

**Smart quizzes for work** (Gabriela Nosková, 2015)

Contents:

1. **NICE TO MEET YOU** (options to choose from)
2. **YOU'RE WELCOME** (reactions)
3. **FIRST CONTACT** (dialogue)
4. **GOOD NEWS or BAD NEWS?** (reactions)
5. **HAPPY TO HEAR THAT!** (situations)
6. **GIVING GOOD NEWS and BAD NEWS** (phrases)
7. **EXCUSE ME** (expression or acceptance of apology)
8. **EXCUSE ME or I'M SORRY?** (options to choose from)
9. **I'LL DO THAT!** (promising actions)
10. **WHAT WOULD YOU LIKE?** (offers)
11. **WHICH WOULD YOU LIKE?** (specific offers to choose from)
12. **HOW CAN I HELP YOU?** (offers of help)
13. **WHAT WOULD YOU LIKE ME TO DO?** (offers of help)
14. **CAN I or CAN YOU?** (verbs to choose from)
15. **CAN YOU REPEAT THAT?** (requests)
16. **WHAT DO WE HAVE TO DO?** (obligations)
17. **HAVE TO or DON'T HAVE TO?** (obligation and lack of obligation)
18. **WHAT DO YOU THINK OF . . .?** (asking and giving opinions)
19. **HOW ABOUT . . .?** (making suggestions)
20. **I SUGGEST** (agreement with suggestions)
21. **I SUGGEST** (disagreement with suggestions)
22. **I HOPE/I'M SURE . . . WILL** (personal hopes and predictions)
23. **Phone vocab**
24. **Who's calling please?**
25. **Good job or Bad job?**
26. **My job**
27. **What do you do?**
28. **We are looking for . . .**
29. **Easily confused words**
30. **Sales vocabulary**
31. **Sales terms**
32. **I'm not happy!**
33. **Who are we?**
34. **Our company profile**
35. **For staff only**
36. **What happened in our company recently?**
37. **Order and delivery vocab**
38. **Your parcel is on the way**
39. **What's wrong?**
40. **I understand your message**
41. **The message is clear**
42. **Confusing words: JOB or WORK**
43. **Confusing words: BORROW or LEND**
44. **Confusing words: SOON or EARLY**
45. **Confusing words: SPEAK, SAY or TELL**
46. **Hello Susan** (six short emails)
47. **Most commonly used abbreviations in business**