

Business Result Intermediate

Student's Book Answer Key

14 Processes

Starting point

Possible answers

applying for a job

see job advert → write letter and CV → attend interview

moving your office

find new location → book removal firm → send out new contact details → decide what needs to be moved where

buying a house

decide budget → compare estate agents → choose one → look at houses → apply for mortgage → make an offer → move in

Working with words

1

1 Biodiesel is different to petrol-based fuel because it is made out of plants and vegetable oils.

2 No, it has been used for centuries.

2

1 The procedure is fairly simple.

2 There are two main stages: growing and processing.

3 The end product is a good quality fuel which you can use in any transport vehicle.

3

1 Make / out of

3 Feed / into

5 Mix / heat

2 pick up

4 taken out

6 Put / into

4

Possible answers

1 Take the cartridge out of the printer

2 Put it (the cartridge) into an envelope.

3 Put the new cartridge into the printer.

4 Feed the paper into the printer.

5

a 5

c 2

e 4

b 1

d 3

f 6

Business communication skills

1

- 1 Anton represents a group of investors who are interested in the plans for a new refinery.
- 2 Firstly, he invited him to visit Moscow, and secondly, to join him for a drink (*I'd like to invite you to ..., Would you like to join me for ...*).
- 3 Karl responds to the invitations with these expressions: *That would be great* and *I'd love to, but I'm afraid I have another appointment.*

3

- 1 The change of plan is that the meeting will have to wait.
- 2 The reason is that colleagues of Anton want to look at other types of biofuels as well as Karl's jatropha plant.

4

- | | |
|------------------|--------------|
| 1 change of plan | 3 understand |
| 2 As a result | 4 a shame |

6

- | | | |
|-----|-----|-----|
| 1 a | 3 b | 5 b |
| 2 a | 4 a | 6 a |

7

- | | |
|-------------------------|---------------------------|
| 1 'd love to | 4 messing you around |
| 2 something has come up | 5 How about joining us in |
| 3 Sorry | |

Practically speaking

1

- | | | |
|--------|--------|--------|
| 1 d, g | 3 d, g | 5 d, g |
| 2 c, g | 4 c | 6 d, g |

Language at work

2

- Do your research before the event. ✓
- Make sure you meet new people.
- Start conversations by mentioning someone you both know. ✓
- Pay attention to the speaker.
- Introduce other people to each other.
- Find someone to introduce you to the person you want to meet. ✓
- Learn people's names and don't forget them.
- Don't leave without the numbers of important contacts.

3

1 done 3 invited 5 introduced
2 won/lost 4 given

4

a 5 b 3 c 4 d 2 e 1

5

1 a (it may also be 2, although it is likely that the mutual contact person's name will be mentioned in the conversation that follows), d

2 b, c

3 b, c

Case study

Discussion

2

Possible answers

Other methods include

- tickets with barcodes that can be scanned into machines at the airport
- a code number you type into a self check-in machine
- an online checking-in link on the company's website.

3

	Advantages	Disadvantages
1 for passengers	<ul style="list-style-type: none">• faster / less time waiting• fewer queues• online booking and checking-in allows more flexibility in ticket choice / seat	<ul style="list-style-type: none">• impersonal• passengers may make mistakes entering information• assumes everyone uses computers, or is comfortable with technology• real check-in staff ask security questions, unlike machines, so airline security may be compromised• luggage still has to be checked in as normal
2 for airlines	<ul style="list-style-type: none">• cheaper in long term (once investment is made)• fewer staff required• easier to fill planes	<ul style="list-style-type: none">• needs large initial investment in technology• passengers will need help using the technology