

Business Problems & Solutions

Match the vocabulary to the pictures.
Listen to the audiotape to check your answers.



13 _____



12 _____



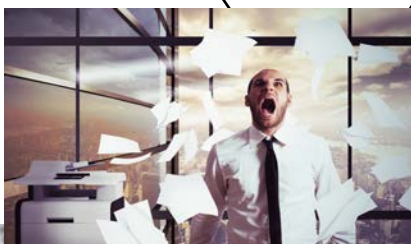
11 _____



10 _____



9 _____



8 _____



6 _____



7 _____



1 _____



2 _____



3 _____



4 _____



5 _____

- 1-3 forget something important
- 4 receive a big bill
- 5 people gossip about you
- 6 the service is too slow
- 7 call to complain
- 8 make a lot of mistakes
- 9 not good at planning
- 10 late for work
- 11 have too much work
- 12 have a computer problem
- 13 the package is damaged
- 10 have a problem with a colleague
- 7 can't make quick decisions
- 2 everyone disagrees with you

Give solutions to the following problems.

- 1 What should you do if you forget an important meeting?
.....
- 2 What should you do if you receive a damaged package?
.....
- 3 What should you do if the service is too slow?
.....
- 4 What should you do if you make a lot of mistakes in a report?
.....
- 5 What should you do if everyone disagrees with you?
.....