

# Business Result Upper-intermediate

## Student's Book Answer Key

### 11 | Communications

#### Working with words

1

- 1 Communications will become more integrated with other systems and allow us to collaborate with colleagues anywhere in the world.
- 2 using machines to communicate with people, interacting with machines, machines talking to other machines
- 3 Communications systems need to spread more fairly to those people who don't have access.

2

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

3

- |                    |                     |                |
|--------------------|---------------------|----------------|
| 1 be involved in   | 4 interact with     | 7 connect to   |
| 2 collaborate with | 5 have access to    | 8 subscribe to |
| 3 integrate with   | 6 have an impact on | 9 focus on     |

5

- 1 Africa calling - mobile phones are used for payment
- 2 Mercy ships - a microscope and satellite communication

6

- 1 It allows volunteers to analyse blood and tissue samples and onboard operations can be carried out.
- 2 Mobile phones allow people to pay without access to a bank or the use of a cheque or credit card.

Verb	Personal noun	Noun	Adjective
analyse	analyst	analysis	analytical
volunteer	volunteer		voluntary
innovate	innovator	innovation	innovative
consult	consultant	consultation	consultative
economize	economist	economy	economical
develop	developer	development	developmental
connect		connection	connected
transfer		transfer	transferable
participate	participant	participation	participative

## Business communication skills

### 1

- 1 once a quarter / every three months
- 2 a special price for three job postings, one-month resumé access and logos on job ads
- 3 It is based on the approximate number of postings the client will make in one month.
- 4 Yes - Jimmy will email the information.

### 2

- a 1, 3, 6      b 2, 4      c 5

### 4

- 1 What exactly do you mean by ...? / So you're saying ...?
- 2 Are you with me? - OK ... Yes, I've got that. / OK. I'm with you. Is that clear? - Yeah, that's clear.
- 3 Can we speed up a little ...?
- 4 In both cases there is a bad connection. The speaker is too quiet in the first case and cannot be heard in the second:  
**Mirela** Jimmy, you're very faint.  
**Angelika** Hello? ... I can't hear Mirela!

### 5

- 1 Could you slow down a bit? We're having problems following you.
- 2 What exactly do you mean by ...? / Can you run through that again?
- 3 You're breaking up. / You're very faint.
- 4 Can we speed up a little ...?
- 5 Is that clear? / Are you with me?

## Practically speaking

1

### conversation 1:

- 1 There's a bad line between two (mobile) phones.  
2 One speaker will call back on the landline in five minutes.

### conversation 2:

- 1 One speaker is about to get on a plane (so will have to switch the mobile off).  
2 The other speaker will call back in two hours.

### conversation 3:

- 1 Beatriz wants to speak but the other person is on another call.  
2 The other person will call back in a few minutes.

2

- 1 b                    2 c                    3 d                    4 a

3

- problem in communication:** 2, 3  
**not a good time to call:** 1, 4

## Language at work

1

- 1 b                    2 d                    3 a                    4 c

2

- a** *don't have to* - needn't, don't need to  
**b** *must* - have to  
**c** *should* - ought to  
**d** *can't* - mustn't, aren't allowed to

3

- 1 have to, must, have got to  
2 needn't, don't need to, hasn't got to  
3 are allowed to, mustn't, can't

## Case study

### Discussion

1, 2

#### Possible responses

- 1 When a company grows, there is a greater possibility that information is not given to everyone or client enquiries can get lost or not be dealt with.
- 2 Problems that may occur:
  - calls are made when no one is in the office
  - calls are at inconvenient times
  - misunderstandings about when emails have been sent
  - expectations that a problem will be followed up on, but the working day may not have begun
  - teleconferences arranged for a time but the time difference has been forgotten about.

3

#### Possible responses

- 1 The current prioritizing system used at FWZ still relies on people and therefore is open to human error if a person from one shift doesn't pass the information on to another shift. The new software will help though it's important to note that these kinds of systems still rely on people putting in the right information about the status.
- 2 As Turner says in the interview, this kind of software allows a customer to check on status at any time of day, so it doesn't matter where you are calling from or if there is a big time difference. Customers also avoid the frustration of waiting to speak to or hear from a person.