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OPERACIJO DELNO FINANCIRA EVROPSKA UNIJA
Evropski socialni sklad

VIŠJEŠOLSKI STROKOVNI PROGRAM
EKONOMIST

STROKOVNA TERMINOLOGIJA
IN POSLOVNO SPORAZUMEVANJE
V ANGLEŠKEM JEZIKU

PRIROČNIK Z VAJAMI

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Višješolski strokovni program: Ekonomist

Učbenik: Strokovna terminologija in poslovno sporazumevanje v angleškem jeziku

Gradivo za 1. letnik

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ZAVOD IRC

Višja strokovna šola



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Vsebina tega dokumenta v nobenem primeru ne odraža mnenja Evropske unije. Odgovornost za vsebino dokumenta nosi avtor.

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1 UVOD

Termin poslovna angleščina se nanaša na angleščino, ki se uporablja v različnih poslovnih situacijah in praksah. Dandanes, ko svet postaja globalna vas, ga uporabljajo zaposleni v različnih delovnih okoljih v mnogih državah sveta. Tudi zaposleni v slovenskih podjetjih v sedanjih brezkompromisno konkurenčnih delovnih razmerah potrebujejo znanje osnovnih veščin poslovne angleščine.

Pričujoči priročnik z vajami omogoča študentom višje šole, tako zaposlenim kot tistim pred zaposlitvijo, da skozi različne tipe vaj osvojijo osnovno besedišče poslovne angleščine in se naučijo veščin poslovnega komuniciranja v tujem jeziku. Tipi vaj so zasnovani tako, da spodbujajo študente k aktivnemu učenju besed in fraz in njihovi uporabi v vsakdanjem delovnem okolju. Učno gradivo študente spodbuja k samostojnemu presojanju o pravilnem jezikovnem odzivu v danih situacijah in k spoznavanju poslovnih in splošnih kulturnih vzorcev. Pri tem poglobljajo medkulturno zavest in se učijo tolerantnosti in strpnosti v odnosu do sodelavcev in poslovnih partnerjev. Poudarek je na samostojnem aktivnem delu študentov, kar razvija sposobnost učečih za prepoznavanje in aktivno rabo besedišča in jezikovno obvladovanje ključnih poslovnih situacij.

Delo je razdeljeno na štiri sklope vaj in učnega gradiva, ki študenta vodijo od spoznavanja osnovnega in specifičnega besedišča v angleški poslovni rabi do osvajanja zahtevnejših veščin poslovnega komuniciranja na področjih, kot so: sestava sodobnih delovnih organizacij in predstavitev poslovanja, proces zaposlovanja, veščine telefoniranja in prezentiranja, izvajanje pogajanj in sestankov, pisanje poslovnih pisem. Vaje so strukturirane na ta način, da zahtevnostno stopnjujejo obvladovanje osnovnih jezikovnih spretnosti: poslušanje, govorjenje, branje in pisanje poslovnih besedilnih vrst v angleškem jeziku. Spodbujajo procesno učenje od misli do ubeseditve in tako študentu kot učitelju puščajo odprte možnosti za izbor komplementarnih besedil in avtentičnega gradiva iz poslovnega sveta ter vključevanje praktičnih in konkretnih izkušenj udeležencev. Cilj tako zasnovanega delovnega gradiva je, da slovenskim študentom omogoča širjenje zmožnosti poslovnega sporazumevanja, jih spodbuja k samostojnemu in ustvarjalnemu osvajanju poslovne terminologije in gradi jezikovno samozavest pri poslovnem govornem in pisnem dejanju v angleškem jeziku.

Študentje lahko ta cilj dosežejo s samostojnim učenjem in s pomočjo učitelja - mentorja. Želimo jim, da so na poti do doseganja teh ciljev čim bolj uspešni, saj bodo tako uresničili svoje jezikovne ambicije, hkrati pa bodo pomembno prispevali, da se bo v njihovem delovnem okolju dvignila kvaliteta poslovnega sporazumevanja v angleškem jeziku.

Irma Kern Slapar

2 PREDSTAVITEV VSEBINSKIH SKLOPOV

LEARNING BUSINESS ENGLISH VOCABULARARY/ SPOZNAVANJE BESEDIŠČA

TOPIC	LANGUAGE	VOCABULARY	SKILLS
Jobs Employment Human resources management Office technology Incoterms Computers	Present simple and continuous tense Word formation: prefixes, suffixes	Employment verbs network Professions Incoterms Abbreviations Computer related expressions Company reports expressions	Listening: describing the structure of an organisation Speaking: presenting jobs and responsibilities Reading: describing a corporate culture Writing: abbreviations, company reports

WORKING WITH WORDS IN BUSINESS USE/BESEDE IN BESEDNE ZVEZE V POSLOVNI RABI

TOPIC	LANGUAGE	VOCABULARY	SKILLS
Top job titles Financial terms Collecting information Stock exchange Developments Technical descriptions Negotiating solutions Market movements Payment Banking terms	Verb-noun collocations Question forms Tense review Comparatives, superlatives Modal verbs Paraphrasing Numbers Correcting wrong information Making suggestions Instructions	Financial reports Payment vocabulary Internet related vocabulary The language of meetings The language of negotiations	Listening: the radio business news Speaking: negotiating tips, a survey on computers Reading: insurance claims Writing: summarising a conversation

BUSINESS COMMUNICATION SKILLS/VEŠČINE POSLOVNEGA KOMUNICIRANJA

TOPIC	LANGUAGE	VOCABULARY	SKILLS
Telephoning Making appointments International meetings Polite phrases Socialising Dealing with customers Showing interest Cultural differences Business correspondence	Expressing intentions Expressing opinions Checking understanding Discussing probability Achievements Making recommendations Mini presentations Cause/effect connectors Language of business letters Conditionals	Expressions used in telephone conversations Expressions with gerund Vocabulary used in business documents The language of presentations Formal expressions used in business correspondence	Listening: a telephone conversation Speaking: making a mini presentation Reading: a letter of application, an order form Writing: a CV, a letter of application, a letter of complaint

LANGUAGE AT WORK/JEZIK V POSLOVNI RABI

TOPIC	LANGUAGE	VOCABULARY	SKILLS
Present, past and future business activities Comparing products Hypothesising Contingency plans Business ethics	Present perfect and past simple tenses (indefinite and definite time references) Present continuous tenses (temporary trends) Passives Relative clauses Reporting Joining sentences Conditionals Making proposals	Names and addresses Common abbreviations used in business Planning and editing a report Expressions in formal/informal letters/e-mails	Listening: a contingency plan Speaking: making comments on future plans Reading: a newspaper article on Slovene economy Writing: a formal/informal letter

3 SPOZNAVANJE BESEDIŠČA / LEARNING BUSINESS VOCABULARY

1. ON THE JOB (NAVEDITE POKLICE ZA OMENJENA PODROČJA)

- a) in the Civil Service _____
- b) in the boardroom _____
- c) in a legal practice _____
- d) at a newspaper _____
- e) on a production line _____
- f) at a university _____
- g) at the entrance of a hotel _____
- h) in the personnel department _____
- i) in a telephone exchange _____
- j) on a cargo ship _____
- k) in the sales department _____
- l) at the stock exchange _____
- m) at a bank _____
- n) in a research laboratory _____
- o) in a recruitment agency _____

2. OFFICE TECHNOLOGY (IZBERITE PRAVO NAPRAVO)

- a) A _____ is used to place and receive calls.
- b) An example of one-way communication is _____, which involves such devices as buzzers and beepers.
- c) _____ with a screen are used for video conferencing.
- d) The traditional method of writing text is with a _____.
- e) A more versatile office tool is the _____, on which text can be stored, edited and printed out.
- f) _____ record text for reproduction by a typist.
- g) An _____ stores telephone messages which you can listen to on your return.
- h) A _____ can transmit and receive documents by telephone.
- i) With _____ communication is possible even on cars or planes.
- j) _____ is a system that uses a TV to transmit information.

- mobile phones**
- word processor**
- answering machine**
- teletext**
- typewriter**
- telephone**
- paging systems**
- video-phones**
- dictating machines**
- fax**

3. THE PECKING ORDER (RAZVRSTITE POKLICE PO HIERARHIČNEM REDU V PODJETJU)

- a) assistant manager 1. _____
- b) secretary 2. _____
- c) director 3. _____

- d) copy boy 4. _____
e) general manager 5. _____
f) junior manager 6. _____
g) senior secretary 7. _____
h) manager 8. _____
i) typist 9. _____
j) office clerk 10. _____

4. INC. = INCORPORATED (POIŠČITE USTREZNO BESEDO)

The abbreviation Inc. (a) _____ the name Bryan Machine Tools means that the (b) _____ is a legal entity called a (c) _____.

The British (d) _____ of a corporation is a (e) _____, and here the letters Ltd mean (f) _____ the same as Inc.

If Bryan Machine Tools was in the UK, it would be Bryan Machine Tools (g) _____.

By (h) _____ a corporation, or company,

(i) _____ achieve the advantage of limited

(j) _____, i.e. the people who formed and

(k) _____ it can never lose more than the cost of their (l) _____ if the corporation/company goes

into (m) _____ because of its (n) _____.

businessmen

company

following

Ltd

corporation

debts

firm

founding

liability

bankruptcy

run

shares

equivalent

roughly

5. THE ODD ONE OUT (IZLOČITE BESEDO, KI NE SODI ZRAVEN)

- a) large, small, mediocre, huge
b) seat no., desk, boarding card, flight
c) receipt, bill, postcard, order
d) height, length, width, season
e) postpone, cancel, delay, hurry
f) salary, wage, remuneration, expenses
g) burgers, yen, lira, pounds
h) check-in, departure, deadline, arrival
i) knife, chart, spoon, fork
j) plane, taxi, bus, pick-up truck
k) computer, photocopier, fax, suit
l) business class, economy, first class, car
m) letter, phone call, memo, note
n) manual, monthly, annual, daily
o) secretary, manager, accountant, pilot

6. HIDDEN WORDS (POIŠČITE SKRITE BESEDE)

K	R	T	M	O	R	U	E	C	W	C	V
S	E	C	R	E	T	A	R	Y	O	A	L
E	Y	F	G	Z	S	R	E	P	A	P	L
D	Z	R	A	D	R	M	O	A	A	I	Y
T	E	A	T	X	E	T	E	L	E	T	R
M	R	D	E	C	L	I	N	E	T	A	I
J	T	S	E	R	E	T	N	I	K	L	N

7. PROFESSIONS (POIŠČITE USTREZEN POKLIC)

- a) He works with pipes and water. _____
- b) She rehabilitates injured people. _____
- c) He works in an operating room. _____
- d) She designs buildings. _____
- e) He controls the procedures in court. _____
- f) He installs wiring. _____
- g) She checks a company's accounts. _____
- h) He keeps order in Parliament. _____
- i) He draws plans on a drawing board. _____
- j) She bakes specially designed cakes. _____
- k) He works with paint and wallpaper. _____
- l) She is in charge of a school. _____
- m) He tells jokes to an audience. _____
- n) She helps deliver babies. _____
- o) He sells goods to other people. _____

- electrician**
- clerk of the court**
- draughtsman**
- decorator**
- midwife**
- headmaster**
- surgeon**
- salesman**
- confectioner**
- comedian**
- plumber**
- architect**
- physiotherapist**
- (the) speaker**
- auditor**

8. SYNONYMS (POIŠČITE GLAGOLOM USTREZNE SINONIME)

achieve, acquire, attain, build, capture, construct, create, deliver, donate, fabricate, form, hand over, hold, keep, obtain, own, possess, present, produce, provide, receive, retain, supply, win

GIVE	GET	MAKE	HAVE

9. HUMAN RESOURCES (POVEŽITE S STROKOVNIM IZRAZOM); FORM SENTENCES USING THESE WORDS

- | | |
|---|----------------------------|
| a) association of workers promoting their own interests | fringe benefits |
| b) person who wishes to be given a job | recruitment officer |
| c) termination of the contract with an employee | employment contract |
| d) reward for services rendered | bonus |
| e) reward given in addition to the normal wage | check-up |
| f) regular medical examination | interview |
| g) the act of choosing | labour union |
| h) amount of money paid at one time | lump sum |
| i) advancement to a higher position | graduate |
| j) conversation with an applicant | selection |
| k) firm whose business it is to place people in jobs | curriculum vitae |
| l) employee responsible for hiring new staff | dismissal |
| m) document which describes one's background | applicant |
| n) person holding a university or polytechnic degree | promotion |
| o) written agreement on the working conditions | employment agent |

10. READING COMPANY REPORTS (VNESITE PRAVI IZRAZ)

current assets, chief executive, supervisory board, subsidiaries, board of directors, multinational, balance sheet, annual report, profit and loss account

- a) An _____ describes a company's activities in the year under review.
- b) A _____ is a statement showing the financial position of an enterprise by listing its assets and liabilities.
- c) A statement showing the expenditure and income of an enterprise for a certain period is called _____.
- d) _____ are stocks of finished and unfinished goods, raw materials, cash and cheques.
- e) At the annual general meeting of a limited company, the _____ is elected.
- f) The board of directors is headed by the _____.
- g) A large company having _____ in many countries is called _____.
- h) In a public limited company the _____ is responsible for exercising control over the manager's activities.

