

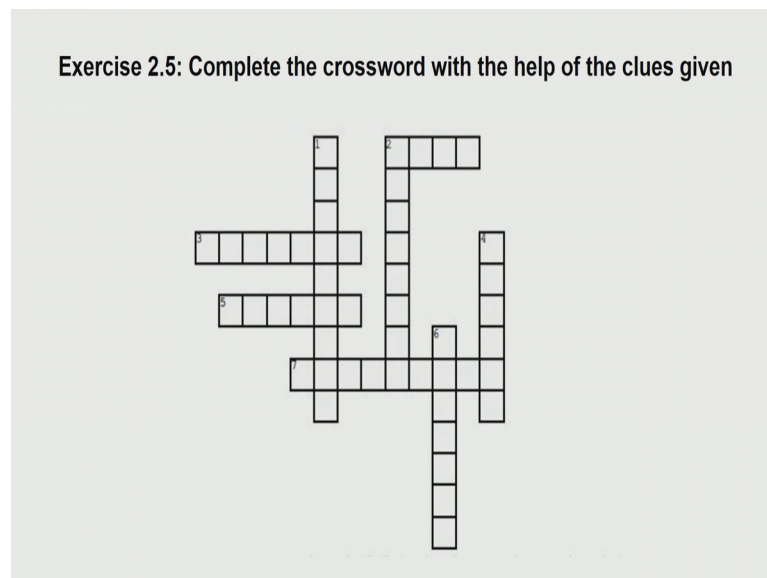
Business English Communication
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Lecture - 10
Vocabulary

Welcome back friends. So we in the last class we talked about using crosswords for a developing and enhancing your vocabulary. Indeed crosswords are an interesting way of developing and enhancing your vocabulary. If you are able to situate those words in a particular context like we are going to do in an exercise that we are going to; I am going to show you right away. And remember that last time I spoke to you about doing a crossword puzzle because of lack of time, we could not complete it, but we are going to do it today.

Remember if you cultivate the habit of solving crosswords puzzles as they appear in newspapers and magazines, this exercise will help you in understanding and thinking through words with contexts and meaning. So, let us look at this puzzle.

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Here is a slide for you. Complete the crossword with the help of the clues given, I will give you the clues, you can download this particular crossword; this style and remember the words that we are going to do are related to finance and marketing. So, this is the template.

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Clues

Across

2. amount of money that is owed
3. working _____ is the money business has available for immediate use. It is a measure of company liquidity
5. a _____ hotel offering cheap rooms
7. mediation to fix a price

Down

1. to reach a point where profits are equal to costs
2. price reduction
4. high-tech surveillance tool
6. short phrase used to advertise something

And these are the clues across and down you know across those are the sideways down up from top to bottom. So, amount of money that is used, working dash is the money business dash hotel offering cheap rooms, mediation to fix a price. Remember the numbers also this is the way crosswords work you have to be very particular about the numbers which word goes where and how many letters does each word contained.

Down: to reach a point where profits are equal to cause, 2 price reduction; the number for high tech surveillance tool number 6; short phrase used to advertise something.

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Answers: Exercise 2.5

Across

2. Debt
3. Capital
5. Budget
7. Negotiation

Down

1. Breakeven
2. Discount
4. Drones
6. Tagline

And these are your answers because I do not want you to spend too much time in this. This is just one example; just an example to show how crosswords can develop your vocabulary. So, these are the words across budget hotel for example, number five is the kind of hotel that sort of gives you facilities at not. So, expensive exorbitant prices and here are the down words; words that work in the down section break even discount drones and tagline.

Try to use these were here, in this particular crossword puzzle that you have been given and see how it works out if you develop this habit of a regularly sorting a solving crosswords crossword puzzles, you will find indeed that you are going get your vocabulary has improved you know at a very fast speed.

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Read the following and respond

Change management is having its moment. There's no shortage of articles, books, and talks on the subject. But many of these indicate that change management is some occult subspecialty of management, something that's distinct from "managing" itself. This is curious given that, when you think about it, all management is the management of change.

The job of management always involves defining what changes need to be made and seeing that those changes take place. Even when the overall aim is stability, often there are still change goals: to reduce variability, cut costs, reduce the time required, or reduce turnover, for example. Once every job in a company is defined in terms of the changes to be made, constant improvement can become the routine.

Now, let us move on and look at this particular passage change management is having, it is moment. There is no shortage of articles books and talks on the subject, but many of these indicates that chain management is some occult subspecialty of management something that is distinct from managing itself.

