven't got enough credit on my mobile phone.

## Case study

### Discussion

1 – 2

### Possible answers

- 1** The producers benefit from this arrangement. This could be seen as a good thing for the producers because it gives them a fair price, guarantees them an income, and allows them to produce what they like using available materials. The company also benefits as the producers are likely to be more loyal. However, it could also be seen as bad because it might lead producers to become complacent and produce lower standards of work.
- 2** Problems with this arrangement could be that it ignores customer needs. It may also result in poorer quality products for the customer, and they might well be able to find better quality products at lower prices elsewhere.