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- **Listening**
  - Nice to meet you: Say who you are
  - Helping people to learn: A new future
  - Have a good weekend: At the office
  - North and south: A working day in the north ...
  - Health care – public or private?: Working at Växjö Hospital
  - Downtown Barcelona: Shopping
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- **Grammar**
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  - Helping people to learn: Job responsibilities
  - Have a good weekend: Your free time
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- **Pronunciation**
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  - I love Chicago: Where you live

- **Speaking**
  - Nice to meet you: Meeting people
  - Helping people to learn: Your job
  - Have a good weekend: Weekends
  - North and south: Work routines
  - Health care – public or private?: Telephoning 2: Taking messages
  - Downtown Barcelona: Where you live
  - I love Chicago: Where you live

- **Reading**
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  - Helping people to learn: A new future
  - Have a good weekend: At the office
  - North and south: A working day in the north ...
  - Health care – public or private?: Working at Växjö Hospital
  - Downtown Barcelona: Shopping
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**Project Stockholm**
- **Listening**: What project are you working on at the moment?
- **Grammar**: The present continuous
- **Pronunciation**: Sentence stress
- **Speaking**: Describing temporary situations

**Living in Hong Kong**
- **Listening**: Chinese culture
- **Grammar**: Should and have to
- **Pronunciation**: Word stress
- **Speaking**: Organising a visit to another country

**Working for Rolls Royce**
- **Listening**: Work is like a second home
- **Grammar**: Many, much, a few, a little
- **Pronunciation**: Saying numbers and prices
- **Speaking**: Numbers and quantity

**Workplace communication**
- **Reading**: Communication of the future
- **Vocabulary**: Communication verbs
- **Speaking**: Managerial qualities
- **Communicating at work**: Emails 2: Replying to emails

**Online**
- **Reading**: Computer heaven or hell?
- **Vocabulary**: Computers and the Internet
- **Speaking**: People and their computers
- **Communicating at work**: Telephoning 3: Arranging meetings

**Start up**
- **Reading**: Managing a small business
- **Vocabulary**: Money and business finance
- **Speaking**: Solving a business problem
- **Communicating at work**: Helping visitors

**Slow food**
- **Social phrases**: At the restaurant
- **Listening**: A great place to eat
- **Vocabulary**: Food and drink
- **Speaking**: Eating out

**Beirut Intercontinental**
- **Social phrases**: Staying in a hotel
- **Listening**: It's a great place to stay
- **Vocabulary**: Hotels and hotel service
- **Speaking**: Hotels

**I buy money**
- **Social phrases**: Money talk
- **Listening**: Hey, big spender
- **Vocabulary**: Money and shopping
- **Speaking**: Spending
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Who is English365 for?
Welcome to English365. English365 is for people who need English for their jobs and for their free time. If you use English at work and also when you travel and meet people, English365 is for you. English365 is for and about real working people and every unit gives you English which you can use straightaway at work or in your free time.

What is English365?
There are two main parts to this course:
The Student's Book, which you are reading now. There are also classroom cassettes or audio CDs for the listening exercises in this book.
The Personal Study Book with Audio CD is to help you remember the English which you learn in the classroom. The more you work outside the classroom, the better your English.

- The Personal Study Book has important information about the language, and exercises for you to practise.
- The Audio CDs give you extra listening practice. You can also practise the Student's Book pronunciation exercises and the social English dialogues on your own.

What's in the Student's Book?
With the Student's Book, you can work on:

- the grammar which you need to make English work for you
- the vocabulary you need for your job and for your free time
- the phrases you need for your free time – at the airport, in a hotel, etc.
- the phrases you need for your work – telephoning, emailing, etc.
- pronunciation rules to help you speak better and understand better too.

There are 30 units in the book (plus two revision units, one after Unit 15 and one after Unit 30), and there are three types of unit:
Type 1 units (Units 1, 4, 7, etc. – the purple units)
Type 2 units (Units 2, 5, 8, etc. – the blue units)
Type 3 units (Units 3, 6, 9, etc. – the green units)

In type 1 units you work mainly on:
- Listening
- Grammar
- Pronunciation.

In type 2 units, you work mainly on:
- Reading
- Vocabulary for work
- Communication skills for work – for telephoning, writing emails, meeting visitors, etc.

In type 3 units, you work mainly on:
- Phrases for travel and socialising
- Listening
- Vocabulary for your free time.

You practise speaking in every unit!
At the back of the book, there are also:
- File cards for pairwork exercises (page 104)
- Grammar notes (page 110)
- The transcriptions for the classroom cassettes/audio CDs (page 121)
- Answers to all the exercises (page 135)

We hope you enjoy learning with English365. We had fun writing it. Good luck with your English.
Meet Susie Smith. She works for Skateline. Her company sells inline skates.

