



angielski niemiecki francuski rosyjski hiszpański włoski czeski słowacki chorwacki
węgierski ukraiński polski dla cudzoziemców tłumaczenia zwykłe tłumaczenia przysięgłe

I Look at the different types of training courses and other aspects of staff development in the box, then match each one with a description in paragraphs 1 – 14. Two courses in the box do not match any of the descriptions.

action learning adventure learning assertiveness training carousel training continuous personal development (CPD) experiential learning an induction course in-tray learning modern apprenticeship off-the-job training online learning open learning total quality management (TQM) sales training team-building training needs analysis (TNA)

1. This company is committed to helping its employees learn about their jobs and develop their skills for the whole period they are working here, and not just at the beginning of their contract. We run regular courses and workshops in order to achieve this, both on and outside the company premises.

2. We believe that the best way of learning a skill is through practice. We don't waste time on courses and workshops. We show the employee his duties, give him an outline of how the company operates, and then we just say 'Get on with it, and good luck'. It's a remarkably effective method.

3. When we promote somebody to a management position, the first thing we do is to give them a lot of typical management paperwork and tell them to deal with it. We set them a time limit for this, and monitor them carefully to see how they get on. We then review their performance and show them where they went right or wrong.

4. It is our company policy to make sure that our employees know how all the jobs in the company work, not just their own. We find the best way of doing this is to move them from job to job and department to department. They meet colleagues who they might not normally meet, and learn about their jobs and how they operate.

5. My company can't hold training workshops in the office because we don't have enough space, and of course while we are learning, we aren't actually making money, so the company feels it wouldn't be making the best use of its employees. Instead, they send us to a college in the evening where we develop our skills and knowledge.

6. I've been interested in photography since I was very young, so when I finished school I started learning how to be a photographer. I spend my week working with a professional, who teaches me about all the different aspects of the job. At the same time, I receive training in areas such as numeracy, problem-solving and interpersonal skills.

7. Once a year we look at the different skills and abilities of our staff, and we decide if they are enough to help the company fulfill its aims and operate effectively. We then develop a series of classes and workshops to help the staff learn more about their job and how they can operate more effectively.

8. Our employees have to deal with a lot of difficult situations, and they often come in contact with people who can be difficult to work with and do business with. We train them to have more confidence in themselves so that they can deal effectively with any problems and difficulties they encounter.

9. It's very important that our employees develop skills in leadership, problem solving, decision making and interpersonal communication. The best way to achieve this is to get them involved in group games and physically demanding outdoor activities like sailing and climbing. These also help to build team spirit.

10. Our company understands how important it is that our employees work well together in order for the company to be effective. Our training sessions are designed to install co-operation and solidarity in a group of employees who have to work together.

11. New employees in our company need to learn about our products and how they work, how the distribution system operates, how to deal with both suppliers and customers and how to handle complaints. They also study trade and retail laws, and are accompanied on their first customer visits by their trainer.

12. This company has a policy that our managers should be committed to maintaining and improving the quality of their work, and also their skills and knowledge. We run courses, classes and workshops on a regular basis, and ensure that they are kept up to date with all the latest developments.

13. First of all I was given a tour of the factory and then I was introduced to my colleagues and was given an outline of the company and its products. After that I was guided through the company's code of practice, taken to my department and shown my duties.

14. This company believes that personal development and training should be more flexible. As a result, we have developed a system of flexible training courses that a trainee or employee can start at any time, and which does not require a teacher.

II Guess the abbreviations.

1. EU = _____ Union.
2. MBO = management _____ (the letters B and O are used in one word)
3. USP = unique _____ point.
4. AOB = any other _____.
5. PEST analysis = political, social, economic and _____ analysis.
3. MD = Managing _____.
4. ROI = return on _____.
5. M & A = _____ and acquisitions.
6. OTE = on-target _____.
7. PAYE = pay as you _____.
8. VAT = Value Added _____.
9. SWOT analysis = strengths, weaknesses, _____ and threats analysis.
10. CEO = Chief _____ Officer.
11. CV = curriculum _____.
12. TNA = trainee _____ analysis.
13. TOIL = _____ off in lieu.
14. RRP = recommended retail _____.
15. CFO = Chief _____ Officer.
16. FAQ = frequently asked _____.
17. RSI = repetitive strain _____.

