

Do this quiz about body language. Sometimes more than one answer is possible.

YOU'RE GIVING A PRESENTATION ...

1 How should you stand?

- a Arms crossed on chest.
- b Straight but relaxed.
- c Knees unlocked.

2 What should you do with your hands?

- a Put hands on hips.
- b Put one hand in a pocket.
- c Keep hands by your side.

3 How can you emphasize something?

- a Point finger at the audience.
- b Move or lean forward to show that something is important.
- c Use a pointer to draw attention to important facts.

4 What should you do when you feel nervous?

- a Hold a pen or cards in your hands.
- b Walk back and forth.
- c Look at the flip chart or screen (not at the audience).



5 How should you keep eye contact with the audience?

- a Make eye contact with each individual often.
- b Choose some individuals and look at them as often as possible.
- c Spread attention around the audience.

6 How fast should you speak?

- a About 20% more slowly than normal.
- b Just as fast as in a normal conversation.
- c Faster than in a normal conversation.



7 How should you express enthusiasm?

- a By raising voice level.
- b By waving arms.
- c By making hand or arm gestures for important points.



9 A manager is updating her group on some problems they've been having with one of the company's product lines. Listen to this excerpt from her informal presentation and say whether the following sentences are true or false. Correct the false sentences.

- 1 The company is having problems with their new men's cosmetic products.
- 2 The problems are in three areas: supply, distribution, and production.
- 3 She identifies two problems in the area of supply: the plastic bottle supplier can't deliver the quantity they need and the quality of the bottles is poor.
- 4 They have had to return around 14% of the bottles.
- 5 They have to take care of the supply problem soon or they'll have trouble with Father's Day sales.



UNIT 2, EXERCISE 9



15

Thanks, Jim. OK. As you probably know, we are currently having difficulties with our new men's cosmetic line. These problems lie chiefly with our main bottle supplier, but we are also having trouble with distribution. I'd like to quickly identify the problems and then make some suggestions on how we can deal with the consequences.

So, let's start with our bottle supplier then We've been having serious difficulties with GSG, which is our main plastic bottle supplier, regarding both quantity and quality. We don't understand why, but they don't seem to be able to supply the quantities we order from them. In addition, the quality of the material is so poor that we have had to return about 40% of the bottles.

We've been trying to cope with these problems – the delays, the poor quality – all along, but so far we've not been able to find ways to prevent them from happening again. It's clear we can no longer continue to accept these conditions. Moreover, we're now getting ready for the Christmas season. If we don't solve our supply problems within the next two weeks, we'll run into serious trouble with respect to our Christmas business.



Complete the sentences with words from the box.

back • covered • discussing • inform • leads • main points • sum up • wanted

- 1 Let me now summarize the _____.
- 2 We will be _____ our sales targets today.
- 3 In my talk I'll _____ you about new marketing techniques.
- 4 Before I move on, let me just _____ what I've said so far.
- 5 I think we have _____ everything for today.
- 6 OK, that's all I _____ to say about time management.
- 7 This _____ directly to my second point.
- 8 Let's go _____ to what I said at the beginning of my presentation.

**Complete these sentences from the presentation with the correct form of verbs from the box.
Then listen again to check.**

accept • cope • deal • have • identify • prevent • run • solve

As you probably know, we _____
currently _____¹ difficulties
with our new men's cosmetic line.

I'd like to quickly _____² the problems
and then make some suggestions on how we
can _____³ with the consequences.

We've been trying to _____⁴ with these
problems – the delays, the poor quality – all along,
but so far we've not been able to find ways to
_____⁵ them from happening again.

It's clear we can no longer continue
to _____⁶ these
conditions.

If we _____⁷ (not) our supply
problems within the next two weeks, we
_____⁸ into serious trouble
with respect to our Christmas business.

12 Complete the sentences with the words from the box.

according to • apart from • concerns • moreover • regarding • with regard

- 1 I'll give you an overview of some figures _____ to car exports.
- 2 _____, I'd like to tell you something about the new software.
- 3 Let's now turn to the next question which _____ customer service.
- 4 _____ a few spelling mistakes, the new brochure is very good.
- 5 Let me give you some details _____ our Chinese factory.
- 6 _____ the handbook, the scanner is user-friendly.