This is curious given that when you think about it all management is the management of change; the job of management always involves defining what changes need to be made and seeing that those changes take place even when the overall aim is stability. Often there are a still change goals to reduce variability cut costs reduce the time required for

reduce turnover. For example, once every job in a company is defined in terms of the changes to be made constant improvement can become the routine.

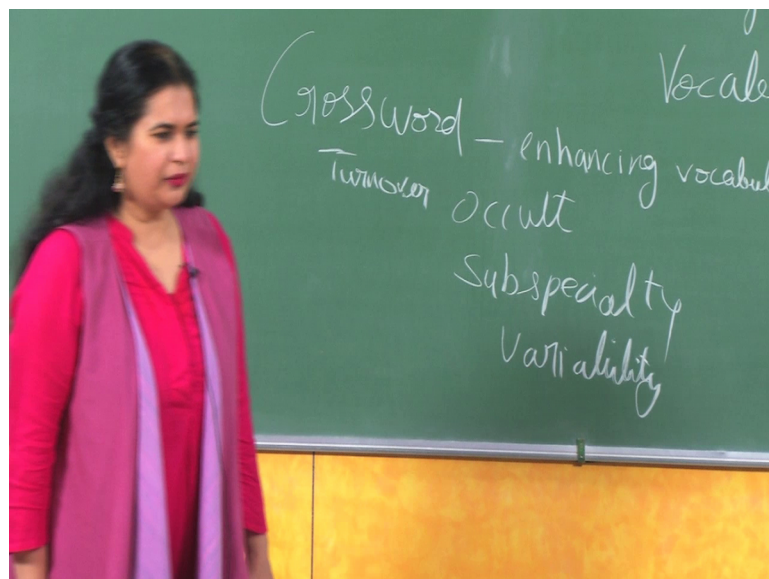
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Find the meanings (use a dictionary):

- Change management is having its moment
- Occult
- Subspecialty
- Turnover
- Variability

Now, look at the words here, find the meanings, use a dictionary, change management is having its moment what does it mean to have once moment this expression this idiomatic phrase occurred in the passage you have just read, what does it mean occult subspecialty turnover variability. Now these are not just words random words, but we have taken these words from a certain context right.

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So, occult subspecialty variability in what context do we use these words where business English is concerned turnover of course, so, turnover is such an important word in business English remember business English is one kind of English which regularly updates itself the kinds of words that existed. Let us say 30-40 years ago are redundant and in the last couple of decades a host of new words have come into the lexicon of business English communication that way it is a very exciting area because this business English is never a stagnant.

Although you may find in a; you have a certain format of writing letters and reports that remains although there are changes in the format as well because of the newer ways of writing, but where vocabulary is a vocabulary is concerned. We are finding that more and more words are inducted in business English communication.

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Using the words given below, fill in the blanks:

- Routine
- Mindset
- Techniques
- Bifurcation
- Resistant
- Operations

Now, look at this slide using the words given below fill in the blanks. So, routine mindset techniques bifurcation resistant operations fill in the blanks using these words.

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Fill in the blanks:

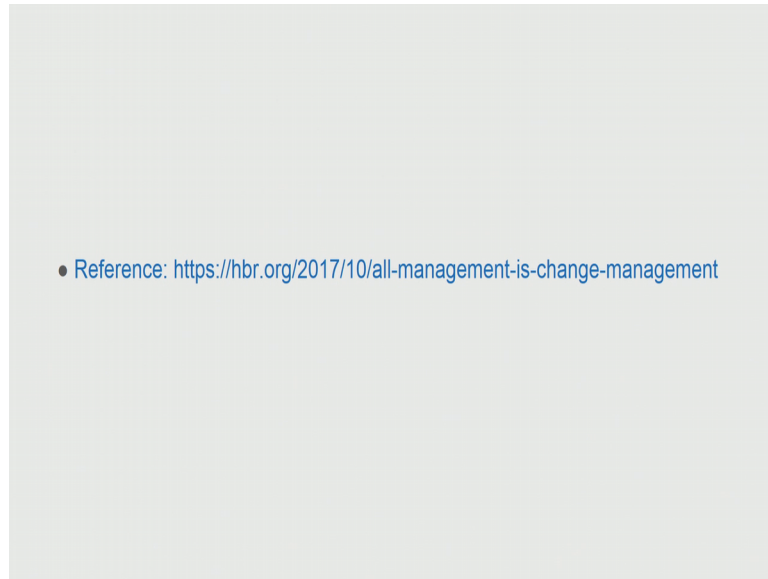
• Each innovation brings lessons that inform ongoing (i) The organization becomes a perpetual motion machine. Change never occurs as some sort of happening; it is part of everyday life. Today's change management movement has arisen in response to the difficulty companies have had in making constant, rapid improvement a (ii).....aspect of work. Efforts to overcome this have led to the (iii)of organizational life into ordinary times and change management times. As an increasing number of people take on the role and (iv).....of the change management professional, instead of striving to make innovation and improvement routine, they naturally encourage the treatment of change as something special. Managers start to view change as an extraordinary event that must be dealt with using change management (v)..... and special skills. And then it's easy for people to become (vi) to change.

