

Business Problems & Solutions

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



13 _____



12 _____



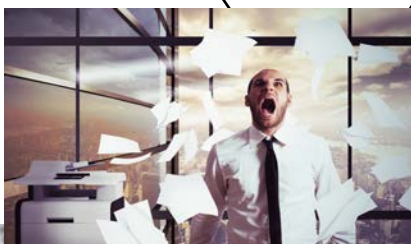
11 _____



10 _____



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8 _____



6 _____



7 _____



1 _____



2 _____



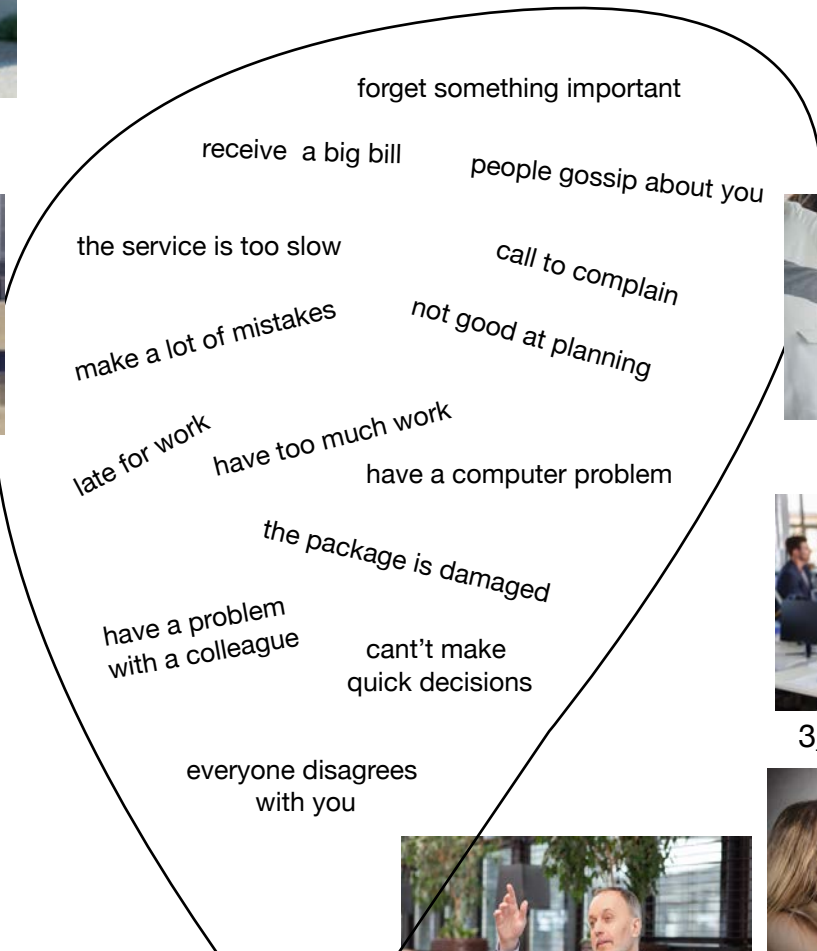
3 _____



4 _____



5 _____



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?
.....

Answers

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

Problems and possible solutions

- 1 What should you do if you forget an important meeting?

You should find out what happened at the meeting and apologize to the organizer of the meeting..

- 2 What should you do if you receive a damaged package?

You should complain to the company and ask that the goods be replaced.

- 3 What would you say if the service was too slow?

I would say, "I have been waiting for a long time. Can you bring my order now, please!".

- 4 What should you do if you make a lot of mistakes in a report?

You should redo the report until it is perfect and/or ask someone to help you correct the mistakes.

- 5 What should you do if everyone disagrees with you?

You should decide if it's better to follow your own path or if it's better to work as a team.

Number 1

Oh, look at this! I just received a really big bill.
So many bills! So many expenses! How are we going to survive?

Number 2

What do you think of my idea?

Mmmmm not good!

It won't work!

Sorry, It's terrible!

Really? Liife is difficult when everyone disagrees with you

Number 3

Hallo, Sonic Interfreight Logistics. How can I help you today?

I'm calling to complain about a bill you sent us.

Number 4

She said, you often come to work late.

Someone said they saw you dancing all night.

Oh no! It's terrible when people gossip about you at work

Number 5

Oh my God! I think I've forgotten something important. What is it? I can't remember! Ouch...that meeting! And it's finished already.

Number 6

Where's my food? Where are the waiters? I've been waiting an hour. The service is too slow!

I'll never come here again!

Number 7

Plan A or Plan B? I can't decide! Today or tomorrow! I don't know! I just can't make quick decisions!

Number 8

I have to make photocopies! Hundreds of pages! Finish reports! Meet deadlines! I just have too much work!

Number 9

Look at your report! You made a lot of mistakes! See here! "in", and, "in" again. And you spell swimming with 3 ems. This is not good enough.

I'm so sorry. I worked all night. I'll do it again right away.

Number 10

He's always talking. Seriously! It's too much! It gives me such a headache. I really don't like coming to work when I have a problem with a colleague.

Number 11

He never organizes his schedule. He never thinks ahead. He only thinks about today. He isn't at all good at planning for the future. I'm afraid we'll have to let him go.

Number 12

I got up late again. What's the time? Where's the bus? Oh gosh, I'm late for work! Really Late!

Number 13

Hey What's this! The package is damaged! How did you do that?

Sorry Madam! It wasn't me! It was like this when I picked it up. Do you want it or should I take it back?