11. MULTIPLE CHOICE (IZBERITE PRAVO BESEDO)

- a) The profits made on a product vary according to the _____ of sales.
 - 1. volume
 - 2. price
 - 3. cost
- b) I will buy these goods _____ that you reduce the prices by 10 %.
 - 1. on the condition
 - 2. on commission
 - 3. on provision
- c) When we have received offer and are willing to buy, we _____.
 - 1. demand an inquiry

2. pay a bill
3. place an order

- d) When we speak of the quality of goods, we often use the word _____.
1. supply
 2. grade
 3. growth

12. INCOTERMS (UGOTOVITE, KATERI JE PRAVI STROKOVNI IZRAZ)

- a) The buyer assumes the costs of picking the goods up.
- b) The buyer assumes the costs and risks once the wagon with the goods has been delivered to the Railway.
- c) The sellers obligations are fulfilled when the goods have been delivered to port.
- d) The goods must be placed on board a ship by the seller.
- e) The seller must pay the costs, insurance and freight necessary to bring the goods to the named destination.
- f) The sellers obligations are fulfilled when the goods have arrived at customs.
- g) The seller pays all customs duty.

free alongside ship (FAS)
ex works
cost, insurance and freight
(CIF)
freight paid to customs
delivered duty paid
free on board (FOB)
free on rail (FOR)

13. SYNONYMS (POIŠČITE FINANČNE TERMINE)

E	R	A	H	S	K	B	R	O	K	E	R
A	D	I	V	I	D	E	N	D	P	M	N
K	M	C	B	P	U	R	S	Y	T	I	D
C	S	T	N	E	M	T	S	E	V	N	I
O	H	I	E	A	E	I	O	F	I	D	O
T	P	O	R	T	F	O	L	I	O	E	T
S	O	T	R	A	R	M	N	Y	Z	X	P

14. THE PREFIX "IN-" (UGOTOVITE, KATERI IZRAZ MANJKA)

- We have the pleasure of inviting you to an _____ reception.
- The way you are approaching this problem seems to be _____.
- Don't be so _____!
- She was _____ dressed.
- Those goods are _____. We should buy them!
- Don't dispatch the order yet, it's still _____.
- Your behaviour is _____!
- The new assistant is _____.
- Fortunately, the rate of interest _____.
- He is _____ of doing this job.
- Do these prices _____ VAT?
- Those two parts are _____.
- I am used to working _____.
- The accident was _____.
- We don't want goods of _____ quality.

- intolerant**
- inevitable**
- increased**
- independently**
- incompatible**
- incapable**
- include**
- incomplete**
- inexpensive**
- inappropriately**
- inadequate**
- informal**
- inexperienced**
- intolerable**
- inferior**

15. COMPUTER TALK (SMISELNO RAZVRSTITE POJME)

- | | |
|---|-------------------------|
| a) process of starting or resetting a computer | to boot |
| b) complete, named collection of information | icon |
| c) program for manipulating text documents | hard copy |
| d) software that controls hardware resources | laptop |
| e) square-shaped object | word processor |
| f) used for storing information | CPU |
| g) temporary screen display | password |
| h) document print-out | file |
| i) small, portable computer | soft copy |
| j) symbol which represents an object or operation | floppy disk |
| k) user's identification code | operating system |
| l) duplicate copy of a program, a disk, or data | PC |
| m) to work at the computer out of one's home | to telecommute |
| n) central processing unit of a computer | backup |
| o) microcomputer conforming to IBM standards | |

16. ABBREVIATIONS (OBKROŽITE PRAVI POMEN KRATIC)

- | | |
|-------------------------------|--|
| a) CIF | |
| 1. Cover, industry, Firm | |
| 2. Cost, insurance, Freight | |
| 3. Chart, inquiry, Fact | |
| b) IT | |
| 1. Income Tax | |
| 2. Investment Treasury | |
| 3. Information Technology | |
| c) VAT | |
| 1. Value Added Tax | |
| 2. Volume At Time | |
| 3. Variable Annual Tax | |
| d) L/C | |
| 1. Loading Charges | |
| 2. Legal Capacity | |
| 3. Letter of Credit | |
| e) COD | |
| 1. Cash On Delivery | |
| 2. Clause Of Delivery | |
| 3. Chamber Of Debtors | |
| f) GMT | |
| 1. Growth Maximum total | |
| 2. General Means of Transport | |
| 3. Greenwich Mean Tim | |

4 BESEDE IN BESEDNE ZVEZE V POSLOVNI RABI / WORKING WITH WORDS IN BUSINESS USE

1. THE PREFIX “DIS-“(VNESITE PRAVO BESEDO)

- | | |
|--|--------------------|
| a) The general manager _____ with the decision of the board. | disposed |
| b) Look for this form, it didn't just _____! | dispatched |
| c) He is suspected of being _____. | discovery |
| d) I _____ of your inadequate behaviour! | distressed |
| e) This machine _____ 150 units every hour. | dismissed |
| f) The information _____ any doubts about the project. | dishonest |
| g) Because of his bad work he was _____ from the job. | distracted |
| h) She was _____ by the noise. | disposition |
| i) Her cheerful _____ pleased everyone in the office. | display |
| j) The goods are on _____ in the shop window. | dispelled |
| k) Industrial waste is now _____ of according to type. | disrupted |
| l) I have already _____ the parcel to the office. | disapprove |
| m) We made an astonishing _____. | discharges |
| n) He was very _____ about being mobbed by his colleagues. | disappear |
| o) The audience continually _____ the speaker. | disagreed |

2. BUSINESS ORGANIZATION

(POVEŽITE IZRAZE)

AMERICAN

- a) general manager
- b) proprietor
- c) manager
- d) stockholders' meeting
- e) stock corporation
- f) sole proprietor
- g) closed corporation
- h) stockholder
- i) general partnership

BRITISH

- 1. ordinary partnership
- 2. shareholders' meeting
- 3. trader
- 4. director
- 5. shareholder/member
- 6. public limited company
- 7. managing director
- 8. private limited company
- 9. sole trader

3. AT THE BANK(OBKROŽITE PRAVI IZRAZ)

a) bank counter

- 1. money token issued by the bank
- 2. desk at which bank business is done
- 3. teller in a bank

d) mortgage

- 1. security for a personal loan
- 2. interest payable on property
- 3. loan secured by property

b) bearer

- 1. bank manager
- 2. holder of a bank account
- 3. person in possession of a cheque

e) open cheque

- 1. cheque to be cashed
- 2. cheque form not yet filled in
- 3. cheque not yet paid

c) payee

- 1. bank client
- 2. recipient of payment
- 3. paying bank

f) PIN number

- 1. number shown on identity cards
- 2. number printed on cheque card
- 3. code for automated teller machines

4. OPPOSITES (POIŠČITE NASPROTJA)

g) nondescript	smooth
h) join	accept
i) accelerate	loosen
j) decline	open
k) at random	noticeable
l) subordinate	slow down
m) curved	anticipated
n) sole	ramshackle
o) rare	separate
p) cared for	increase
q) disagree	chief
r) unexpected	linear
s) tighten	selected
t) coarse	joint
u) restricted	common

5. SYNONYMS (POIŠČITE PRIDEVNIKOM SINONIME)

accelerated, aged, ancient, antiquated, contemporary, creeping, current, dated, delayed, elderly, fresh, hasty, hurried, lagging, measured, modern, novel, quick, rapid, recent, sleepy, speedy, unhurried, worn-out

OLD	NEW	FAST	SLOW

6. TOO INFORMAL (POIŠČITE NEVTRALNO BESEDO)

- | | |
|---|-----------------------|
| a) They had a secret agreement with each other. | evasive |
| b) I have to report this to my boss. | bankrupt |
| c) This country's economy is backward. | tolerate |
| d) The managing director has been sacked. | irritating |
| e) The workers moan about low wages. | soaring |
| f) The circumstances are very bizarre. | criticised |
| g) His words were a slap in the face. | marvellous |
| h) This new procedure is a pain in the neck. | withdrew from |
| i) She looked smashing. | unusual |
| j) They pulled out of the deal. | insulting |
| k) The government has slammed the union's strike. | complain |
| l) I found his answer very shifty. | dismissed |
| m) The cost of living is soaring again. | underdeveloped |
| n) His company is washed out. | supervisor |
| o) I don't think I can put up with this any longer! | private |

7. MATCHING PAIRS (POIŠČITE PAR)

- | | |
|----------------|-------------|
| a) creditor | guard |
| b) patient | prosecutor |
| c) buyer | believer |
| d) superior | criminal |
| e) employee | doctor |
| f) exporter | groom |
| g) angel | importer |
| h) sales clerk | subordinate |
| i) defender | seller |
| j) priest | devil |
| k) doctor | customer |
| l) bride | debtor |
| m) policeman | nurse |
| n) prisoner | employer |

8. VERY SIMILAR WORDS (PODČRTAJTE PRAVO BESEDO)

- a) This is a **personal/personnel** matter, it's not about business.
- b) Toxic **omissions/emissions** are coming out of the smoke stack.
- c) This problem **effects/affects** us all.
- d) The new building **side/site** is on the edge of the town.
- e) The hotel room was **luxurious/luxuriant**.
- f) **Maritime/marine** pollution is a serious problem.
- g) She is a **sociable/social** person, easy to get on with.
- h) We have a **variety/variation** of possibilities.
- i) The minister called for **union/unity** in the political party.
- j) He is a kind and **human/humane** person.
- k) I am **captivated/captured** by her charms.
- l) I put a new ink **cartridge/cartilage** into the printer.
- m) He is **illegible/eligible** for membership.
- n) The workers took **industrial/industrious** action.
- o) The rooms were dark and **dingy/dinghy**.

9. ABBREVIATIONS (OBKROŽITE PRAVI POMEN)

- | | |
|-------------------------------|---|
| a) F.A.O. | d) CEO |
| 1. Federal Admin Organisation | 1. Commercial and Economic Organization |
| 2. For attention Of | 2. Cheque Enclosed Order |
| 3. First Annual Order | 3. Chief Executive Officer |
| b) HGV | e) PLC |
| 1. Heavy Goods Vehicle | 1. Personal Liability Complaint |
| 2. Highest Goods Value | 2. Public Limited Company |
| 3. High grade Voltage | 3. Personal License Contract |
| c) ETA | f) CAD |
| 1. Estimated Trade Average | 1. Cash Against Documents |
| 2. Estimated Time of Arrival | 2. Cash Against Delivery |
| 3. Estimated Tax Acceptance | 3. Cash At Departure |

10. BANKING TERMS (POVEŽITE S PRAVIM POJMOM)

- | | |
|---|-----------------------------|
| a) bond issued by the government | assets |
| b) rate of which banks obtain loans from the central bank | building society |
| c) person holding an interest bearing account | commercial bank |
| d) short-term bond issued by the government | credit line |
| e) the amount of money available in the national economy | credit union |
| f) form of money which cannot be refused as a means of payment | direct debiting |
| g) banking institution specializing in housing finances | discount rate |
| h) profit seeking bank institution | government bonds |
| i) everything owned by a firm which can be converted into money | legal tender |
| j) maximum amount by which a checking account can be overdrawn | money supply |
| k) instant charging of a debit entry to the customer's account | retirement account |
| l) co-operative association offering members low interest loans | saver |
| m) slip of paper starting the transactions of a current account | statement of account |
| n) saving scheme for people preparing for retirement | treasury bill |

11. SYNONYMS

agreeable, colossal, defective, deficient, enormous, excellent, faulty, first-rate, huge, inferior, insignificant, little, massive, mini, negligible, petite, profitable, rotten, spacious, undersized, unsatisfactory, useful, valuable, vast