And fill in the blanks. This is your exercise. Each innovation brings lessons that inform ongoing dash the organization becomes a perpetual motion machine change never occurs or some sort of happening it is part of everyday life.

Today's change management movement has arise and response to the difficulty companies have had in making constant rapid improvement a dash aspect of work efforts to overcome. This have lead to dash of organizational life into ordinary times and change management times as an increasing number of people take on the role and dash of the change management professional instead of striving to the make innovation and improvement routine. They naturally encourage the treatment of change as something special managers start to view change as an extraordinary even that must be dealt with using change management dash and special skills and then it is easy for people become dash to change.

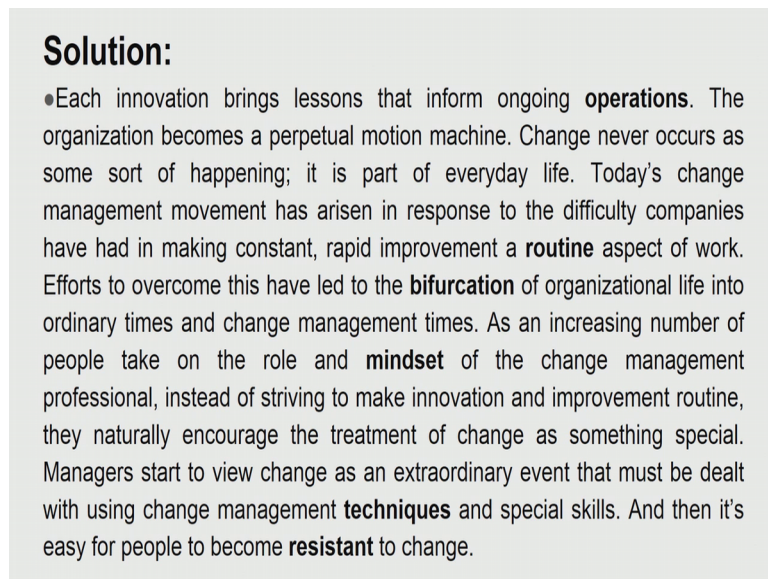
So, using these word that you have just seen fill in the blanks I will show you the slide. Again if you have missed out routine mindset techniques bifurcation resistant operations use these words in the exercise given here.

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This is the reference; this is the website that I have taken this passage from.

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And this is the solution each innovation brings lessons that inform ongoing operations. Please understand this is this is the way it is pronounced operations; it is not operations; operations means when again a money lender oppressing farmers or viewers it is, but this is operations not oppression the organization becomes a perpetual motion machine change never occurs as some sort of happening. It is part of everyday life today's change management movement has arisen in response to the difficulty companies have had in

making constant rapid improvement a routine aspect of work. Efforts to overcome this have led to the bifurcation of organizational life into ordinary times and change management times. As an increasing number of people take on the role and mindset of the change management professional instead of striving to make innovation and improvement routine, they naturally encourage the treatment of change as something special.

Managers start to view change as an extraordinary event that must be dealt with using change management techniques and special skill. And then it is easy for people to become resistant to change. So, we were just talking about how business English business vocabulary keeps itself or keeps on updating itself over the years.

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And here look at some of the words; of course, some of them have always been in existence for example, clause and agenda also business plan perhaps, but look at the words like startups, USP, cold calls, these were not so common, they are new words in business English communication.

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Useful words

Being in the business world can introduce you to a whole set of new words. Let's take a look at them:

- Business plan - a document that lists out the propositions of your company.
- Start-up - a new business venture.
- USP - Unique selling proposition
- Cold calls - unexpected calls made to an unsuspecting customer by the sales representative
- Thinking outside the box - to think creatively
- Clause - A contractual statement
- Agenda - the list of things that is to be done during a meetingg

So, what do these mean. So, please look at the slide here business plan is a document that lists out the propositions of your company startup as most of you know is a new business venture. USP is a unique selling proposition, what is your USP, it is not just a company, but also a human being a person who can have his or her USP cold calls unexpected, I am sure that most of us keep getting cold calls unexpected calls made to customers by the sales representative of a particular company thinking outside the box is to think creatively and clause is a contractual statement.

