

Business English

Sales Vocabulary: Working in Sales • Lesson 4 • Level A2

Elementary

Name: _____

Date: _____

Score: _____ / 70

Word List – Study these words before you start.

Use your vocabulary sheet or audio to study these words before you do the exercises.

quota	rota	induction	appraisal
probation	bonus	overtime	absence
resource	objective	briefing	handover
brief	assign	monitor	report
achieve	exceed	review	roster

Name: _____

Date: _____

Score: _____ / 20

Exercise 1: True or False (10 points)

Read each sentence. Write T (True) or F (False) on the line.

1. A quota is a sales target that must be reached in a given period. _____
2. An induction is a formal review of an employee's performance over the year. _____
3. A rota is a list showing who works on which days and times. _____
4. Overtime is extra time worked beyond normal working hours. _____
5. To exceed your quota means to sell less than your target. _____
6. A bonus is extra money paid to an employee for good performance. _____
7. A briefing is a short meeting where you receive information and instructions. _____
8. Probation is a period at the start of a job when your performance is assessed. _____
9. A handover is when one person passes their work or responsibilities to another. _____
10. To monitor something means to watch it carefully and check on its progress. _____

Exercise 2: Multiple Choice (10 points)

Choose the correct word (a, b, or c) to complete each sentence.

1. She exceeded her sales _____ for the third month in a row.
a) rota b) quota c) absence
2. All new employees complete a three-day _____ before they start work.
a) handover b) induction c) briefing
3. Every employee has an annual _____ with their manager to discuss performance.
a) appraisal b) overtime c) roster
4. He earned a large _____ for bringing in the biggest contract of the year.
a) resource b) objective c) bonus
5. I will _____ my accounts to the new team member before I go on holiday.
a) roster b) monitor c) brief
6. The manager needs to _____ the sales figures on a daily basis.
a) assign b) monitor c) exceed

7. Can you check the _____ and tell me who is working on Saturday?

- a) probation b) rota c) quota

8. She is still on _____ for the first three months of her new job.

- a) absence b) overtime c) probation

9. The team leader will _____ tasks to each member of the sales team.

- a) report b) assign c) achieve

10. Our main _____ this quarter is to increase sales by 20%.

- a) objective b) briefing c) handover

Name: _____ _____	Date: _____	Score: _____ / 20
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Exercise 3: Matching (10 points)

Match each word in Column A with its meaning in Column B. Write the correct letter in the box.

Column A	Column B
1. absence [___]	A. training given to a new employee
2. achieve [___]	B. to do better than a target or expectation
3. briefing [___]	C. to pass work or responsibilities to another person
4. roster [___]	D. to give information about someone's performance
5. resource [___]	E. to look at something carefully and assess it
6. report [___]	F. something available to help you do your job
7. exceed [___]	G. a short meeting where instructions are given
8. handover [___]	H. to successfully reach a goal or target
9. review [___]	I. when someone is not at work
10. induction [___]	J. to organise a list of who works on which days

Exercise 4: Gap Fill (10 points)

Complete each sentence with the correct word from the box. Use each word once.

quota rota appraisal bonus overtime probation briefing handover objective assign

1. Every salesperson has a monthly _____ that they need to reach.
2. Can you check the _____ to see who is opening the shop tomorrow?
3. My annual _____ is next week. I need to prepare for it.
4. She received a large _____ for exceeding her sales target.
5. We need someone to work _____ this weekend to finish the project.
6. He is in his first month of _____ and is doing very well so far.
7. There will be a _____ at 9 a.m. before the store opens.
8. Please do a full _____ before you go on leave next week.

9. Our main _____ this month is to increase customer satisfaction scores.

10. The manager will _____ different accounts to each member of the team.

Name: _____

Date: _____

Score: _____ / 20

Exercise 5: Put the Words in Order (10 points)

Put the words in the correct order to make a sentence. Write the full sentence on the line.

1. her / exceeded / she / quota / month / this

2. all / a / complete / new / employees / induction

3. briefing / there / at / a / 9 / will / be / a.m.

4. the / monitor / need / figures / we / to / sales / daily

5. on / he / still / probation / is

6. task / the / each / assign / to / member / please

7. annual / my / next / appraisal / week / is

8. overtime / this / work / weekend / I / need / to

9. objective / main / our / increase / is / sales / to

10. before / handover / leave / a / please / do / you

Exercise 6: Word Sort (10 points)

Write each word from the box in the correct column: Noun or Verb.

quota rota induction appraisal probation bonus overtime absence resource objective
briefing handover brief assign monitor report achieve exceed review roster

NOUN	VERB
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Name: _____

Date: _____

Score: _____ / 10

Exercise 7: Complete the Conversation (10 points)

Complete each conversation with the correct word from the box. Use each word once.

quota rota appraisal bonus overtime probation briefing handover objective assign

1. A: How is the new salesperson doing?

B: Very well. She has already hit her _____ for the month.

2. A: Can you check the _____ for next week?

B: Yes, you are working Tuesday, Thursday, and Saturday.

3. A: I have my _____ with the manager on Friday.

B: Good luck! I am sure it will go well.

4. A: Did you get a _____ this year?

B: Yes, I got an extra month's salary for exceeding my target.

5. A: Can you work _____ on Friday evening?

B: Yes, I can stay until 8 p.m. if you need me.

6. A: How is the new team member getting on?

B: He is still on _____ but he is doing really well.

7. A: What time is the morning _____?

B: It starts at 8:45, before we open at 9.

8. A: I am going on holiday next week. Who will cover my accounts?

B: Please do a full _____ to Sarah before you go.

9. A: What is our main _____ for this quarter?

B: We need to increase our customer retention rate by 15%.

10. A: How do you manage your team's workload?

B: I _____ tasks based on each person's strengths.

ANSWER KEY – TEACHER COPY

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Exercise 1: True or False

1. T	2. F – an induction is training given to a new employee
3. T	4. T
5. F – to exceed means to do more than your target	6. T
7. T	8. T
9. T	10. T

Exercise 2: Multiple Choice

1. b) quota	2. b) induction
3. a) appraisal	4. c) bonus
5. c) brief	6. b) monitor
7. b) rota	8. c) probation
9. b) assign	10. a) objective

Exercise 3: Matching

1. I	2. H
3. G	4. J
5. F	6. D
7. B	8. C
9. E	10. A

Exercise 4: Gap Fill

1. quota	2. rota
3. appraisal	4. bonus
5. overtime	6. probation
7. briefing	8. handover
9. objective	10. assign

Exercise 5: Word Order

1. She exceeded her quota this month.	2. All new employees complete an induction.
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3. There will be a briefing at 9 a.m.	4. We need to monitor the sales figures daily.
5. He is still on probation.	6. Please assign the task to each member.
7. My annual appraisal is next week.	8. I need to work overtime this weekend.
9. Our main objective is to increase sales.	10. Please do a handover before you leave.

Exercise 6: Word Sort

NOUN	VERB
quota, rota, induction, appraisal, probation, bonus, overtime, absence, resource, objective, briefing, handover	brief, assign, monitor, report, achieve, exceed, review, roster

Exercise 7: Complete the Conversation

1. quota	2. rota
3. appraisal	4. bonus
5. overtime	6. probation
7. briefing	8. handover
9. objective	10. assign