

## Vocabulary

- ★ **1** Choose the correct words to complete the timeline.
- 1975 Teenage brothers Jun and Kenji Yamada <sup>1</sup>move / expand from Osaka to San Francisco with their parents.
- 1982 Aged 20 and 22, they <sup>2</sup>hire / start a tea company and <sup>3</sup>hire / produce Japanese tea for local restaurants.
- 1984 They <sup>4</sup>open / move a tea house called Yamada Tea.
- 1988 Jun leaves the business and <sup>5</sup>moves / creates a different company.
- 1990 Yamada Tea opens more shops and <sup>6</sup>hires / produces more employees.
- 1994 Yamada Tea <sup>7</sup>expands / starts its market to Canada.
- 1998 Kenji <sup>8</sup>opens / launches a new brand: Yamada Coffee.

- ★ **2** Complete the email with the phrases (a-d).
- a please do the following
  - b We appreciate your cooperation
  - c To all staff
  - d Best wishes

88 <

### New canteen cards

<sup>1</sup> \_\_\_\_\_,

Next week, the new canteen opens. In preparation for this,

<sup>2</sup> \_\_\_\_\_:

- Get your new canteen card from Martin (Admin Assistant).
- Use the machine outside the canteen to add money to the card.
- From next Monday, pay in the canteen with your card.

<sup>3</sup> \_\_\_\_\_ . Have a great weekend!

<sup>4</sup> \_\_\_\_\_,

Leon Dupuy  
Office Manager

## Grammar

- ★ **3** Complete the questions with the correct form of the verbs.
- A: When <sup>1</sup> \_\_\_\_\_ the company <sup>2</sup> \_\_\_\_\_ ?  
B: It expanded in 2009.
- A: When <sup>3</sup> \_\_\_\_\_ they <sup>4</sup> \_\_\_\_\_ to Brazil?  
B: They moved in 2018.
- A: Who <sup>5</sup> \_\_\_\_\_ the company?  
B: The Zheng sisters started it.
- A: What <sup>6</sup> \_\_\_\_\_ Joe <sup>7</sup> \_\_\_\_\_ in 2015?  
B: He created a different company.
- A: <sup>8</sup> \_\_\_\_\_ you <sup>9</sup> \_\_\_\_\_ new employees?  
B: No, I didn't hire new employees.
- A: <sup>10</sup> \_\_\_\_\_ they <sup>11</sup> \_\_\_\_\_ new products often?  
B: Yes, they launched new products every month.

- ★ **4A** Complete the sentences with the Past Simple form of the verb in brackets.

- 1 Pierre \_\_\_\_\_ (work) in Germany last year.
- 2 I \_\_\_\_\_ (hire) two employees last month.
- 3 We \_\_\_\_\_ (stay) near the factory.
- 4 They \_\_\_\_\_ (study) in the USA in 2016.
- 5 You \_\_\_\_\_ (develop) new products in your last job.
- 6 The factory \_\_\_\_\_ (produce) cars and trucks from 2010 to 2018.

- B** Complete the sentences with the Past Simple form of the verbs in the box.

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- 1 They \_\_\_\_\_ their customer base from ten to twenty corporate customers.
- 2 We \_\_\_\_\_ strong relationships with important clients.
- 3 There \_\_\_\_\_ a complaint about the service.
- 4 Some customers \_\_\_\_\_ problems with the website.
- 5 We \_\_\_\_\_ any new business in Canada.
- 6 You \_\_\_\_\_ your target of \$10,000.

## Functional language

- ★ **5** Choose the best response to each question (a-c).

- 1 How did it go generally?
  - a We changed to a different factory.
  - b Not very well.
  - c Improve our design.
- 2 What went well in particular?
  - a We met each deadline.
  - b It was OK.
  - c We had a problem with quality.
- 3 What didn't go well?
  - a It went well.
  - b The teamwork was good.
  - c We had a problem with quality.
- 4 What did you do?
  - a We changed to a different designer.
  - b The budget was good.
  - c We need to improve our design.
- 5 What was the problem?
  - a We had serious problems.
  - b We grew the business.
  - c We didn't meet the deadline.
- 6 What do we need to change?
  - a We changed to a different material.
  - b I think we need to improve our teamwork.
  - c We didn't explain the change.