Agenda is the list of things that is to be done during a meeting sorry about the spelling meeting with one g only. So, this is the way we keep on enhancing a vocabulary coming across new words and perhaps trying to understand the meaning of those words.

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Afford, Borrow, Lend, Invoice

examples of vocabulary specific to finance.

- 1) Afford - indicates an ability to buy something (in the finance sense)
- 2) Borrow - indicates the action of asking somebody else for something, like money, on the agreement that it will be returned
- 3) Lend - indicates the act of giving somebody something they have asked for, on the agreement that it will be returned.
- 4) Owe - indicates the state in which you have to pay for something due to a previous commitment

Now, let us look at this slide also afford or afford borrow lend and invoice these are the kinds of vocabulary which are the specific to finance.

To afford something is to indicate an ability to buy something to borrow is indicate it. Indicates the action of asking somebody else for something like money or the agreement to learn indicates the act of giving somebody something they have asked for to owe indicates the state in which you have to pay for something due to a previous commitment. So, these are the kinds of words that you need to know.

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Target, Expansion, Break even, Deal

The following are examples of vocabulary used for sales and marketing.

- 1) Target - a goal which the company tries to achieve
- 2) Expansion - Indicates the company's hope to increase its sales, and thereby become bigger
- 3) Break even - the state in which the company achieves neither profit nor loss
- 4) Deal - an agreement that the company signs
- 5) Retailer - a company that sells their services directly to the public

Now, look at this slide these are sales and marketing types of expressions target expansion break even deal a target is a goal with the company tries to achieve expansion it indicates the company's hope to increase its sales and thereby become bigger. Break even the state in which the company achieved neither profit nor loss. It has just short a broken events and deal an agreement that the company signs. Retailer is a company that sells their services directly to the public.

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Rise, Raise, Lower, Fall, Grow

Examples of words that indicate trends.

- Rise, Grow - synonym of increase.
- Fall indicates a decrease in something
- Raise - to make something increase
- Lower - to make something decrease

And then let us look at these examples rise raise lower fall grow rise and grow they are synonym of increase fall is decrease raise is to make something increase.

So, you are raising something not rising something and lower is to make something decrease.

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**Exercise 2.5.1 : Fill in the blanks with using the words:
afford, borrow, lend, invoice, owe**

- 1) Could I ____ that picture for a moment? It seems very familiar.
- 2) Kindly send us the ____ for repairing our fridge.
- 3) I ____ him Rs 500
- 4) I cannot ____ those shoes. Could I ____ Rs 1000 from you?
- 5) We ____ all those laptops for a week.
- 6) Please remind me to send Mrs Anokha a copy of her ____
- 7) The bank will ____ you money. Don't worry. However, if you ____ from the bank, you would have to pay an interest.

Now, here is an exercise for you please look at this slide fill in the blanks with using the words given afford to afford something to borrow lend and invoice and owe. Could I dash that picture for a moment it seems very familiar kindly send us the dash for it rupees our fridge dash him rupees 500 from. I cannot dash those shoes could I dash rupees 1000 from you.

We dash all those laptops for a week please remind me to misses Anoka; a copy of her dash. The bank will dash you money do not worry. However, if you dash from the bank you would have to pay an interest.

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**Exercise 2.5.2 : Fill in the blanks with using the words:
target, expansion, break, deal, market, customers**

The American Bank has begun its _____ into the Japanese _____ as well. They have set a _____ of serving at least two million people over the next five years and five million _____ over the next five years. The bank has also struck a _____ with local Japanese companies. It is hoped that the operation will _____ even by the 2030.

Exercise 2.5.2: fill in the blanks with using the words target expansion break deal market customers. The American Bank has begun its dash into the Japanese dash as well. They have set at a dash of serving least two million people over the next few years and five million dash over the next five years. The bank has also a struck a dash with local Japanese companies. It is hoped that the operation will dash even by the 2030.

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Exercise 2.5.3: Choose the correct word

- 1) I need to send an _____ for the number of shoes I sold last week.
 - a) Ink bottle
 - b) Emblem
 - c) Invoice
- 2) They hope to finalise their _____ with ABC Enterprises by the end of this month.
 - a) Invoice
 - b) Deal
 - c) Market

And then next exercise: choose the correct word set one I need to send and dash for the number of shoes I sold last week ink bottle emblem invoice second they hope to finalize their dash with ABC enterprises by the end of this month a invoice, b deals, c market.