BAD	GOOD	BIG	SMALL

12. SURFING THE INTERNET (POIŠČITE PRAVI IZRAZ)

- | | |
|--|-----------------------|
| a) interlinked documents on servers around the world | search engine |
| b) virtual universe | home page |
| c) real time conversation over the internet | newsgroup |
| d) group of documents served up by one server | browser |
| e) program that searches the World Wide Web for keywords | World Wide Web |
| f) device that transmits information over the telephone line | intranet |
| g) the primary interface for a website | web site |
| h) application that enables users to view documents | snail mail |
| i) network that processes information within a company | download |
| j) rules for appropriate behaviour in the internet | hyperlink |
| k) connection between two internet documents | netizen |
| l) forum for discussion on a specific range of subjects | cyberspace |
| m) mocking phrase referring to the regular postal service | netiquette |
| n) to transfer a copy of a file from a remote computer | chat |
| o) person who communicates through the internet | modem |

13. ENQUIRIES (VSTAVITE PRAVO BESEDO)

- | | |
|---|----------------------|
| a) We saw your _____ in the latest edition of... | shipment |
| b) Do you _____ such items? | check |
| c) The present _____ is 14 days. | samples |
| d) We would like to order a _____ of 500 kg per month. | inquiry |
| e) Do you offer a _____ for large quantities? | represented |
| f) Please send us a detailed _____. | dispatched |
| g) Do you have the following material _____? | packets |
| h) Could you send us some _____ of your products? | product range |
| i) We would like to see your whole _____. | stock |
| j) We have received an _____ for item 2354. | advertisement |
| k) Should I enter this for _____? | lead time |
| l) Are you presently _____ on the Japanese market? | quantity |
| m) Could this be _____ immediately? | in stock |
| n) Do you supply item 594 in 50 kg _____? | offer |
| o) I'll have to _____ first whether this is acceptable. | discount |

14. HOW MUCH IS IT? (POVEŽITE S PRAVO ENOTO)

a) 1 inch (in.)	0.45 g
b) 1 foot(ft.)	0.47 l
c) 1 yard (yd.)	30.48 cm
d) 1 mile (mi.)	28.35 g
e) 1 ounce (oz.av.)	4.55 l
f) 1 pound (lb.av.)	0.55 l
g) 1 stone (st.)	1.61 km
h) 1 Imperial Pint (pt.) UK	91.44 cm
i) 1 dry pint U.S.	3.79 l
j) 1 liquid pint U.S.	0.57 l
k) 1 Imperial gallon UK	119 l
l) 1 U.S. gallon	2.54 cm
m) 1 U.S. barrel	6.35 kg

15. FOREIGN TRADE (VSTAVITE STROKOVNE IZRAZE)

- a) The _____ is the bill send by the seller to the buyer. It lists the items in the consignment, stating the quantity, the price per unit and the total price. **bill of exchange**
- b) The _____ is the most important document in transportation by sea. It confirms that the carrier has received the goods and will take responsibility for their safe delivery. **commercial invoice**
- c) The _____ is an unconditional order addressed by one person to another, signed by the person giving it, requiring the person to whom it is addressed to pay on demand a certain sum of money. **documentary credit**
- d) A _____ or letter of credit (L/C) is one of the most secure methods of international payment, in which a bank undertakes to pay an exporter for his/her goods under the conditions laid down. **bill of lading (B/L)**

16. OPPOSITES (POVEŽITE NASPROTJA)

- | | |
|------------------|------------------|
| a) circular | advance |
| b) risky | build |
| c) disappointed | public |
| d) long winded | routine |
| e) inclusive | succinct |
| f) restricted | delighted |
| g) flexible | certain |
| h) contaminated | square |
| i) lowly | elevated |
| j) halt | pure |
| k) minor | major |
| l) extraordinary | stiff |
| m) secret | continue |
| n) demolish | open |
| o) retreat | excluded |

17. MARKETING (VNESITE STROKOVNE IZRAZE)

- a) _____ is a part of marketing and involves all the steps you take to get the customer to buy your product.
- b) A set of objective characteristics which describe a group of people, including such things as age, marital status, sex etc. is called _____.
- c) An _____ is a demographic description of the type of customer most likely to benefit from the product or service.
- d) _____ sends marketing information everywhere hoping someone will receive it and buy the product.
- e) A marketing approach that involves focusing your marketing efforts on the group of potential customers most likely to buy your products is called _____.
- f) Dividing the total available market into smaller groups is called _____.

demographics
ideal customer profile
market segmentation
sales
scattergun marketing
target marketing

18. ABBREVIATIONS (UGOTOVITE POMEN KRATIC)

a) FAS

1. Further Amendment of Statutes
2. Foreign Account System
3. Free Alongside Ship

b) CWO

1. Cash With Order
2. Commercial World Organization
3. Cooperation With Officials

c) FOR

1. Fair Offer Reduction
2. Free On Rail
3. Fees On Reservation

d) CET

1. Corporation Earning Tax
2. Central Economic Term
3. Central European Time

e) PTO

1. Payable Total Obligation
2. Please Turn Over
3. Public Terminal Operator

f) C&F

1. Cost and Freight
2. Come and Fetch
3. Car and Ferry

19. THE STOCK EXCHANGE (VNESITE BORZNE IZRAZE)

- a) The Dow Jones and the DAX are _____.
- b) Most global _____ in stocks and shares is still carried out on the _____ in London, New York and Tokyo.
- c) The stock exchange offers no guaranteed return of one's _____.
- d) _____ can plummet just as easily as they might rocket.
- e) A market with an upward trend in share prices is called a _____.
- f) A market moving downwards is referred to as a _____.
- g) Some people invest in _____, such as companies in the process of recovery.
- h) _____ have a good performance record over some years.
- i) _____ are people who buy and sell shares for their clients.
- j) Share prices are listed daily in the _____ section of most quality newspapers.
- k) A _____ is a percentage of a company's earnings paid to the stockholder.

investment
share price indicates
bear market
brokers
business
share prices
trading
dividend
exchanges
bull market
high-risk equities
blue-chip securities

20. THE ODD ONE OUT (IZLOČITE BESEDO)

- | | |
|--|--|
| a) decrease, diminish, increase, decline | b) triangle, pentagon, rhombus, centipede |
| c) joint, combined, only, together | d) tolerant, prejudiced, liberal, open-minded |
| e) prosper, flourish, bloom, tree | f) delay, instruction, hindrance, obstruction |
| g) own, loan, borrow, rent | h) customer, partner, buyer, client |
| i) incident, event, occurrence, accident | j) reasonable, unfair, just, acceptable |
| k) single, number, quantity, amount | l) expose, publicise, cover, reveal |
| m) alter accomplish, convert, transform | n) variety, assortment, difference, collection |
| o) succeed, attend, achieve, prevail | |

21. MULTIPLE CHOICE (IZBERITE POMEN)

- a) The two largest utility companies just entered into a _____.
1. commodity
 2. merger
 3. tax shelter
- b) My _____ will advise me about selling some of my stocks.
1. legal advisor
 2. credit manager
 3. broker
- c) Many people buy municipal bonds because they are _____.
1. active
 2. tax-exempt
 3. taxable
- d) Carol wants our brokerage firm to help her with her _____.
1. index
 2. portfolio
 3. profile

22. FINANCIAL MARKETS (PODOBNOSTI)

- a) a collection of securities
- b) choice
- c) commodities
- d) process of rising prices
- e) merger
- f) declining
- g) tax shelter
- h) auction
- i) tax-exempt
- j) payment for broker's services
- k) speculate
- l) division of a share of stock
- m) over-the-counter trading
- n) decrease in economic activities
- o) company of brokers
- brokerage firm**
- portfolio**
- take financial risks**
- sale by bids**
- option**
- decreasing**
- not taxable**
- inflation**
- buying stocks directly**
- commission**
- raw materials**
- investment to reduce taxes**
- split**

23. MULTIPLE CHOICE (IZBERI BESEDO)

- a) Mr. Rowinsky can't afford to be a _____ investor.
1. preferred
 2. common
 3. speculative
- b) The city is selling _____ bonds in order to pay off its debts.
1. municipal
 2. commodities
 3. mutual funds
- c) I'm going to buy these stocks because they have been showing a good _____.
1. earnings
 2. growth rate
 3. commission
- d) With _____ inflation, we can hardly pay for the necessities of life these days.
1. declining
 2. bullish
 3. double-digit

24. SYNONYMS

acquire, activate, appear, begin, break off, capture, catch, cease, chat, conclude, confer, converse, discuss, get hold of, initiate, negotiate, obstruct, obtain, originate, set in motion, shut down, verbalize

START	STOP	TAKE	TALK

25. CROSSWORDS (OBKROŽITE BESEDE)

F	E	D	I	N	F	L	A	T	I	O	N
R	A	I	K	R	E	T	U	P	M	O	C
A	C	C	O	U	N	T	A	N	T	R	H
K	E	T	T	X	A	B	L	B	M	D	E
B	N	A	Q	O	F	F	I	C	E	E	Q
A	Z	T	F	I	R	M	Q	L	S	R	U
T	N	E	I	L	C	Y	D	A	L	M	E

26. INSURANCE (PRIPIŠITE PRAVI IZRAZ)

- a) an insurance contract _____
- b) insurance providing for payment of specified sum to name beneficiary on death of policy holder _____
- c) covers movable items like furniture, carpets, as well as valuables, e.g. jewellery _____
- d) statutory insurance against damage to someone else's person, vehicle or property in case of a car accident _____
- e) coverage of accidents at the workplace _____
- f) protection against damage caused by conflagration _____
- g) security against loss of luggage _____
- h) coverage of live animals _____
- i) insurance against premises being broken into _____

27. LLOYD'S OF LONDON (VNESITE PRAVO BESEDO)

Lloyds of London is the leading (a)_____ “market” in the world today. Almost any insurable (b)_____ can be placed there: ships and (c)_____, nuclear power stations, engineering projects, as well as (d)_____, livestock and valuables.

Conventional long term (e)_____ or health insurance (f)_____, however, cannot be obtained in this (g)_____.

Lloyd's is not a company, but a society of (h)_____, called underwriters, who accept insurance risks for their personal (i)_____ or loss.

Although the Lloyd's syndicates all together have reported a (j)_____ in only four of the past 100 years, individual (k)_____ have suffered badly from natural (l)_____, like the San Francisco earthquake. The resulting (m)_____ were all eventually settled.

investors
life assurance
market
coverage
profit
syndicates
property
claims
disasters
risk
insurance
aircrafts
loss

28. ABOUT YOUR JOB (OBKROŽITE)

- a) What do you do?
1. I work for a company called Nadox.
2. I am working for a company called Nadox.
- b) What does your company do?
1. We make spare parts.
2. We are making spare parts.
- c) How is business?
1. Not good. We don't make any money.
2. Not good. We aren't making any money.
- d) Where do you build the new factory?
1. We build a new factory in South America.
2. We are building a new factory in South America.
- e) How good is your production manager?
1. We have an excellent production manager.
2. We are having an excellent production manager.
- f) How do you like your work?
1. I like my work very much.
2. I am liking my work very much.

29. BUSINESS ACTIVITIES (VPRAŠAJTE)

- a) What _____?
We're in the engineering industry.
- b) Where _____?
I work in an office in the centre of town.
- c) Where _____?
We do ninety per cent of our business in the Far East.
- d) _____ in Eastern Europe?
No, we don't. At least not at the moment.
- e) Do you have _____?
Yes, we have factories in Poland and Hungary.

30. SHOWING SOMEONE AROUND
(VSTAVITE PRAVI IZRAZ)

- a) That's the _____ production building over there.
- b) What's this _____?
- c) It's the testing _____.
- d) Is the personnel section in _____ office over there?
- e) No, in _____ building on the left. Here is the accounts department.
- f) Where's _____ R&D section?
- g) It's in the workshop and maintenance _____.
- h) Where's _____?
- i) It's _____ the administration building.
- j) _____ do I find it?
- k) Go left here, _____ the car park.
- l) It's the second building _____ the left.
- m) The _____ is opposite the main gate.
- n) Is _____ path here the way to the main gate?
- o) Yes, you can walk straight _____.

ahead
along
an
area
behind
block
entrance
how
main
past place
that
that
this
this
your

31. INSTRUCTIONS (RAZVRSTITE NAVODILA)

- a) Put the document here.
- b) Plug in the photocopier.
- c) Check that there is enough paper.
- d) Switch on the machine.
- e) Switch off the power.
- f) Press the start button.
- g) Pull the plug out.
- h) Select the number of copies.
- i) Switch on the power.
- j) Switch off the machine.

