

## Internet research

Read the business pages of an online newspaper to find interesting comments and quotes from people and companies in the news. Tell a partner what was said.

**3** Read the three extracts from newspaper reports. Then say who made the 12 statements below and explain how you know this. What phrases helped you?


CEO KLAAS ROOS announced an end to manufacturing in Europe, informing shareholders that labour costs could not be justified, and explaining that Asian textile imports could no longer be matched for price.

Speaking to our reporter on the spot, Ms Gronko explained that all villagers forced to leave their homes by the new road would be compensated. Asked to what level, she replied that she was unable to give a figure, but added that discussions were being held with local representatives.

Journalists are reported to have been refused entry to Plazachem's Tashkent plant after leakages of toxic chemicals were described by workers. Employees claimed that health and safety regulations had not been applied for the last five years, and that several fatal accidents had occurred. Plazachem management declined to comment. Asked how the company intended to compensate the victims of the accident, Mr Sanchez answered that no decision had yet been reached. Emphasizing the complexity of the legal situation, he suggested negotiations may be protracted.

- 1 'It's just too expensive.'
- 2 'It's dangerous: people have died.'
- 3 'We're still talking.'
- 4 'It could take years.'
- 5 'I don't know.'
- 6 'It's really not simple.'
- 7 'It's too early to say.'
- 8 'They will be paid.'
- 9 'We are closing down.'
- 10 'Your request has been denied.'
- 11 'We can't compete.'
- 12 'I'm afraid he's unavailable.'

## Listening and reporting

**4**  2:31-2:36 A manufacturing plant in Kassra, a small city in Libya, has just made 500 people redundant. Listen to six extracts from a conversation between Geoffrey Bullard, the Plant Manager, and Leila Belabed, a member of the mayor's staff. For each extract, decide how Leila reported to the mayor, using appropriate verbs, as in the example.

- 1 *I complained that 500 people had been made redundant and I reminded Mr Bullard that he had promised to create jobs for our city.*

**5** Explain these formal announcements to a foreign visitor in informal language.

- 1 Protective glasses must be worn beyond this point.  
*You have to wear special protective glasses from this point onwards.*
- 2 Visitors are requested to use the stairs while the lift is under repair.
- 3 Customers are advised that no refunds will be made without a receipt.
- 4 Deposits will only be refunded after the return of all equipment to reception.
- 5 All meetings are transferred to the training centre during redecoration of the conference room.
- 6 Only expenses which have been approved by a manager will be reimbursed.



## Glossary PAGE 156

leakage  
protracted  
stakeholder