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Cont...

3) These shoes are shiny and bright. The company had as their _____ customers are young children aged 5-10

- a) Required
- b) Target
- c) Sample

4) The firm hopes to _____ by the year 2100.

- a) Break even
- b) Collapse
- c) Expand
- d) Both (a) and (c)

Next number 3, these shoes are shiny and bright the company had has that dash comp. Customers are required a young children aged 5 to 10, required target sample number 4, the firm of hope to dash by the year 2100 break even collapse expand both a and c.

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**Exercise 2.5.4 : Fill in the blanks with using the words:
rise, raise, lower, fall, grow**

1) The bank _____ its interests from 10% to 20%.

- a) Rose
- b) Fell
- c) Raised

2) There was a sharp _____ in profits this time.

- a) Fall
- b) Invoice
- c) Break

Next exercise fill in the blanks with using the words rise raise lower fall grow when the bank dash rose fell raised its interest from ten percent to 20 percent there was a sharp dash in profit this time fall invoice break.

(Refer Slide Time: 15:46)

Cont...

3) Since tablets and kindles are readily available now, interest in e-books is _____

- a) Growing
- b) Declining
- c) Happening

4) The recent advertisement helped us _____ our profiles

- a) Rise
- b) Lower
- c) Raise

Next; since tablets and kindles are readily available. Now interest in e books is growing declining happening the recent advertisement helped us dash our profiles rise lower raise in next exercise choose the most appropriate word or phrase here.

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Exercise 2.5.5 : Choose the most appropriate word/phrase

1) She told me that the turnover was good. It must be true since the results are _____

- a) Convincing
- b) Hard-working
- c) Promising
- d) None of the above

2) We are quite in a fix here. The problem is really _____

- a) Convincing
- b) Tricky
- c) Easy
- d) None of the above

She told me that the turnover was good, it must be true since the results are dash a convincing, b hard working, c promising, d none of the above. 2; we are quite in a fix here. The problem is really dash a convincing, b tricky, c easy, d none of the above.

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Cont...

- 3) Either you do this or you don't. It's all or _____
- a) Nothing
 - b) Everything
 - c) Something
- 4) She wants that job so badly. If not, she would be _____
- a) Nothing
 - b) Back to square one
 - c) Everything

Number three either you do this or you do not it is all or dash a nothing b everything c something four she wants that job. So, badly if not she would be dash a nothing, b back to square one, c everything.

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Cont...

- 5) The company boasts of _____ equipment.
- a) Excellent
 - b) State of the art
 - c) Good
- 6) I hadn't expected it. Losing the contract was a _____ to swallow
- a) Devastating
 - b) Bitter pill
 - c) Sweet chocolate

Number 5; the company boasts of dash equipment: a excellent, b state of the art, c good.
Number 6: I had not expected it. Losing the contract was a dash to swallow; a devastating, b bitter pill, c sweet chocolate.

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Exercise 2.5.6 : Choose the correct expression

- 1) The product was not received well in Tamil Nadu. The sales ____
 - a) Bombed
 - b) Exploded
 - c) Didn't happen
- 2) In the last meeting, the CEO decided to check and eliminate the ____ as efficiently as he could to ensure smooth functioning of the company.
 - a) Weeds
 - b) Bottlenecks
 - c) Inefficient parts

Next exercise choose the correct expression a first one the product was not received well in Tamil Nadu the sales dash; a bombed, b exploded, c did not happen. 2; in the last meeting the CEO decided to check and eliminate the dash as efficiently as he could to ensure smooth functioning of the company; a weeds, b bottlenecks, c inefficient parts.

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Cont...

- 3) Her speech was so inspiring. She provided us with a ____ account of how Steve Jobs interviewed her
 - a) Beautiful
 - b) Amazing
 - c) Blow-by-blow
- 4) The ____ is the only way to make quick money these days.
 - a) Black market
 - b) Retailer
 - c) Bottlenecks

Number 3 her speech was so inspiring. She provided us with the dash account of how Steve Jobs interviewed her; a beautiful, b amazing, c blow by blow. Number 4; the dash is the only way to make quick money these days; black market, retailer, bottlenecks.