32. MAKING COMPARISONS (PRIMERJAJTE)

- a) Japanese cars _____ (cheap) American ones.
- b) A fax _____ (fast) a letter.
- c) Travellers cheques _____ (secure) cash.
- d) Japan's standard of living _____ (high) China's.
- e) Our technology _____ (modern) our competitors.
- f) The quality of the delivery _____ (good) we expected.
- g) Technical texts _____ (complicated) private letters.
- h) Payment by L/C _____ (handy) bank transfer.
- i) Word processors _____ (advanced) manual typewriters.
- j) Working for a big company _____ (secure) working for a small firm.
- k) The rate of interest _____ (low) last month.
- l) We will serve you _____ (quick) from now on.
- m) Yesterday's meeting _____ (early) today's.
- n) In the future we _____ (work hard).
- o) It is _____ (easy) I thought.

33. SOME OR ANY (VNESITE PRAVO BESEDO)

- a) Did you have _____ to eat on the plane like last week?
- b) No, I didn't eat _____ all day.
- c) Well, let me get you _____.
How about _____ sandwiches?
- d) Are you going _____ next weekend?
- e) No, but my wife is planning to go _____.
- f) Did you tell _____ about the contract?
- g) No, I didn't tell _____.
- h) Well, _____ knows about it.
- i) Did you hear _____ about Ian's plans?
- j) No, I didn't hear _____.
- k) I have _____ to tell you.
- l) Don't tell _____, will you?
- m) I promise I won't tell _____.

some
something
anything
someone
somebody
anybody
anyone
somewhere
anywhere
any

34. TELEPHONING

(VNESITE PRAVI IZRAZ)

customer, phrases, tone, using, company, call, conversation, impression, friendly, distinctly, address, recommended, telephone, answer

The telephone (a)_____ is like the calling card of a (b)_____. A polite and (c)_____ telephone manner gives the caller a good (d)_____ of the company. The person answering the phone should speak carefully and (e)_____, in a friendly and polite (f)_____: “with a smile in your voice”, as is (g)_____ by AT&T.

In English, the formal “sir” or “madam” is often used to (h)_____ people on the (i)_____.

You should avoid (j)_____ expressions as “you have to...” (remember the (k)_____ does not “have to” do anything). Instead, use (l)_____ like “would you please” or “would you mind”.

When you receive an in-coming (m)_____, do not (n)_____ with “hello” or “yes”, but with so called “throw-away” words like “Good morning, ABC corporation, may I help you?”

35. RECEIVING A PHONECALL

(POVEŽITE)

- | | |
|--|---|
| a) Who's calling? | 1. It's G-A-L-L-A-G-H-E-R. |
| b) Can I take a message? | 2. No, I'm afraid you've got the wrong number. |
| c) How do you spell that? | 3. Don't worry, I'll call back later. |
| d) Can I speak to Tony? | 4. Yes, I'll be on 3434 until 5.15. |
| e) When will he be back? | 5. Just a moment, I'll connect you. |
| f) Can I have a word with Martin, please? | 6. Not until about 5.30, I'm afraid. |
| g) Who did you speak to earlier? | 7. Yes, half past three suits me fine. |
| h) Can I have your number? | 8. I think it was Mr. Jordan. |
| i) Can he call you back? | 9. Yes, certainly. It's 342. |
| j) The line is busy. Please don't hang up. | 10. Yes, I'll be in the office until 7 o'clock tonight. |
| k) Is that TK Holdings? | 11. Thank you, too. Good bye. |
| l) Could you call again at 3:30? | 12. I can hold. |
| m) Thank you for calling. | 13. My name is Karen White. |
| n) May I have your extension, please? | 14. I'm afraid he's at lunch at the moment. |

36. LEAVING MESSAGES (POVEŽITE)

- | | |
|------------------------|----------------------------|
| a) Could you tell ... | 1. ... your help. |
| b) Please ask ... | 2. ... that Marina called. |
| c) Please say ... | 3. ... her to call me. |
| d) Give her ... | 4. ... him for everything. |
| e) Can I give ... | 5. ... him I called. |
| f) Please thank ... | 6. ... him a message. |
| g) Many thanks for ... | 7. ... I rang. |
| h) Could you say ... | 8. ... my regards. |

37. NUMBERS, NUMBERS, NUMBERS

- | | |
|---|-------|
| a) the sixteenth of May nineteen ninety-eight | _____ |
| b) June the third nineteen eighty-seven | _____ |
| c) six twenty-five | _____ |
| d) seven thirty-five | _____ |
| e) eleven o'clock | _____ |
| f) a quarter past nine | _____ |
| g) sixteen hundred dollars | _____ |
| h) twelve pounds fifty | _____ |
| i) three thousand and one pounds fifty | _____ |
| j) two metres seventy five | _____ |
| k) eight and a half litres | _____ |
| l) half past eleven in the evening | _____ |
| m) seven point five per cent | _____ |
| n) 12 hundred kilos | _____ |
| o) five inches | _____ |

5 VEŠČINE POSLOVNEGA KOMUNICIRANJA / BUSINESS COMMUNICATION SKILLS

1 DOING BUSINESS ON THE PHONE

a) Responding to a phone call

A Decide which of these phrases fit best in the following sentences.

be over call back cut off get through give up hang up hold on look up
pick up put through

1. The phone's ringing. Why don't you..... the receiver?
2. I'm afraid she isn't available at the moment. Can you.....later?
3. Can you..... Their number in the directory, please?
4. I'm afraid she's with a client, shall I you.....to her secretary?
5. Hello? Are you still there? I think we werefor a moment.
6. Mr Green never seems to be in his office. I've been trying to
.....to him all morning
7. Could you for a moment? I'll just find out for you.
8. If the telephonist says » *Thank you so much for calling*« and plays me that awful electronic music again, I'll
9. If you get a wrong number, it's polite to say » *I'm sorry, I've dialled the wrong number*« before you.....
10. If an American telephonist asks » *Are you through?*« she wants to know if your call

b) Details from telephone conversations

Add the missing words: extension, receiver, speaking, bad line, directory, assistance, ring, hold, outside line, message, phone cards.

1. Hello. This is Bill Keevill..... Can I help you?
2. Could you.....the line for a moment, please?

3. Hello, switchboard? Can I have an, please?
4. What is Miss Fisher's.....number?
5. Can I leave afor Sarah Grey, please?
6. To make a call from a public telephone, lift theand insert a coin.
7. I'm sorry, I can't hear you very well, this is a
8. Could you give me a.....tomorrow morning?
9. The number for.....enquiries in the UK is 192.
10. She's in a meeting, I'm afraid. Can I be of any.....?
11. Some public phones take coins, others take.....

2 OCCUPATIONS

From the column on the right select the appropriate definition for the occupations on the left.

- | | |
|--------------------------|---|
| 1. a surgeon | is a person who makes reports for the newspapers |
| 2. a professor | connects and repairs drainage pipes, baths, toilets |
| 3. a reporter | sells fish |
| 4. a physician | conducts an orchestra |
| 5. a plumber | sells fruit and vegetables |
| 6. a physicist | digs coal from the ground |
| 7. a painter | is a university teacher of highest rank |
| 8. a fishmonger | operates on sick people |
| 9. a greengrocer | is an expert in physics |
| 10. a conductor | carries luggage |
| 11. a tobacconist | sells cigarettes |

12. **a miner** is a doctor of medicine
13. **an electrician** paints pictures
14. **a butcher** looks after children or cares for a person during an illness
15. **a secretary** is a person who makes, manages, controls or repairs electric machinery
16. **a joiner** is a skilled worker who makes furniture
17. **a cabinet maker** has charge of the correspondence, records and other affairs of the company
18. **a nurse** is a person in a bank, office or shop who receives and pays out money
19. **a cashier** makes the inside woodwork of a building
20. **a porter** kills animals, cuts them up and sells meat
21. **a lawyer** a person who deals with complaints
22. **a complaint officer** gives people advice about the law and represents them in court
23. **store manager** a person ultimately responsible for the day-to-day operations (or management) of a retail store

MONEY, LOVELY MONEY

If a man runs after money, he's greedy;

If he keeps it, he's stingy;

If he spends it, he's extravagant;

If doesn't get it, he's shiftless;

And if he gets it after a lifetime of hard labour, he's a fool who has never stopped to enjoy the good things of the world.

3 PRESENT SIMPLE AND PRESENT CONTINUOUS IN BUSINESS USE

a) Put the missing verb into the present continuous.

1. The service engineer _____ (wear) jeans today.
2. The accountant _____ (not read) company reports now.
3. They _____ (set) the table in the company canteen.
4. We _____ (talk) business at the moment.
5. The sales manager is _____ (place) an order now.
6. He _____ (have) a buffet lunch.
7. _____ they _____ (work) in the production department?
8. You _____ (not observe) the rules of formal behaviour.
9. She _____ (clear) her desk at present.
10. I _____ (read) the applicant's CV at present.

b) Make these sentences negative.

1. She's looking for less demanding position. _____
2. The secretary is taking the minutes of the meeting.

3. The panel committee are shortlisting the candidates _____

4. My PA is waiting for the updates on the improvement of the office security in her office.

5. I'm meeting my business contact at the airport. _____

6. She's making the decision on accepting the trouble-shooting kind of job. _____

7. The students are learning to write business letters. _____

8. A Dutch company is buying up a large number of Mercator shares. _____

9. They are overseeing our overseas projects at the moment

11. We are sending the terms of delivery in writing to our customers.

c) Make these sentences interrogative.

1. He's working on a new project. _____

2. They are enquiring about transport. _____

3. We are phoning our clients. _____

4. Alice is asking for details. _____

5. My brother is running a small business. _____

6. Peter's writing an application for a new job. _____

7. They are cutting back on overtime.. _____

8. Our firm is reducing staff benefits/fringe benefits. _____

9. We are setting the agenda for discussion . _____

10. The CEO is clarifying his point. _____

d) Present simple or continuous?

1. What _____ you _____ (do)? I _____ (be) a teacher.

2. What _____ she _____ (do) now? She _____ (clean) the office.

3. The competitors _____ (cut) their prices every winter.

4. _____ they _____ (increase) their market share now? No, they
_____ (think) how to do it.

5. Steve _____ (use) a company car these days. He _____ (like) fast cars.

6. Our marketing director and their CEO _____ (try to arrange) a meeting.

e) Make short answers.

1. Does he like making the decisions himself? No, ... _____

2. Do they guarantee zero defects? No, ... _____

3. Have you got a map of the city? Yes, ... _____

4. Are they paying by credit card? Yes, ... _____

5. Is he looking for a room? No, ... _____

6. Are they driving fast? Yes, ... _____

7. Can your superior speak French? No, ... _____

8. Can we afford spending more than \$6000 on new computer appliances?

No, _____

9. Are you giving presentations in English?

Yes, ... _____

10. Is the company you work for in business for more than 10 years?

No, ... _____

4 REAL CONDITIONS - FUTURE TIME

Real conditions are conditions that are possible to be realized. They often refer to one event in the future. They are called conditional sentences - **type 1**.

1. With future main verb-**if the weather is good, I'll go to the beach**
2. With imperative main verb- **if he calls, tell him to come here at once.**

Usually the present tense is used in the conditional clause. Occasionally **will** appears in this clause in the sense of be *willing*- **If you will clear the table, I'll wash the dishes.** **Should** may also be found in a real conditional clause with the meaning of it happens that- **If he should call, tell him I'll be right back.**

a) Supply the correct verb forms for future conditions. Note where SHOULD may also be used in the conditional clauses.

EXAMPLE: a) If they (not come)_____ don't come _____ here soon, we (leave)_____ will leave _____ without them.

b) If you (need)_____ need (or should need)_____ more help, please (ask)_____ ask _____ the janitor.

1. If you (not understand) _____ this math problem, I (explain) _____ it to you.
2. We (take) _____ the train if the company car (not be) _____ available.
3. (Telephone) _____ me at once if you (not find) _____ the client's address.
4. We (check) _____ our invoices, if you (think) _____ there this is absolutely necessary.
5. If you (come) _____ over now, I (give) _____ you the money.
6. You (have) _____ enough time to buy the tickets if you (leave) _____ half an hour early.
7. If you (see) _____ your human resources manager, (give) _____ him my best regards.
8. If your chauffeur (not drive) _____ more carefully, you (have) _____ an accident.
9. If a customer (want) _____ to see me, (tell) _____ him I'll be back in ten minutes.
10. If we (keep) _____ larger stocks, we (not run out) _____ of any lines.
11. If you (employ) _____ untrained staff, you (may reduce) _____ your wage bill.

b) Make conditional sentences – type 1. Put the verbs in brackets into the correct tenses.