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18. RPI = retail price _____.
19. APR = _____ percentage rate.
20. ICC = International Chamber of _____.
21. FYI = for your _____.
22. NPD = new _____ development.
23. SET = _____ electronic transaction.
24. GDP = gross _____ product.
25. VIP = very important _____.
26. TQM = total _____ management.
27. PPP = purchasing power _____.
28. PLC = _____ limited company.
29. AGM = annual general _____.
30. PR = public _____.
31. L/C = letter of _____.
32. MBA = Master of Business _____.
33. O & M = organization and _____.
34. HR = human _____.
35. POS = point of _____.
36. P & L statement = _____ and loss statement.
36. ASAP = as soon as _____.
37. CBD = _____ business district.
38. COD = cash on _____.
39. LIFO = last in, _____ out.
40. NVQ = National Vocational _____.
41. GNP = gross _____ product.
42. NI = National _____.
43. CPD = continuing professional _____.
44. ESOP = employee _____ ownership plan.
45. In £20K, K means _____.
46. EFT = _____ funds transfer.
47. R & D = _____ and development.
48. P & P = _____ and packing.
49. ISP = _____ service provider.
50. FOB = _____ on board.
51. IOU = I owe _____. (Be careful: the word you need does not begin with the letter u)
52. JIT production = Just-in-_____ production.
53. p.a. = per _____.

III Choose the most appropriate word in bold to complete sentences 1 – 10.

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1. The company cannot refund customers' money, and goods can only be altered / exchanged / revised on production of a receipt or other proof of purchase.
2. We have made radical changes to the working regulations, and employees are expected to expand / stretch / adapt to these over the next few weeks.
3. Our customer call centre used to be in Sheffield, but last year we promoted / varied / outsourced it to India, where costs are much lower.
- 4 The new director has completely reduced / transformed / heightened the company, from a small local enterprise to a major international concern.
5. The hotel is currently being renovated / replaced / switched but will remain open while building work is carried out.
6. Production has been switched / disappeared / enlarged from our Bracknell site to a new industrial centre near Milton Keynes.
7. Our new memory cards extend / vary / raise in price, from £42 for a 64Mb card up to £140 for a 2Gb card.
8. The Internet clothing company Pants2U.com has deepened / shortened / expanded its range to include jewellery and watches.
9. The decision to dissolve / demote / disappear the company wasn't an easy one to make, but everyone agreed that there was no other option but to cease trading.
10. Air fares will be adapted / extended / revised on 21 July: domestic flights will go down by 10%, but international flights will go up by 22%.

IV The text below gives a definition and brief explanation of what a contract is. Complete it with words or expressions given.

accepted agreement breach consideration contractual liability damages express implied intention obligations offer under seal reward signed stated sue terms verbally voided writing

A contract can be defined as 'an _____ between two or more parties to create legal _____ between them'. Some contracts are made '_____': in other words, they are _____ and sealed (stamped) by the parties involved. Most contracts are made _____ or in _____. The essential elements of a contract are: (a) that an _____ made by one party should be _____ by the other; (b) _____ (the price in money, goods or some other _____, paid by one party in exchange for another party agreeing to do something); (c) the _____ to create legal relations. The _____ of a contract may be _____ (clearly stated) or _____ (not clearly _____ in the contract, but generally understood). A _____ of contract by one party of their _____ entitles the other party to _____ for _____ or, in some cases, to seek specific performance. In such circumstances, the contract may be _____ (in other words, it becomes invalid).

V Complete the first part of each word in bold in sentences 1 – 19 with the second part given below

____ actually ____ ain ____ artial ____ bunal ____ cation ____ closed
 ____ cus ____ dential ____ ding ____ ficial ____ gation ____ iator
 ____ int ____ itator ____ judice ____ lements ____ lic ____ native