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Answers		
Exercise 2.5.1	Exercise 2.5.2.	Exercise 2.5.3
1. Borrow	1. Expansion	1. c) Invoice
2. Invoice	2. Market	2. b) Deal
3. Owe	3. Target	3. b) Target
4. Afford, borrow	4. Customers	4. d) Both (a) and (c)
5. Invoice	5. Deal	
6. Lend, borrow	6. Break	

Here are your answers please tell your answers exercise 2.5.1. 1 borrow; first is borrow, second is invoice, three third is owe, fourth is afford or borrow, fifth is invoice, sixth is lend and borrow. Exercise 2.5.2; number one expansion, second market, third target, 4 customers, 5 deal 6 break; break even.

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Answers		
Exercise 2.5.4	Exercise 2.5.5	Exercise 2.5.6
1. c) Raised	1. c) Promising	1. a) Bombed
2. a) Fall	2. b) Tricky	2. b) Bottlenecks
3. a) Growing	3. a) Nothing	3. b) Blow-by blow
4. c) Raise	4. b) Back to square one	4. a) Blackmarket
5. Invoice	5. b) State of the art	5. b) Break
6. Lend, borrow	6. b) Bitter pill	6. b) The book

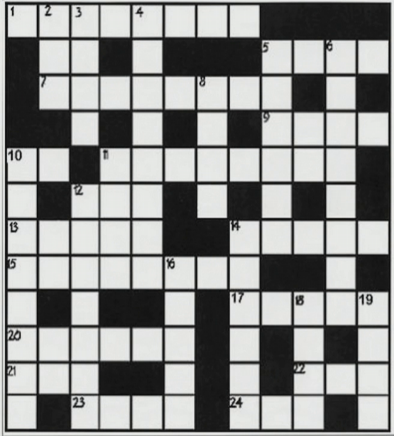
Exercise 2.5.3; first c invoice, second b deal where b target forth d both a and c. Exercise 2.5.4; for 1 c raised 2 a fall, 3 a growing, 4 c raise, 5 invoice, c sorry, 6 lend and borrow. Exercise 2.5.5; 1 c promising, b 2 b tricky, 3 a nothing, 4 b back to square one, 5 b state of the art, 6 b bitter pill.

Exercise 2.5.6 when a bombed two b bottle necks what are bottle necks if you look up the dictionary you will find that there are certain points in a business deal where you reach a bottle neck you look at neck of a bottle and you will find that if you read something at a point called bottle neck it looks like you are stuck somewhere you are not progressing things are not moving. So, that is a bottleneck.

And what is bombed; bombed is not literal here, but it means it is a huge failure a dissimilar failure it dint take up and of course, you know blow by blow is a moment by moment every minute. So, third is b blow by blow account of something you give a blow by blow account of something that is a minute by minute account of something it is a very popular word; 4, a black market, fifth b break and 6 b the book, all right.

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Exercise 2.5.7: Solve the following crossword



("EFL resources ." Business English crossword. Advanced level English from Linguapress. Accessed October 24, 2017. <https://linguapress.com/puzzles/xwd-s211-business.htm>)

Now, here again take a look at this exercise 2.5.7 and solve the following cross word look at this we have given you the source.

(Refer Slide Time: 20:45)

Clues Across	
1. Boss, man in charge of a company.	14. Very bad period of recession for industry and trade.
5. Something a businessman may take, and lose	15. A written agreement.
7. Trade, buying and selling things	17. Opposite of "closes".
9. Speak	20. Labour organisations in industry.
10. "..... well" means "be successful".	21. Neither ... / ...
11. Buy	22. To manage, to organise.
12. Animal.	23. To come together in the same place.
13. Reserve of unused or unsold goods.	24. Man to whom a family business is often given.

Clues across and clues down ok.

(Refer Slide Time: 20:50)

Clues Down	
2. Abbreviation often found after the name of an American corporation.	8. Opposite of poor.
3. Part of a building.	10. A reduction in the usual price.
4. Essential equipment in most firms today.	11. A share.
5. Selling to the general public; opposite of "wholesale".	12. To repeat something, usually in written form, in order to be certain.
6. Man who sells.	14. Reserves (different word from 13 across).
8. Opposite of poor.	16. Something of positive value.
10. A reduction in the usual price.	18. To make money.
11. A share.	19. Do this to a letter, to make sure it arrives!

So, I will first show you clues across first boss man in charge of a company 5; something, a businessman may take and lose 7 trade buying and selling things 9 speak, then well 11 buy, 12 animal, 13 reserve of unused or unsold goods.

Number 14 very bad period of recession for industry and trade; number 15 a written agreement; number 17: opposite of closes. Number 20; Labor organisations in industry, 21 either this or that 20 second to manage to organize number 23 to come together in the

same place to for man to whom a family business is often given and closed down second
abbreviation, often found after the name of an American corporation 3 part of a building
four essential equipment in most firms.