1. If I see him, I (give)_____ him a lift.
2. The table will collapse if you (stand)_____ on it.
3. If he (eat)_____ all that, he will be ill.
4. If I find your passport I (telephone)_____ you at once.
5. The police (arrest)_____ him if they catch him.
6. If he (read)_____ in bad light, he will ruin his eyes.
7. Someone (steal)_____ your car if you leave it unlocked.
8. What will happen if my parachute (not open)_____ ?
9. If he (wash) _____ my car, I'll give him \$10.
10. If she (need)_____ a radio, she can borrow mine.
11. If you (not go)_____ away, I'll send for the police.
12. I'll be very angry if he (make)_____ any more mistakes.
13. If he (be)_____ late, we'll go without him.
14. She will be absolutely furious if she (hear)_____ about this.
15. If you put on the kettle, I (make)_____ the tea.
16. If you give my dog a bone, he (bury) it at once.

17. If we leave the car here, it (not be) _____ in anybody's way.
18. He'll be late for the train if he (not start) _____ at once.
19. If you come later, they (not let) _____ you in.
20. If he (go) _____ on telling lies, nobody will believe a word he says.
21. Unless he (sell) _____ more, he won't get much commission.
22. If I lend you \$10, when you (repay) _____ me?
23. We'll have to move upstairs if the river (rise) _____ any higher.
24. If he (work) _____ hard today, can he have a holiday tomorrow?
25. Ice (turn) _____ to water if you heat it.
26. If the house (burn) _____ down, we can claim compensation.
27. If you (not like) _____ this one, I'll bring you another.
28. Unless you offer a longer credit period to your client, you (get paid) at all.
29. Tell him to ring me up if you (see) _____ him.
30. If you (not believe) _____ what I say, ask your training manager.
31. If they (like) _____ the company premises, will they buy it?
32. If I tell you a confidential information, you (promise) _____ not to tell it to anyone else?
33. If you will kindly sit down, I (make) _____ enquiries for you.

34. Unless I have a quiet room, I (not be able) _____ to do any business for you.
35. The receptionist won't let you in unless he (be told) _____ who you are.
36. Should you require anything else, please (ring) _____ the bell for the attendant.

c) Form zero conditionals. Tвори ničti tip pogojnega odvisnika.

0. If you don't know (not know) what to do in this exercise, ask (ask) your teacher.
1. If you _____ (have) headache, _____ (try) to rest for while.
2. If you _____ (be) tired, _____ (stop) working overtime.
3. If you _____ (have) an expensive equipment, you _____ (have) to take care of it.
4. If you _____ (assess) performace every week, the quality of products _____ (may get) down.
5. If the plane _____ (be delayed), you _____ (have) to take a taxi.
6. If you _____ (make) a mistake, you _____ (have) to admit it.
7. If you _____ (not water) the plants, they _____ (die).
8. If she _____ (feel) frightened, _____ (stay) with her.
9. If you _____ (not believe) me, _____ (ask) your company colleagues.

10. If you _____ (not trust) him, _____ (not go) out with him.

d) From zero conditionals. Tвори ničti tip pogojnega odvisnika.

0. If you fall (fall) in love again, be (be) very carefull this time.

1. If you _____ (prefer) independence, you _____ (should be) self-employed.

2. If people _____ (live) in village, they _____ (not have) so many problems with the pollution.

3. If you _____ (talk) to him, _____ (have) to know that he is very clever.

4. If you _____ (eat) too much, you _____ (get) fat.

5. If you _____ (throw) a stone into the water, it _____ (sink).

6. If you _____ (stay) in the sun for too long, you _____ (get) sunburnt.

7. If the oil _____ (be) too hot, the meat _____ (burn).

8. You _____ (get) exhausted if you _____ (work) long hours.

9. If he _____ (not feel) well, _____ (call) for the doctor.

10. If your job _____ (involve) travelling a lot, you _____ (not can) be bored.

e) Give advice using the zero conditional clause. Povej nasvet tako, da tvoriš ničti pogojni odvisnik.

0. I've got a toothache. If you have a toothache, go to the dentist.

1. I need some help. _____.

2. I'm bad at dealing with customers. _____.

3. My child is ill. _____.

4. I've run out of money. _____.

5. There's no Christmas bonus in our company. _____.

6. We have no time left to meet the deadline _____.

7. My work is too dull. _____.

8. In order to become more competitive, we need to support innovation. _____.

9. We have some technical problems. _____.

10. I want to see your new plant. _____.

f) Insert the right form of the verbs in brackets. From the first type of the conditional clauses. Vstavi pravilno obliko glagola v oklepaju v naslednjih pogojnih odvisnikih in pri tem tvori prvi tip pogojnega odvisnika.

0. If the sun shines (shine) tomorrow, we'll have (have) a picnic.
1. You _____ (be) ill, if you _____ (go) out in your T-shirt only.
2. _____ you _____ (buy) some bread if you _____ (go) to the shops?
3. I _____ (let) you know about our business if I _____ (talk) to the manager.
4. What _____ you _____ (do) if you _____ (lose) your job?
5. Who _____ (do) your job if you _____ (go) on holiday now?
6. I _____ (come) one hour earlier if I _____ (catch) the five o'clock train.
7. I _____ (be) late if I _____ (not leave) now.
8. He _____ (be) angry with you if you _____ (not apologize).
9. The pupil _____ (get) a bad mark if he _____ (not learn) enough.

g) Join the sentences below to form the first type of the conditional clauses. Spodnji povedi združi tako, da boš tvoril prvi tip pogojnega odvisnika.

0. I'll always be with you. Show me your love.
I'll always be with you if you show me your love.

1. We'll be in town again. We'll visit you.

_____ .

2. I won't sell enough articles. I'll put an advertisement in the newspaper.

_____ .

3. I'll be sorry for her. She won't succeed in getting that job.

_____ .

4. We'll be in a hurry. We'll stay here for another hour.

_____ .

5. I'll do the rest of work. You'll wash my car.

_____ .

6. We won't enjoy ourselves. They'll come, too.

_____ .

7. I'll finish my work in time. I'll join you later.

_____ .

8. Andy and tom won't be able to start their car. They won't get any petrol.

_____ .

9. You won't spend all your money. You'll stay at home.

_____ .

10. They'll be at home. You'll inform them about your arrival.

h) Insert the right form of the verbs in brackets in the following conditional clauses. Form the second type of the conditional clauses. Vstavi pravilno obliko glagola v oklepaju v naslednjih pogojnih odvisnikih in pri tem tvori drugi tip pogojnega odvisnika.

0. If she had (have) enough courage, she would steal (steal) the pullover.

1. If you _____ (beg) me for some money, I _____ (give) it to you.
2. If you _____ (know) him well, you _____ (not say) that.
3. I _____ (be) terrified if I _____ (see) such an accident again.
4. If you _____ (try) to escape, they _____ (catch) you.
5. If the cat _____ (be) ill, I _____ (take) it to the vet.
6. If there _____ (be) a problem, she _____ (solve) it.
7. If they _____ (arrive) late, they _____ (be) punished.
8. You _____ (understand) her if you _____ (have) your own children.
9. She _____ (die) if her boyfriend _____ (leave) her.
10. Carol _____ (not sit) down if you _____ (not ask) her to do it.

i) Insert the right form of the verbs in brackets in the following conditional clauses. Form the second type of the conditional clauses. Vstavi pravilno obliko glagola v oklepaju v naslednjih pogojnih odvisnikih in pri tem tvori drugi tip pogojnega odvisnika.

0. They wouldn't win (not win) the match if I didn't play (not play) it too.
1. I _____ (be) very surprised if he _____ (appear) now.

2. She _____ (make) him happy if he _____ (marry) her.
3. Tom _____ (not leave) early if he _____ (not have) to see his dentist.
4. Some people _____ (be) so happy if they _____ (have) their own houses.
5. We _____ (not come) if you _____ (not invite) us.
6. I _____ (be) very grateful if you _____ (can) help me.
7. I _____ (do) anything for you if you _____ (work) for me.
8. She _____ (not mind) if you _____ (ask) her to open the window.
9. He _____ (not cry) if you _____ (be) there.
10. If I _____ (be) you, I _____ (hand in) my notice.

j) Put the verb in brackets into the correct tense for a clause of condition or result.

There are examples of the first, second, and zero conditionals.

1. If you _____ (go) away, please write to me.
2. If my boss _____ (be) as violent as yours, I _____ (tell) the senior officer about his behaviour.
3. If it _____ (rain) this weekend, we _____ (not able) to play tennis.

4. If I _____ (see) Peter this afternoon,
I _____ (tell) him the news.

5. I _____ (not like) meat if it
_____ (be) undercooked. I prefer it well done.

6. Please start your meal If you _____ (not have) your soup now, it
_____ (go) cold.

7. I have to work about 80 hours a week. If I _____ (have) more
time, I _____ (take up) a sport like tennis.

8. If he _____ (be) taller, he _____ (can) be
a policeman, but he's too short.

k) Correcting mistakes

In each of following sentences there is one mistake. Find it and correct it.

1. You should goin spring when is warm.
2. She went in Brazil with her parents.
3. Joan don't have to go. She can stay here.
4. I'm sorry I'm late. I had to make the shopping.
5. You don't have to smoke in this part of the restaurant.
6. We often go to the house of my aunt for our holidays.
7. Does he has to leave before the end of the play?
8. I like the city in winter when it is quite, and there are not many tourists.
9. Tom had to do his homework again because he did so many mistakes.
10. Do you think should I take the exam again?

1) Writing letters

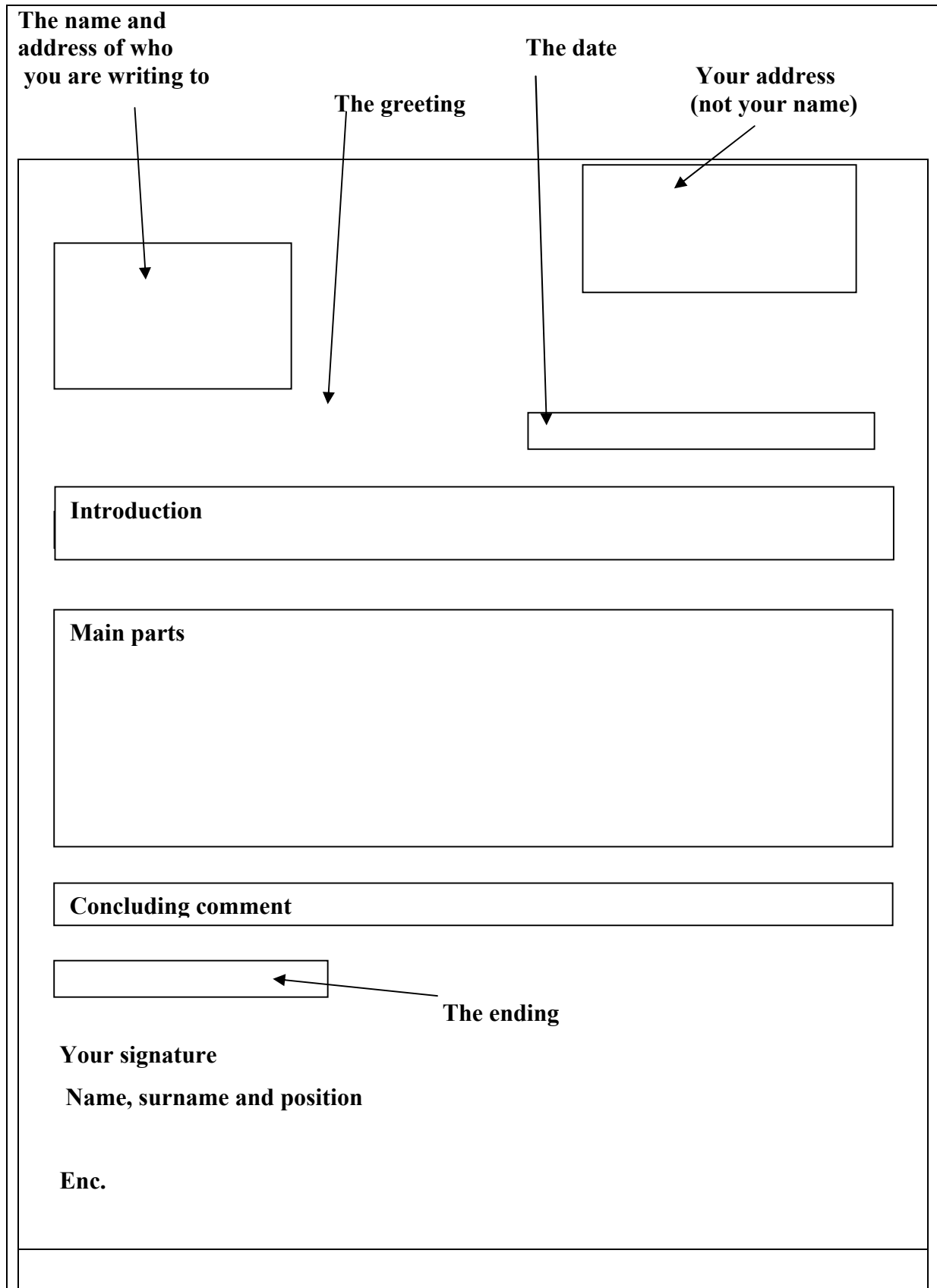
Formal letters

a. Match a greeting with a suitable ending.

