

# Business Result Intermediate

## Student's Book Answer Key

### 15 | Performance

#### Working with words

1

- 1 He isn't surprised because his staff are so enthusiastic and motivated.
- 2 members of staff or patients

3

- 1 flexible
- 2 hard-working, motivated, dedicated
- 3 helpful, motivated (caring would also be possible)
- 4 caring, patient
- 5 enthusiastic
- 6 dependable

5

- 1 patience, confidence
- 2 dedication, motivation, ambition
- 3 enthusiasm
- 4 punctuality, flexibility, creativity, dependability

6

- |               |                           |
|---------------|---------------------------|
| 1 flexibility | 4 confidence              |
| 2 patient     | 5 motivation / dedication |
| 3 punctuality | 6 dedicated               |

#### Business communication skills

2

##### Possible answers

- 1 Found it difficult when he first came to work here.
- 2 (no extra information)
- 3 Likes (solving problems with machinery). Dislikes meetings. Likes being given a job and getting on with it.
- 4 Work on being a team player.

3

**Business Result**

- 1 c                    3 a                    5 e                    7 b  
2 f                    4 g                    6 d

4

- 1 He says: *So, let's summarize what we've agreed.*  
2 Try to arrange more technical training and Chris will complete a questionnaire on working in teams.  
3 *Is that OK with you? Is there anything else you'd like to add?*

## Practically speaking

1

In the first version Chris's supervisor is very encouraging and positive. He uses language to say how well Chris has done. In the second version the supervisor's language and manner is demotivating - the language is very direct and abrupt.

2

- 1 well                    2 great                    3 good job                    4 Well                    5 Keep

## Language at work

1

- 1 F                    2 T                    3 T

2

- 1 b                    2 a                    3 c

3

**past perfect:** a                    **past continuous:** b, c

4

### Helena

- 1 The Production Manager said she had to work as part of a team.  
2 Because she'd said it was difficult being the only woman and he said she'd never get anywhere in the company.  
3 Six months later she was transferred, and another six months after that was running the factory.

### Matthias

- 1 The HR Manager said he was doing well.  
2 During the interview the HR Manager answered the phone and replied to an email. Then he was handed a review to sign which he wasn't given time to read. The written review was also different from what he had been told.  
3 Matthias left the company and the HR Manager got fired.

5

- |                         |                   |
|-------------------------|-------------------|
| 1 was working           | 4 were talking    |
| 2 had already discussed | 5 had prepared    |
| 3 was running           | 6 'd already left |
- 6

### Possible answers

She had a bad performance appraisal while she was working for the food company.  
She transferred to another subsidiary after she had had a bad performance appraisal.  
She was working in a subsidiary when she was asked to run it.  
She was asked to run the subsidiary after she had been transferred.

## Case study

### Discussion

1 – 5

### Possible answers

- Answers will vary. Possible additional tips could be: the importance of preparation, the need to practise, the importance of speaking clearly.
- Possible additional criteria could be
  - think about audience
  - non-distracting body language
  - good eye contact
  - simple visual aids
  - a clear ending
  - ability to answer questions
  - accurate language (grammar, vocabulary)
  - clear delivery / sound interested / clear pronunciation.
- You need to think about the audience - what do they already know, and what don't they know? You also need to prepare the structure and the content carefully, along with any visuals. Most importantly, you need to practise.
- The audience will not understand the language of the presentation, either because it may be delivered in a foreign language or because the listener doesn't understand certain technical terms.
  - Presentations are often structured differently in different countries, so a typical Anglo-Saxon model has a beginning, middle, and end, but in some cultures this isn't necessarily the norm.
  - A speaker may make a remark which is very culturally based; for example, a British speaker might make a joke or refer to something on British TV which a foreign audience doesn't know about.
- The most common mistakes include: a lack of preparation and practice, and when the presenter clearly hasn't thought about the audience and they are either bored or confused.

### Task

2

### Possible answers

**Business Result**

**Presentation 1:** The speaker possibly scores 2, as the topic is introduced, but not very clearly. Very few helpful phrases are used and the content isn't organized. The presentation is not very convincing at all because the speaker pauses and seems very uncertain.

**Presentation 2:** The second speaker will score much higher marks. The introduction is very clear and the speaker uses useful expressions, such as *I will be talking about...*, *Are there any questions?*, and the presentation is also fairly convincing because the speaker tells us about benefits, unlike the first speaker.