Today 5 selling to the general public opposite of whole sale 6 man who sales it opposite
of poor ten a reduction in the usual price eleven a share 8 opposite of poor ten a
reduction in the usual price eleven a share 12 to repeat something usually in written form
in order to be certain 14 it reserves 16 something of positive value 18 to make money
nineteen do this to a letter to make sure it arrives three you have given.

You have been given across and down.

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Exercise 2.5.8: Let's now solve a crossword about Amazon



- Extract from Hill, Jeffrey.
"Accounting." In *50 Business
English Crossword Puzzles*, 13-
14. Le Havre: France, 2016.

(Refer Slide Time: 22:43)

Across

1 Future delivery method? (6)	15 Kindle Unlimited is Amazon's ____-youcan-read plan (3)
4 AMAN is Amazon's mobile ____ network (2)	18 You can ____ with one click on Amazon (3)
7 An electronic book (5)	19 Part of Amazon's logo (5)
8 Amazon's ____ features an arrow pointing from A to Z (4)	20 Price reduction (8)
9 Customer ____ are a key feature of Amazon's site (7)	21 The Fire HD 8 is Amazon's latest ____ (6)
11 Amazon's e-reader (6)	22 ____ Bezos is Amazon's founder and CEO (4)
13 Bezos was TIME's Person of the ____ in 1999 (4)	

And let us look at this also; another crossword across fun future delivery method it is a 6 letter word. 4; A M A noise is Amazon's mobile dash network it has two letters electronic book it has five letters number 8 Amazons features an arrow pointing from a to z, 4 letters, 9 customer dash or a key feature of Amazon site 7; 11 Amazon's e reader; 6 letters. 13 Bezos was times person of the dash in 1999; 4 letters 15 kindle unlimited is Amazon's dash you can reach plan 3 letters 18, you can dash with one click on Amazon nineteen part of Amazon's logo. 20: price reductions the fire HD at 8 is Amazon's latest dash 6 letters, 22 Bezos is Amazon's founder and CEO 4.

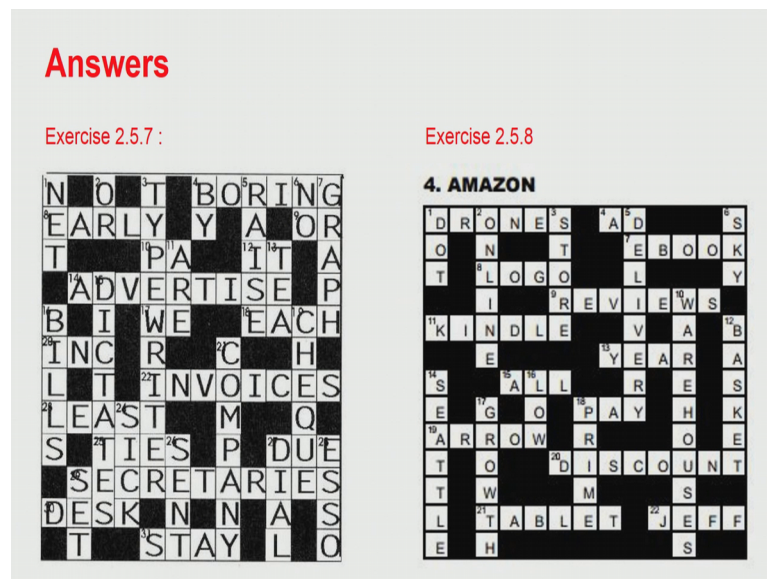
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Down

1 The . in Amazon.com is pronounced ____ (3)	14 Where Amazon's headquarters are situated (7)
2/3 Amazon is now the world's biggest ____ (6,5)	16 Amazon offers a ____ price guarantee on all TVs (3)
5 Free ____ is available on orders over £10 (8)	17 For Amazon, ____ is more important than profits (6)
6 Are drone deliveries just pie in the ____? (3)	18 Amazon's special membership programme (5)
10 Fulfillment centres (10)	
12 The shopping cart is called the ____ on Amazon.co.uk (6)	

And down one the in Amazon dot com is pronounced three and second three Amazon is now the world's biggest number five free dash is available on orders over so much 8 letters, 6 are drone delivery is just pie in the dash 3 letters, then fulfillment centers; 12 the shopping cart is called a dash of Amazon dot, this if I have 6 letters number 14 where Amazon headquarters are situated seven number. 16: Amazon offers a dash price guarantee on all TVs, 17: for Amazon dash is more important than profits, 18: Amazons special membership program 5 letters; here are the answers.

