

## Step up your game



1 Choose a company you are interested in and write a short description of the company using the ideas from the box. Use the present tense simple and present tense continuous. Write about 180 words.

name of the company ■ slogan ■ logo ■ current projects ■ type of company ■ most popular product ■ location ■ number of employees ■ names of CEO / CFO



2 The following phrases are useful when dealing with customer complaints. Write the phrases from the box into the appropriate columns of the grid below. Add two phrases on your own for each category. Then get into pairs and compare your findings.

I'm sorry for any inconvenience ■ Of course, I can explain ■ That must have been ... ■ Please tell me what happened ■ I apologise again ■ I'm sure I can explain what happened ■ I am terribly sorry

apologising	inquiring	justifying



3 Your principal has just started a partnership with a school in Bulgaria. He wants to exchange information about school life in the different schools and has asked you to create a leaflet about your school's practice firms.

In your leaflet you should

- describe current projects of the practice firms at your school
- outline the tasks which need to be done at a practice firm
- point out the benefits of working at a practice firm.

Use the phrases from the VocabBooster in Best Shots 3 – modular. HAK, page 34. Write about 250 words. (► Best Shots 3 – modular. HAK, Writing reference, p. 189)



4 The rise of the Internet, and especially social media, has not brought only advantages to society. As everybody can publish online, unverified and false information can be spread quite easily. Get into pairs and discuss the following questions. Use the discussion phrases from Best Shots 3 – modular. HAK, page 13, act. 3.

- 1 How do you usually access information?
- 2 Which types of media do you trust / distrust? Explain.
- 3 Can you think of any examples of fake news? Give examples.
- 4 What are the possible consequences of fake news?
- 5 What do you do to avoid falling victim to fake news?



# 9 Unit



5

Get into pairs and describe as many types of companies, structures and positions within a business from the box as possible. You are not allowed to use any of the words used in the term itself. How many terms can your partner guess within three minutes? Take turns.

public company (BE) / corporation (AE) ■ partnership ■ private company ■ sole trader (BE) / sole proprietor (AE) ■ Chief Executive Officer (= CEO) ■ Chief Financial Officer (= CFO) ■ line manager ■ Chief Marketing Officer (= CMO) ■ Head of Sales ■ staff

If you have trouble remembering what the words mean, go back to the VocabBoosters in Best Shots 3 – modular. HAK, activities 1 and 3 on page 56 to check the meaning.