Dear Sir or Madam	Yours Bob
Darling Rosie	Yours faithfully Robert J. Fleming
Dear Ms McDonald	<i>Lots of love</i> <i>Bobby xxx</i>
Dear Helen	Yours sincerely Robert Fleming
Dear Philip	Love Bob

Which are formal? Which are informal?

m) Below is an outline of a formal letter. Look at it carefully. Is it the same as in your country?



Vir: Soars J., 1997, str. 45.

» **GOLDEN RULES**« for writing **BUSINESS** letters (including faxes and memos)¹

1 Give your letter a **heading** if it will make it easier for the reader to understand the purpose of writing.

2 Decide what you're going to say before you start to write or dictate a letter, because if you don't do this the sentences are likely to go on and on until you can think of a good way to finish. In other words you should always plan ahead.

3 Use short sentences.

4 Put each separate idea in a separate paragraph. Number each of the paragraphs if it will help the reader to understand better.

5 Use short words that everyone can understand.

6 Think about your reader. Your reader:

- should be able to see exactly what you mean: your letters should be **clear**;
- must be given all the necessary information: your letters should be **complete**;
- is probably a busy person with no time to waste: your letters should be **concise**;
- a letter should be written in a sincere, polite tone: your letters should be **courteous**;
- a letter should not be distracted by mistakes in grammar, punctuation and spelling;
-your letters should be **correct**.

THE LAYOUT OF A BUSINESS LETTER

1 The company's logo is always in the middle or on the right handside.

2 The receiver's name, tittle and address are on the left handside.

3 Date is on the right handside, above the text.

4 The addressee should be addressed properly. No commas.

5 Heading should be short, clear and concise.

6 Body of the letter – if there's a line space between each paragraph, the new paragraph needen't be indented.

7 Conclusion (We look forward to hearing from you./We look forward to an early reply.)

8 Complimentary close (Yours sincerely - if you know the name of the addressee/ Yours faithfully – if you don't know the name of the addressee/ Best wishes/ Kind regards)

9 Signature, followed by the name and the title of the sender

10 Enclosures (if necessary)

¹ Jones, L.in Alexander R., 2000, *str.* 22.

1 Garfield Road²
Oxford
OX1 4BE
Email marthurs@gmail.co.uk

Ms Donna Summers
Human Resources Co-ordinator
Small & Fanshave
27 Wakefield terrace
Cambridge
CB2

16 May 2008

1AP

Dear Ms Summers

I wish to apply for the vacancy advertised in Legal News on 10 May 2008 for an assistant commercial lawyer. I enclose a copy of my curriculum vitae.

I am currently employed as an assistant lawyer at Bring & Brawn in Oxford and have had four years of post-qualified experience, primarily in company commercial and IT law. In addition to handling a substantial caseload, I am also heavily involved in helping to co-ordinate my firm's marketing strategy with regard to IT clients. I am particularly interested by the position on offer at your firm, since I am aware that the firm has an extensive expertise in this area.

I speak fluent French, and use the language daily in the course of my work.

If there are any other information you require, please contact me. I look forward to hearing from you.

Yours sincerely

Michael Arthurs

Michael Arthurs

Enc. cv

² Haigh, R., 2007, *str.* 202.

n) Fill in the following forms.

CROSSROADS HOTEL

Registration form

Surname _____ **First name**
(s) _____

Nationality _____

Passport number _____ **Date and place of**
issue _____

Address _____

Date of arrival _____ **Date of**
departure _____

Signature _____

Vir: Soars J.,1997, str. 42.

The Oak Tree School of English

Enrolment form – PLEASE WRITE IN CAPITAL LETTERS

Mr/Mrs/Ms* _____ Family name _____ First name _____ Date of birth _____

Nationality _____

Language(s) _____

Address in your country _____

Occupation _____

Reason for learning English: Business/pleasure/exams/other* (if other, please specify) _____

How many hours a day do you want to study? _____

How long are you going to stay at the school? _____

What date do you want to start? _____

* Delete where not applicable.

Vir: Soars J., 1997, str. 43.

6 JEZIK V POSLOVNI RABI / LANGUAGE AT WORK

1 Past tense or present perfect (Reporting on what business people did, what they have done...)

Warren was a rich and successful businessman, but now he's an old man and doesn't work any more. His son Clive is a very rich and very successful businessman.

Put in the verbs. Use the present perfect or past simple.

- Most business people make mistakes. Warren made mistakes, but his son has never made a mistake.

1. Business people travel a lot. Clive _____ all over the world. His father _____ on business too, but not so much.
2. Good business people make money. Clive _____ £50 million now. His father _____ £10 million.
3. Business people can win prizes. Warren _____ the Exporter of the Year prize twice. His son _____ it four times already.
4. A lot of business people don't take risks. Old Warren _____ risks because he was afraid to. But his son _____ quite a few risks so far in his career.

2 Put in this, last, today or yesterday.

- Last month prices went up, but this month they have fallen a little.

1. It's been dry so far _____ week, but _____ week was very wet.
2. I went shopping earlier _____ and spent all the money I earned _____ .
3. We didn't have many tomatoes _____ year. We've grown a lot more _____ summer.

3 Present perfect or past simple?

Put in the verbs.

David: ▪ Have you heard the news about Cathy?

▪ you hear

William: No, what ¹ _____ ?	1 happen
David: She ² _____ an accident. She was running for a bus when she ³ _____ down and ⁴ _____ her leg.	2 have 3 fall 4 break
William: Oh, how awful! When ⁵ _____ ?	5 this happen
David: Yesterday afternoon. Sarah ⁶ _____ me about it last night.	6 tell
William: Last night! You ⁷ _____ last night, and you ⁸ _____ me?	7 know 8 not tell
David: Well, I ⁹ _____ you last night. And I ¹⁰ _____ you today, until now.	9 not see 10 not see
William: I hope she's all right. She ¹¹ _____ lots of accidents, you know. She ¹² _____ the same thing about two years ago.	11 have 12 do

4 Answer the following questions:

1. When did you last see me?
2. Where did you write your last homework?
3. What have you done for homework?
4. When did this lesson begin?
5. Did you understand your last grammar lesson?
6. Have you learnt all the English strong verbs by heart? (Why not?)
7. What did you drink for breakfast today?
8. How much did that book (pen, pencil, hat, dress) cost?
9. Have you lost anything this week? (Have you found it yet?)
10. Where did you buy that lovely tie (dress, hat, blouse, pen – those lovely shoes)?
11. How did you come to your lesson last time?
12. Where did you go last night?
13. What did you have for lunch (breakfast)?
14. Have you ever seen a giraffe?
15. Where did you spend your holiday last year?
16. Have you been to the pictures this week?

5 Complete the letter with the present perfect simple or the past simple of the verbs in brackets.

Dear Jenny,

I'm sorry I haven't written (not write) for a long time.

I got (got) your last letter in July. A lot of things ¹ _____ (happen) since then.

In August we ² _____ (go) on holiday to Spain. It was great! I ³ _____ (never have) such a good time. I ⁴ _____ (even learn) a few words of Spanish.

Only two bad things ⁵ _____ (happen) there. I ⁶ _____ (lose) my new camera, and my sister ⁷ _____ (fall) off our hotel balcony and ⁸ _____ (land) in a palm tree. She almost ⁹ _____ (destroy) the poor tree. I ¹⁰ _____ (send) you a postcard from Granada. ¹¹ _____ (you get) it)

In September I ¹² _____ (start) at my new school. I ¹³ _____ (already make) a lot of new friends.

One more bit of news: I ¹⁴ _____ (paint) my room – bright orange! Mum and Dad aren't too happy, but my friends think it's great.

Please write soon.

Much love, Sandra

6 Short dialogues

Practise making dialogues with your partner by using the information in the table. Then fill in the empty part of the table with your own ideas and make new dialogues with your partner.

YOU Have you ever been to Spain?

PARTNER Yes, I have.

YOU When did you go there?

PARTNER I went there two years ago.

Action	What/where	When
go	to Spain	two years ago
see	the Tower of London	in 1991
watch	the Cosby Show	last night
read	Rrankenstein	two months ago
hear	a radio play	last week

7 Look at the example and answer in the same way.

Wayne's father became a production supervisor in 1972.

How long has he been a production supervisor?

He's been a production supervisor since 1972.

1. Breda's father became a bank in 1969.

How long? / be /

2. Mr. Croft bought a car last December.

How long? / have /

3. We met Frank in 1980.

How long? / know /

4. I bought this watch ten years ago.

How long? / have /

5. He started to work at the Ljubljanska banka last year.

How long? / work /

8 Read the following situation carefully and do in the same way.

Situation:

Matjaž became ill two days ago. He went to bed.

He is still in bed.

He has been ill for two days.

Situations:

1. Tina arrived in England three months ago. She is still there.
2. Peter bought his flat in 1975. He still lives there.
3. Three years ago Mr. Croft got a very good job. He still has a very good job.

9 Small talk

a) Work with a partner. Ask and answer questions about the following.

Make/homework: A: Have you made homework yet?

B: Yes, I have.

A: When did you make it?

B: I made it yesterday.

1- drink/vodka

2- drive/the new Mercedes

3- do/ gymnastics here

4- write/a poem

5- swim/in the river

6- speak/Chinese

b) Fill in the right form of the verb (Present tense, Past tense ali Present perfect).

Jayne Goodweek (be)¹ one of the most famous film stars of our time. She
. (be)² born in Corsica as Giuseppina Gaseppo. At the age of 14 she
(come)³ to England where she (become)⁴ famous in the film about teenage love.
She (visit)⁵ many countries of the world and she (make)⁶ many friends.
Now she (live)⁷ happily in her London home with her 13 cats.

c) Fill in the right form of the adjective (comparative or superlative). Add than, in, of, where necessary.

1. This exam was a bit all the other tests. (easy)
2. The food isn't nearly it has been in the past. (good)
3. They all behaved badly, but Pat behaved the (bad).
4. It was slowly getting and (hot)
5. There are problems than there were before. (few)

10 Conditional clauses in everyday situations – mixed types

a) Put in the right forms of the verb in brackets (1-first conditional, 2-second conditional)

- 1- If they (use) electric typewriters, they (finish) early. 1
- 2-
- 3- If he (run) round the park every morning, he (keep) fit. 2
- 4-
- 5- She (go)shopping every day if her husband (leave) the car home. 2
- 6-
- 7- If he (meet) a lot of people, he (make) a lot of friends. 1
- 8-
- 9- He (do) his own repairs if he (understand) electricity. 2
- 10-
- 11- If I (be) on holiday, I (paint) pictures. 2
- 12-
- 13- If you (want) to help me, you (ask) me what to do. 2
- 14-
- 15- Is she (pass) the driving test, she (get) a new car. 1
- 16-
- 17- You (have to) to take the job if they (offer) you one. 1
- 18-
- 19- If John (be) a better player, he (not lose). 2

20-

b) Compose conditional sentences according to the given situation.

Example: Tina is not good at maths because she doesn't work hard.

If she worked hard, she would be better at maths.

- 1- Craig never comes to the office on time because he never gets up early enough.
- 2-
- 3- Your office looks awful because you never clean it.
- 4-
- 5- You never get a seat at the theatre because you don't try to get a ticket on time.
- 6-
- 7- She doesn't get a job as a shop-assistant because she doesn't try hard enough.
- 8-
- 9- Frank never knows what's on the notice board. He never looks at it.
- 10-
- 11- Their conference room doesn't look nice. They never paint it.
- 12-
- 13- I don't want to attend a company's annual conference. It's too depressing.
- 14-
- 15- The book on finance matters, which I brought home, isn't interesting. I won't read it.
- 16-
- 17- Mary wants to buy a new laser printer. She has no money.
- 18-
- 19- The tea served in our company canteen is too weak. I won't drink it.
- 20-

c) Find suitable endings to this sentences

- 1- If we had enough money ...
- 2- She would play much better if ...
- 3- If John were a better player ...