(Refer Slide Time: 24:33)



Before we do more exercises, let me give you the answers to this party, these exercises the crossword puzzles that we have just done you will see how they occur early advertise; advertise graphs due secretary's desk stay sent dictates check invoices bills set in India, Amazon exercise; you will find many of the words that have come to become a part of your everyday vocabulary drones delivery basket warehouse discount tablet arrow kindle online e-book etcetera. Now let us go on to look at next exercise.

(Refer Slide Time: 25:49)

Vocabulary for meetings

a few idioms and phrases that will come in handy for business meetings:

- 1) (I am afraid) I cannot agree with ... (shows disagreement)
- 2) How about ... (for suggestions)
- 3) Have I made that clear ? (clarifying something)
- 4) Join me in congratulating (for congratulating someone)
- 5) Has anyone else got anything to add? (asking for comments)
- 6) Let us get back on track, shall we?

And vocabulary for meetings here I am giving you a list of idioms and phrases that you can use for business meetings.

First dash I cannot agree with it shows disagreement how about dash for suggestions have I made that clear clary need something join me in congratulating for congratulation some someone has anyone else got anything to add asking for comments let us get back on track shall we. So, this is the way we write or you speaker mostly this is in spoken form, but it is also in written form.

For example, I am afraid, I cannot agree with. So, this is a very polite way of disagreeing with someone rather than a point blank refusal to do something you have to say I am afraid I do not have some I do not have enough time or enough experience to deal with such kind of a of a problem or a issue; how about its always a good thing to ask for suggestions and not monopolize conversation in a conversations in a me and in a discussions in the meeting.

Join me in congratulating; it can be used in written as well as a spoken form. Now let us look at this exercise before we wind up for the day.

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Exercise 2.5.9 : Choose the correct phrase

- 1) May I have a _____, please? I think we should deliberate upon this for some more time.
 - a) Word
 - b) Coffee
 - c) Cucumber

- 2) I think I am going to have to _____ with Mr Ram here. He makes an excellent point.
 - a) Disagree
 - b) Agree
 - c) Not agree

Choose the correct phrase first may I have a dash please I think we should deliberate upon this for some more time a word, b coffee, c cucumber. Now it is very clear because you are talking about business meeting the answer has to be may I have a word here please I have. That means, can I say something having a word second. I think I am going to have to dash with mister ram here he makes an excellent point. So, if you make making an excellent point, it cannot be disagree or agree or not or not agree it has to be agree.

I think I am going to have to agree with Mister Ram here.

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Cont...

3) _____ me. Could you _____ that point once again, please?

a) Stop, understand

b) Excuse, repeat

c) Start, say

4) I _____ putting this off until our next meeting, next Tuesday

a) Think

b) See

c) Suggest

Because, he makes an excellent point and next one third dash me could you dash that point once again please a stop me understand or excuse me or start me the best choices excuse me could you repeat that point once again please. So, this is one way of making your presence felt in a meeting excuse me politeness could you repeat that point once again please using please is also a way of showing politeness.

So, politeness is extremely important is important in everyday life of course,, but especially in business communication because a lot is at stake here you are not talking to your family members and your friends of course, you have to be polite with them also, but you have to be extrapolate when you are in a more formal setting, because you are dealing with people who you are not really on black backslapping terms with our you are not on very close terms with intimate terms. So, we have to be more polite.

We have to be polite we have to be extrapolate with people in business situations fourth one dash putting this off until our next meeting next Tuesday, I think putting this, I see putting this I suggest putting this off, until our next meeting next Tuesday.

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Cont...

5) I am sorry but I didn't quite _____ your last point there?

Could you perhaps repeat it?

- a) Catch
- b) Understand
- c) See
- d) Both (a) and (b)
- e) None of the above

And next one number 5, I am sorry, but I did not quite dash your last point three could you please repeat it the question mark is I am sorry, but I did not dash your last your last point there it is a full stop, not a question mark; a catch, b understand, c see, d catch and understand, none of the above. So, you can use a as well as b here the answer is d catch your point or because I could not you know it is an informal way of saying that I could not get it oh I could not, it could even be understanding understand your point.

So, I am sorry, I could not understand your point please could you repeat it. So, that is what we have been doing for our business and thank you very much. I hope you keep on doing more exercises on your own and readings on your own. Today we have done a couple of crossword puzzles tried to solve some puzzles, it would be fun as well as very beneficial to enhancing your vocabulary.

Thank you very much.