Market Leader

Vocabulary Unit 10

Choose the best word to complete each of the sentences below.

|  |  |  |  |
| --- | --- | --- | --- |
| enthusiastic | weaknesses | credibility | unemotional |
| sympathy | emotional | enthusiasm | creative |
| formal | calm | inconsistent | patient |

1. Ahmad is very \_\_\_\_\_\_\_\_\_\_\_\_. Sometimes he gets very high grades and sometimes his grades are very low.
2. Ahmad was complaining about his low grade, but I have no \_\_\_\_\_\_\_\_\_\_\_\_ for him because he doesn't listen in class and he doesn't revise either.
3. Inventors are very \_\_\_\_\_\_\_\_\_\_\_ individuals because they make things that didn't exist before.
4. When dealing with customers, you must be very \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in listening to their complaints.
5. I am very \_\_\_\_\_\_\_\_\_\_ about our new product range. I think it will do very well.
6. The meeting was very \_\_\_\_\_\_\_\_\_. Everyone was wearing suits and ties.
7. Our manager has no \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_any more. He keeps promising the staff many things, but never delivers.
8. Our new supervisor is very \_\_\_\_\_\_\_\_\_\_\_\_. One minute he's very happy and the next he gets very nervous and angry and starts shouting at everyone.
9. If you work in customer services, you should always stay \_\_\_\_\_\_\_\_ and never get angry.
10. A good manager should try to recognise his \_\_\_\_\_\_\_\_\_\_\_ and try to strengthen them.
11. Our new boss is very \_\_\_\_\_\_\_\_\_\_\_\_\_\_. I don't know if he's happy, sad, angry or simply not interested in what we're doing.
12. I have no \_\_\_\_\_\_\_\_\_\_\_ at all for the new project. I think it is badly designed and far too expensive for what we need.