- 4- The photo would be better if ...
- 5- She will play the piano for you if ...
- 6- They would go fishing ...
- 7- If she gets a new car ...
- 8- You will have to take a job if ...
- 9- If Peter studied hard ...
- 10- We would go to the seaside if Peter ...

d) Match the first and second parts of the sentences below:

- | | |
|--|---|
| 1. Give Mary my regards | a. if you want to stay in the first team. |
| 2. If you keep pulling the cat's tail, | b. you'll make yourself ill. |
| 3. Of course you put on weight | c. unless I pay back the loan. |
| 4. Unless the taxi arrives soon, | d. it never breaks down. |
| 5. You have to train regularly | e. if you see her at the weekend. |
| 6. If you promise to come home by 11, | f. you'll pass the exam. |
| 7. I'll pick up the shopping on the way home | g. if you send it express. |
| 8. Provided a car is serviced regularly, | h. we're going to be late for the party. |
| 9. The next-door neighbours will complain, | i. if you eat chips all day. |
| 10. If you go on eating those chocolates, | j. you can have an ice-cream |
| 11. It should arrive tomorrow morning | k. if I finish work early. |
| 12. If you have to work late tonight, | l. she'll scratch you. |

- | | |
|---|--------------------------------------|
| 13. The bank will repossess the car | m. if you play that music so loudly. |
| 14. Behave yourself! If you're a good girl, | n. phone to say when you'll be home. |
| 15. If you've done the work, | o. you can go to the disco. |

e) Change the following sentences so that each contains the word unless:

1. You won't get in if you don't have a ticket.

.....

2. The match will be off if the weather doesn't clear up.

.....

3. I won't get the job if I don't pass my driving test.

.....

4. If your English doesn't improve, you'll fail the exam!

.....

f) Match the first and second parts of the sentences below:

- | | |
|--|--|
| 1. If we had some better players, | a. I wouldn't have a problem buying shoes. |
| 2. I could give you a lift home | b. if you didn't drive so fast. |
| 3. If Robert did a little more practice, | c. she might get a good pass. |

- | | |
|--|---|
| 4. I wouldn't feel so nervous | d. if my car wasn't at the garage. |
| 5. If we spoke perfect English, | e. we'd have a chance of winning the cup. |
| 6. You would feel much healthier | f. if you helped more around the house. |
| 7. If my feet weren't so big, | g. I'd try windsurfing. |
| 8. You'd make friends | h. if you took a little more exercise. |
| 9. If I were you, | i. we wouldn't have to do these exercises. |
| 10. I'd really appreciate it | j. if you were a little more sociable. |
| 11. He could look much smarter | k. if you didn't talk about computers all the time. |
| 12. If Anna did the necessary work, | l. he'd be an excellent guitarist. |
| 13. She wouldn't think you were boring | m. if I had more free time. |
| 14. If I had the confidence, | n. I'd be very careful what you say to him. |
| 15. I'd decorate the kitchen | o. if he took more interest in clothes. |

g) Fill in the spaces in this text with suitable verbs:

Don't you think people use the word IF too much? They are always saying things like: IF we more money, IF we in a bigger house, IF you a better job, IF we afford to go to Florida on holiday, IF only we a car like the people next door, IF schools better, IF there no waiting lists for hospitals, IF, IF, IF! If people dream, we need the word IF!

11 More conditionals (review)

The word **will does not** usually **occur in the if part of the sentence**.

You may find would in the if part of the sentence in the expression would like, for example: If you would like more copies, please let us know.

In the main clause you often find the following:

Will ('ll)	If you get the tickets, I'll give you a lift.
The imperative	If you're passing the station, get me a timetable.
The present simple	If it's wet, I take the car.
A modal	If you're early, you must drop in for a chat.

In the following conditional sentences, match the beginnings and the endings:

1. If you need to speak to me next week . . .
 2. If you don't mind waiting for a few minutes . . .
 3. If you would like a copy of next year's brochure . . .
 4. If you let me have your card . . .
 5. If you order a box today . . .
 6. If you let me know exactly what you want . . .
 7. If you come back at 3 o'clock . . .
 8. If you leave me details of the services you are offering . . .
 9. If you require a demonstration of any of the products in our brochure . . .
- a. . . . I'll send you one as soon as it's ready.
 - b. . . . I'll send you an information pack.
 - c. . . . we can design something that meets your specific requirements.
 - d. . . . I'll get back to you if we're interested.
 - e. . . . my colleague will be happy to speak to you as soon as he's free.
 - f. . . . I'll introduce you to our Sales Manager. He should be back by then.
 - g. . . . please give me a ring. Here's my business card.
 - h. . . . please let me know which ones you are interested in and I will arrange it.
 - i. . . . we will be able to offer you a special discount.

7 REŠITVE

1.

a) civil servant, b) director, c) solicitor (US: attorney), d) journalist, e) factory worker, f) lecturer, g) doorman, h) personal manager, i) operator, j) merchant seaman, k) sales representative, l) stockbroker, m) bank-clerk, n) scientist, o) recruitment consultant

2.

a) telephone, b) paging systems, c) video-phones, d) typewriter, e) word processor, f) dictating machines, g) answering machine, h) fax (facsimile machine), i) mobile phones, j) teletext

3.

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

4.

a) following, b) firm, c) corporation, d) equivalent, e) company, f) roughly, g) Ltd., h) founding, i) businessmen, j) liability, k) run, l) shares m) bankruptcy, n) debts

5.

a) mediocre, b) desk, c) postcard, d) season, e) hurry, f) expenses, g) burgers, h) deadline, i) chart, j) plane, k) suit, l) car, m) phone call, n) manual, o) pilot

6.

secretary, copy, desk, teletext, paper, fax, decline, capital, merger, interest

7.

a) plumber, b) physiotherapist, c) surgeon, d) architect, e) clerk of the court, f) electrician, g) auditor, h) The) speaker, i) draughtsman, j) confectioner, k) decorator, l) headmaster, m) comedian, n) midwife, o) salesman

8.

GIVE: deliver, donate, hand over, present, provide, supply

GET: achieve, acquire, attain, capture, receive, win

MAKE: build, construct, create, fabricate, form, produce

HAVE: hold, keep, obtain, own, possess, retain

9.

a) labour union, b) applicant, c) dismissal, d) bonus, e) fringe benefits, f) check-up, g) selection, h) lump sum, i) promotion, j) interview, k) employment agency, l) recruitment officer, m) curriculum vitae, n) graduate, o) contract of employment

10.

a) annual report, b) balance sheet, c) profit and loss account, d) current assets, e) board of directors, f) chief executive, g) subsidiaries, multinational, h) supervisory board

11.

a) 2, b) 1, c) 3, d) 2

12.

a) ex works, b) free on rail (FOR), c) free alongside ship (FAS), d) free on board (FOB), e) cost, insurance and freight (CIF), f) freight paid to customs, g) delivered duty paid

13.

broker, dividend, index, investment, portfolio, stock, opt, risk, loss, share

14.

a) informal, b) inadequate, c) intolerant, d) inappropriately, e) inexpensive, f) incomplete, g) intolerable, h) inexperienced, i) increased, j) incapable, k) include, l) incompatible, m) independently, n) inevitable, o) inferior

15.

a) to boot, b) file, c) word processor, d) operating system, e) floppy disk, f) soft copy g) hard copy, h) laptop, i) icon, j) password, k) spreadsheet program, l) backup, m) to telecommute, n) CPU, o) PC

16.

a) 2, b) 3, c) 1, d) 3, e) 1, f) 3

4 BESEDE IN BESEDNE ZVEZE V POSLOVNI RABI / WORKING WITH WORDS IN BUSINESS USE

1.

a) disagreed, b) disappear, c) dishonest, d) disapprove, e) discharges, f) dispelled, g) dismissed, h) distracted, i) disposition, j) display, k) disposed, l) dispatched, m) discovery, n) distressed, o) disrupted

2.

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

3.

a) 2, b) 3, c) 2, d) 3, e) 1, f) 3

4.

a) nondescript & noticeable, b) join & separate, c) accelerate & slow down, d) decline & increase, e) at random & selected, f) subordinate & chief, g) curved & linear, h) sole & joint, i) rare & common, j) cared for & ramshackle, k) disagree & accept, l) unexpected & anticipated, m) tighten & loosen, n) coarse & smooth, o) restricted & open

5.

OLD: aged, ancient, antiquated, dated, elderly, worn-out

NEW: contemporary, current, fresh, modern, novel, recent

FAST: accelerated, hasty, hurried, quick, rapid, speedy

SLOW: creeping, delayed, lagging, measured, sleepy, unhurried

6.

a) private, b) supervisor, c) underdeveloped, d) dismissed, e) complain, f) unusual, g) insulting, h) irritating, i) marvellous, j) withdrew from, k) criticised, l) evasive, m) rising, n) bankrupt, o) tolerate

7.

a) creditor & debtor, b) patient & doctor, c) buyer & seller d) superior & subordinate, e) employee & employer, f) exporter & importer, g) anger & devil, h) sales clerk & customer i) defender &

prosecutor, j) priest & believer, k) doctor & nurse, l) bride & groom, m) policeman & criminal, n) prisoner & guard

8.

a) personal, b) emissions, c) effects, d) site, e) luxurious, f) maritime, g) sociable, h) variety, i) unity, j) humane, k) captivated, l) cartridge, m) eligible, n) industrial, o) dingy

9.

a) 2, b) 1, c) 2, d) 3, e) 2, f) 1

10.

a) government bonds, b) discount rate, c) saver, d) treasury bill, e) money supply, f) legal tender, g) building society, h) commercial bank, i) assets, j) credit line, k) direct debiting, l) credit union, m) statement of account, n) retirement account

11.

BAD: defective, deficient, faulty, inferior, rotten, unsatisfactory

GOOD: agreeable, excellent, first-rate, profitable, useful, valuable

BIG: colossal, enormous, huge, massive, spacious, vast

SMALL: insignificant, little, mini, negligible, petite, undersized

12.

a) World Wide Web, b) cyberspace, c) chat, d) web site, e) search engine, f) modem, g) home page, h) browser, i) intranet, j) netiquette, k) hyperlink, l) newsgroup, m) snail mail, n) download, o) netizen

13.

a) advertisement, b) stock, c) lead time, d) quantity, e) discount, f) offer, g) in stock, h) samples, i) product range, j) inquiry, k) shipment, l) represented, m) dispatched, n) packets, o) check

14.

a) 2,54 cm, b) 30,48 cm, c) 91,44 cm, d) 1,61 km, e) 28,35 g, f) 0,45 g, g) 6,35 kg, h) 0,57 l, i) 0,55 l, j) 0,47 l, k) 4,55 l, l) 3,79 l, m) 119 l

15.

a) commercial invoice, b) bill of lading (B/L), c) bill of exchange, d) documentary credit

16.

a) circular & square, b) risky & certain, c) disappointed & delighted, d) long-winded & succinct, e) inclusive & excluded, f) restricted & open, g) flexible & stiff, h) contaminated & pure, i) lowly & elevated, j) halt & continue, k) minor & major, l) extraordinary & routine, m) secret & public, n) demolish & build, o) retreat & advance

17.

a) sales, b) demographics, c) ideal customer profile, d) scattergun marketing, e) target marketing, f) market segmentation

18.

a) 3, b) 1, c) 2, d) 3, e) 2, f) 1

19.

a) share price indices, b) trading, exchanges, c) investment, d) share prices, e) bull market, f) bear market, g) high-risk equities, h) blue chip securities, I brokers, j) business, k) dividend

20.

a) increase, b) centipede, c) only, d) prejudiced, e) tree, f) instruction, g) own, h) partner, i) accident, j) unfair, k) single, l) cover, m) accomplish, n) difference, o) attend

21.

a) 2, b) 3, c) 2, d) 2

22.

a) portfolio, b) option, c) raw materials, d) inflation, e) uniting of companies, f) decreasing, g) investment to reduce taxes, h) sale by bids, i) not taxable, j) commission, k) take financial risks, l) split, m) buying stocks directly, n) slowdown, o) brokerage firm

23.

a) 3, b) 1, c) 2, d) 3

24.