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1. Mediation is one form of what is known as alter dispute resolution (ADR for short).
2. Mediation is generally preferable to liti because it is normally quicker and cheaper.
3. Mediation is vol , but requires the con of all the parties involved before it can go ahead.
4. Mediation is carried out by a neutral, imp third party called a med .
5. This third party is also sometimes known as a facil .
6. He / she spends time with all the parties involved in jo ses and also in private meetings (known as a 'cau
7. Any information that the parties provide is confi and cannot be dis to the other parties.
8. He / she attempts to solve problems and find resol that are prac and bene to everyone.
9. Unlike a formal court case, nego are in private.
10. Resolutions and sett are based on com and on mut agreement and acceptance.
11. If no agreement is reached, the parties involved will not be legally bo by anything that has been discussed.
12. A mediation process is said to be 'without pre ', which means that anything that was said during the mediation cannot be used if there is no agreement and the case has to go to court.
13. If an agreement is reached and the parties sign a written agreement, this agreement becomes bin , and the parties are obliged to hon it.
14. This signed agreement can then be enforced contr if necessary.
15. Another form of dispute resolution is arbi .
16. 16 This will involve all parties in the dispute appearing before a tri .
17. An arbi is employed. He / she is usually an expert in a particular field, and so this form of dispute resolution may be preferable in disputes where specialist knowledge is required.
18. However, unlike mediation, this form of resolution involves an adjudi which will probably benefit one side in the dispute more than the other(s).
19. This form of dispute resolution is also less private than mediation (each party is aware of what the other party is saying about it), and information may end up in the pubdom..... .

VI Choose the correct idiomatic word or expression in (a), (b), (c) or (d), for each of these sentences.

1. When a project goes wrong or fails, we can say that it:
(a) puts its foot in it (b) goes belly up (c) sticks its oar in (d) gets its knickers in a twist
2. We sometimes say that people who compete for success in business or in a career are working for the:
(a) horse race (b) dog race (c) rat race (d) camel race

3. The practice of transferring a difficult, incompetent or non-essential employee from one department to another is known informally as a:
(a) weasel waltz (b) turkey trot (c) cat calypso (d) rabbit rumba
4. We might refer to a bad employer with a reputation for losing talented staff as:
(a) a people churner (b) a people mixer (c) a people stirrer (d) a people beater
5. The sudden moment that you realise you have made a terrible mistake is known as:
(a) an ohnosecond (b) a gordonbennettminute (c) a whoopsadaisyinstant
(d) a hellsbellsmoment
6. If you do a lot of different types of work in an office for very low pay, you could be referred to (unkindly) as:
(a) a pig in a poke (b) the cat's whiskers (c) a gift horse (d) a dogs body
7. When an employee telephones to say that s/he is not coming to work because s/he is ill, but in fact is only pretending to be ill, we say that s/he is throwing:
(a) the book at someone (b) a wobbly (c) a punch (d) a sickie
8. If an employee gets very angry at work because of something bad or unpleasant that happens, we can say that they are experiencing:
(a) office anger (b) work rage (c) shop floor strops (d) workplace wobbiest
9. If an employee is deliberately or accidentally excluded from decision-making processes, they might complain that they are being left:
(a) out of their mind (b) out of the blue (c) out of their head (d) out of the loop
10. Work that offers the same money for less effort than another similar job is often known as:
(a) a cushy number (b) a doddle (c) a pushover (d) child's play
11. When somebody is dismissed from their job, we can say that they have:
(a) got the shoe (b) got the sandal (c) got the boot (d) got the slipper
12. If you criticize somebody in writing, we can say that you them.
(a) pencil-smack (b) pencil-thrash (c) pencil-punch (d) pencil-whip
13. A general or broad view of a problem as a whole (which does not go into details) is known as:
(a) a bird's-eye view (b) a helicopter view (c) a mountaintop view (d) a balloon view
14. The lazy practice of working only when a supervisor is present and able to see you is called:
(a) lip service (b) hand service (c) nose service (d) eye service
15. If your job is unpleasant, you might say that you have:
(a) a nose job (b) a job lot (c) a jobs worth (d) a mushroom job
16. If you consider your job to be silly, trivial and unimportant, you might describe it as:
(a) a Tom and Jerry job (b) a Mickey Mouse job (c) a Homer Simpson job
(d) a Donald Duck job
17. A lazy employee who only pretends to work is said to be:
(a) swinging the lead (b) swinging a cat (c) swinging the balance (d) swinging both ways
18. A new product (especially a new car) that has some major defects is known as:
(a) an orange (b) a raspberry (c) a melon (d) a lemon

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