START: activate, appear, begin, initiate, originate, set in motion

STOP: break off, cease, conclude, obstruct, refrain, shut down

TAKE: acquire, capture, catch, get hold of, grip, obtain

TALK: chat, confer, converse, discuss, negotiate, verbalize

25.

accountant, factory, computer, cheque, dictate, order, office, client, bill, inflation, firm

26.

a) insurance policy, b) life insurance, c) household insurance, d) auto insurance, e) industrial injuries insurance, f) fire insurance, g) baggage insurance, h) livestock insurance, i) homeowner's insurance

27.

a) insurance, b) risk, c) aircrafts, d) property, e) life assurance, f) coverage, g) market, h) investors, i) profit, j) loss, k) syndicates, l) disasters, m) claims

28.

a) 1, b) 1, c) 2, d) 2, e) 1, f) 1

29.

a) What business are you in? b) Where's your office?/Where do you work? c) Where are your main markets? d) Do you do any/much business in Eastern Europe? e) Do you have any/many factories in Eastern Europe? f) Do you do much business in the Far East? g) What are you working on at the moment?

30.

a) main, b) place, c) area, d) that, e) this, f) your, g) block, h) that, i) behind, j) How, k) past, l) on, m) entrance, n) this, o) ahead

31.

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

32.

a) are cheaper than, b) is faster than, c) are more secure than, d) is higher than, e) is more modern than, f) is better than, g) are more complicated than, h) is handier than, i) are more advanced than, j) is more secure than, k) is lower than, l) quicker, m) was earlier than, n) will work harder, o) easier than

33.

a) something, b) anything, c) something, some d) anywhere, e) somewhere, f) anybody/anyone, g) anyone/anybody, h) someone/somebody, i) anything, j) anybody, anything, k) something, l) anyone/anybody, m) anybody/anyone

34.

a) conversation, b) company, c) friendly, d) impression, e) distinctly, f) tone, g) recommended, h) address, i) telephone, j) using, k) customer, l) phrases, m) call, n) answer

35.

a) 13, b) 3, c) 1, d) 14, e) 6, f) 5, g) 8, h) 4, i) 10, j) 12, k) 2, l) 7, m) 11, n) 9

36.

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

37.

a) 16.05.1991 (brit.), b) 06/03/1987 (am.), c) 6.25, d) 7.35, e) 11.00 h, f) 9.15, g) \$1,600, h) £12,50, i) £3,001.50 j) 2.75 m, k) 8.5 l, l) 7.30 pm, m) 7.5% n) 1,200 kg o) 5°

5 VEŠČINE POSLOVNEGA KOMUNICIRANJA/BUSINESS COMMUNICATION SKILLS

4 REAL CONDITIONS – FUTURE TIME (str. 48)

a)

1. don't understand / I'll explain (will explain)
2. We'll take / is
3. Telephone / don't find
4. won't go (will not go) / think
5. come / I'll give (will give)
6. You'll have (will have) / leave
7. see / give
8. don't drive / you'll have (will have)
9. wants / tell
10. go / I'll get (I will get)
11. eat / may get

b)

1. I'll give (I will give)
2. stand
3. eats
4. I'll telephone (I will telephone)
5. will arrest
6. reads
7. will steal
8. doesn't open
9. washes
10. needs
11. don't go
12. makes
13. is
14. hears
15. I'll make (I will make)
16. he'll (he will) bury it at once
17. it won't be
18. doesn't start
19. won't let

20. goes on
21. sells
22. repay
23. rises
24. works
25. turns
26. burns
27. don't like
28. you'll have
29. see
30. don't believe
31. likes
32. will you promise
33. I'll make (will make)
34. I won't be able
35. knows
36. ring

c) (str. 51)

1. have a / try
2. are / go
3. have / have
4. don't feed / will be
5. starts / have to
6. make / have
7. don't water / die
8. don't believe / ask
9. don't trust / don't go

d) (str. 53)

1. go / can
2. live / don't have
3. talk / you have to
4. eat / get
5. throw / sinks

6. stay / get
7. is / burns
8. get / work
9. doesn't feel / call
10. travel / can't

e) (str.54)

1. If you need some help, call me.
2. If you're bad at maths, ask your math teacher to explain it to you again (OR: to give you some exercises).
3. If your child is ill, take him to the doctor.
4. If you've run out of milk, ask your neighbour to lend it to you.
5. If there's no cheese left, eat salami instead.
6. If you have no time, you can't go to the cinema with us (OR: work less).
7. If you fell sleepy, go to bed.
8. If you're feverish, take an aspirin.
9. If you have some problems, tell someone to help you out.
10. If you want to see that film, go to the cinema (OR: you better hurry).

f) (str.54)

1. You'll be (You will be) / go
2. Will / buy / go
3. I'll let (I will let) / talk
4. Will / do / lose
5. Who will do / go
6. I'll come (I will come) / catch
7. I'll be (I will be) / don't leave
8. He'll be (He will be) / don't apologise
9. will get / doesn't learn

g) (str. 55)

1. We'll be in town again if we visit you.
2. If I don't sell enough articles, I'll put an advertisement in the newspaper.

3. If she doesn't succeed in getting that job, I'll be sorry.
4. If we stay here for another hour, we'll be in a hurry.
5. If you wash my car, I'll do the rest of work.
6. If they'll come, we won't enjoy ourselves.
7. If you'll finish your work in time, you'll join us later.
8. If Andy and Tom don't get any petrol, they won't be able to start their car.
9. If you stay at home, you won't spend all your money.
10. If you'll inform them about your arrival, they'll be at home.

h) (str. 56)

1. begged / would give
2. knew / wouldn't say
3. I would be (I'd be) / saw
4. tried / would catch
5. was / would take
6. was / would solve
7. arrived / would be
8. would understand / had
9. would die / left
10. wouldn't sit / didn't ask

i) (str.57)

1. I'd be / appeared
2. She'd make / married
3. wouldn't leave early / didn't have to
4. would be / had
5. wouldn't come / didn't invite
6. I'd be / could
7. I'd do / were
8. wouldn't mind / asked
9. wouldn't cry / were
10. were you ? I'd go

j) (str. 58)

- a) go

- b) was / would leave
- c) rains / won't be able
- d) see / I'll tell
- e) don't like / is
- f) don't have / will go
- g) had / would take up
- h) was / could

k) (str. 59)

- a) ... when *it* is warm
- b) ... went *to* Brazil...
- c) Joan *doesn't*...
- d) I had to *do* the shopping.
- e) You *are not allowed* to smoke...
- f) ... go to *my aunt's house* for our holidays.
- g) Does he *have* to...
- h) I like the city in winter when it is *quiet*, ...
- i) ... because he *made* so many mistakes.
- j) Do you think *I should* take ...

6 JEZIK V POSLOVNI RABI/LANGUAGE AT WORK

PAST TENSE OR PRESENT PERFECT

1 (str. 66)

- 1. has travelled / travelled
- 2. has made / made
- 3. won / has won
- 4. didn't take / has taken

2 (str. 66)

- 1. this / last
- 2. today / yesterday
- 3. last / this

3 (str 66)

1. happened
2. had
3. fell
4. broke
5. did this happen
6. told
7. knew
8. didn't tell
9. didn't see
10. haven't seen
11. has had
12. did

5 (str. 68)

1. has happened
2. went
3. have never had
4. have even learned
5. happened
6. lost
7. fell
8. landed
9. destroyed
10. sent
11. have you got
12. started
13. have already made
14. painted

6 (str. 68)

1. have you ever gone
2. have you ever seen
3. have you ever watched

4. have you ever read
5. have you ever heard

7 (str. 69)

1. clerk / has he been
2. has he had it
3. have you known him
4. have you had it
5. has he worked there

8 (str. 70)

1. She's been in England for three months.
2. He's lived there since 1975.
3. He's had it for three years.

9 Small talk

a) (str.70)

1. Have you drunk vodka yet? Yes, I have. When did you drink it? I drank it last year.
2. Have you driven a Mercedes? Yes, I have. When did you drive it? I drove last week.
3. Have you done gymnastics here? Yes, I have. When did you do gymnastics here? Last Tuesday.
4. Have you written a poem yet? Yes, I have. When did you write it? I wrote it yesterday.
5. Have you swum in the river yet? Yes, I have. When did you swim? I swam two days ago.
6. Have you spoken Chinese yet? Yes, I did. When did you speak Chinese? I spoke Chinese last year.

b) (str.70)

1. has been
2. was
3. came
4. became
5. visited
6. made
7. lives

c) (str.71)

1. easier than
2. as good as
3. the worst
4. hotter / hotter
5. fewer

10 Conditional clauses – mixed types

a) (str. 71)

1. If they use electric typewriters, they will finish early.
2. If he ran round the park every morning, he would keep fit.
3. She would go shopping every day, if her husband left the car home.
4. If he meets a lot of people, he'll make a lot of friends.
5. He would do his own repairs, if he understood electricity.
6. If I were on holiday, I'd paint pictures.
7. If you wanted to help me, you'd ask me what to do.
8. If she passes the driving test, she will get a new car.
9. You'll have to take the job, if they offer you one.
10. If John were a better player, he wouldn't lose.

b) (str. 72)

1. If Craig got up early enough, he'd come to the office on time.
2. If you cleaned your room, it wouldn't look awful.
3. If you tried to get a ticket on time, you'd get a seat at the theatre.
4. If she tried hard enough, she'd get a job as a shop assistant.
5. If he looked on the notice board, he'd know what's on.
6. If they painted their house, it would look nice.
7. If it wasn't too late, I'd go for a walk.
8. If the book was interesting, I'd read it.
9. If she had money, she'd buy a dress.
10. If the tea wasn't too weak, I'd drink it.

c) (str. 72)

1. ... we'd travel around Europe.
2. ... she trained more.
3. ... he'd play for Olympia.
4. ... it was taken from a different angle.
5. ... ask her.
6. ... if they had holidays.
7. ... she'll give us a lift to Bled.
8. ... you're offered one.
9. ... he'd pass the exam.
10. ... wanted to go with us.

d) (str. 73)

5a, 10b, 13c, 8d, 1e, 15f, 11g, 4h, 3i, 14j, 7k, 2l, 9m, 12n, 6o

e) (str. 74)

1. You won't get in unless you have a ticket.
2. The match will be off unless the weather clears up.
3. I won't get the job unless I pass my driving test.
4. Unless your English improves, you'll fail the exam!

f) (str. 74)

7a, 4b, 12c, 2d, 1e, 10f, 9n, 6h, 5i, 13j, 8k, 3l, 15m, 14g, 11o

g) (str. 75)

Had / lived / had / could / had / were / were / didn't / wouldn't

11 (str.76)

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

8 SKLEP

V sodobnem poslovnem svetu je zmagovalec tisti, ki zna sprejeti prave odločitve ob pravem času na podlagi pravih informacij. Pri podjetju, ki ni izolirano od svetovnega okolja in svetovnih trgov, imata pomembno vlogo skupni poslovni jezik in ozaveščenost o medkulturnih razlikah. Pri tem igra pomembno vlogo angleški jezik, ki že stoletja povezuje različno govoreče, različne kulture in različna poslovna okolja ter je osnova globalne poslovne komunikacije. Priročnik *Strokovna terminologija in poslovno sporazumevanje v angleškem jeziku* spodbuja študente in zaposlene udeležence izobraževanja k aktivnemu učenju poslovnega besedišča in osnov poslovnega komuniciranja v najbolj pogostih poslovnih situacijah (telefoniranje, izmenjava poslovnih informacij, zaposlovanje, delo s strankami, internetno poslovanje, vodenje sestankov, pogajanja). Postopoma jih uvaja tudi v pisanje poslovne korespondence (pisanje poslovnih pisem). Številne vaje z rešitvami omogočajo širjenje in utrjevanje jezikovnih spretnosti na področju angleškega jezika v poslovni rabi.

Ker danes poslovno okolje zahteva od zaposlenih, da znajo vzdrževati pomembne poslovne odnose, da se znajo prilagajati novim poslovnim okoliščinam in se nenehno učijo, upamo, da pričujoče delo pomaga tlakovati pot do kvalitetnejšega sporazumevanja v angleškem poslovnem jeziku.

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Projekt Impletum

Uvajanje novih izobraževalnih programov na področju višjega strokovnega izobraževanja v obdobju 2008–11

Konzorcijski partnerji:



Operacijo delno financira Evropska unija iz Evropskega socialnega sklada ter Ministrstvo RS za šolstvo in šport. Operacija se izvaja v okviru Operativnega programa razvoja človeških virov za obdobje 2007–2013, razvojne prioritete 'Razvoj človeških virov in vseživljenjskega učenja' in prednostne usmeritve 'Izboljšanje kakovosti in učinkovitosti sistemov izobraževanja in usposabljanja'.