1 Nice to meet you

Warm up
Read these two introductions:

A: Hi, I'm Susie.
B: Hi, I'm Masahiko Kamiya, from Japan.

C: Hello. My name's Françoise, Françoise Duron from FranceCom. Nice to meet you.
D: Good morning. Herr Wollmann from KV Bonn.

Listen to this
Say who you are

1 Susie is on the Skateline stand at Expo - the International Sportex Show. She makes notes about all the people she meets. Listen to her talking at the stand. Tick (✓) the correct details about her visitor. ►1.1

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2 Listen again. Are these sentences about Susie's visitor true or false? ►1.1

1 It is her first visit to Expo
2 Her home is 100 kilometres from Moscow.
3 Technosport is in Moscow.
4 She doesn't want a brochure.
The present simple 1

We can use the present simple to ask and answer questions when we meet people.
Complete the questions and answers below.

**Question**

Where (1) ................................ you live?

**Positive**

I live in Rome.

**Negative**

I don’t live in Barcelona.

**Look at the verb to be.**

Where (2) ................................ you from?

I’m from Spain.

What (3) ................................ your job?

I’m a personal assistant.

Are you from Rome?

Yes, I (5) ..............................

I’m not from Italy.

(4) .............................. not responsible for sales.

No, I’m not.

**Now look at two different ways you can use the verb to have.**

Do you (6) .............................. a brochure?

Yes, I (7) ..............................

No, I don’t.

(8) .............................. you got a brochure?

Yes, I have.

No, I haven’t.

Grammar reference page 111 →

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**Do it yourself**

1 Correct the mistakes in these sentences.

1 Do you he working for IBM? Do you work for IBM?

2 Has you children?

3 I doesn’t work in Paris.

4 We working near Milan.

2 Match the beginnings and endings.

1 I work for ... ........................................... the north of England originally.

2 I come from ... ........................................... a personal assistant.

3 I live in ... ........................................... about six times a year on business.

4 I’m ... ........................................... a British company.

5 I go to the US ... ........................................... Croydon, about 20 kilometres from London.

3 Match each question below (a–e) with one of the sentences above (1–5).

a (Do) you travel much in your job?

b What do you do?

c Who do you work for?

d Where do you live?

e Where are you from?

Now ask your partner the same questions.

4 Complete the conversation between Susie and Maria, another visitor at the International Sportex show.

SUSIE: So, where

(1) ........................................... you from, Maria?

MARIA: (2) ........................................... from Italy.

SUSIE: Really? Are you

(3) ........................................... Rome?

MARIA: No, I’m not. I’m from Milan.

(4) ........................................... you know Milan?

SUSIE: Yes, I went there on holiday last year. It’s a lovely place.

MARIA: Yes, it’s beautiful. Do you

(5) ........................................... to Italy often?

SUSIE: No, I (6) ........................................... travel much, maybe two or three times a year for business.

MARIA: Which company do you

(7) ........................................... for?

SUSIE: I work for Skateline.

MARIA: Skateline? Yes, I know the name. What (8) ........................................... you do exactly?

SUSIE: We (9) ........................................... inline skates. And you? What do you do?

MARIA: We (10) ........................................... bicycles.

Now listen and check. ♫1.2
Reply questions
When someone asks you a question in conversation, you can ask the same question back to show interest in the other person. When you do this, it’s important to stress the you in your question.

1. Listen to Susie pronounce the you in this conversation. Then practise the conversation with a partner. 1.3

MARI: What do you do exactly?
SUS: We make inline skates. And you? What do you do?
MARI: We sell bicycles.

2. Make similar conversations with these questions. Practise with your partner.
1. Where do you live?
2. What do you do?
3. Do you travel much in your job?
4. Do you play tennis?
5. Which company do you work for?

It’s time to talk
Get to know the other people in the room, asking and answering questions about their job, organisation, family and home.

Remember
When you meet someone for the first time:
- Begin with Nice to meet you or Hello.
- Ask questions about their job, organisation, home, city, etc.
- Use words like Really or Interesting as you listen.
- Stress the you when you ask a reply question.
- End the conversation with Nice to meet you or Good to meet you.
Meet Bonnie Bernström. She works for Språngbrädan, a consulting company with a difference.

# Helping people to learn

## Warm up

Read what some people say about their work. Do you think the same?

- I like working for a small company. It’s more friendly.
- I love writing and receiving emails. I like communicating.
- I want to travel in my job. Work with no travel is boring.

## Read on

### A new future

1. We interviewed Bonnie about her job. Match our questions to Bonnie's answers.

#### Bonnie's answers:

1. I think the best thing about my job is meeting people because it's nice to make new friends. I also like the email communication with the women I work with in Eastern Europe. We write every week just to say hello. That's really nice. One thing I don't like is writing reports. I work a lot on projects so I write a lot of project reports, which is very boring!

2. Every day is different. There is no typical day! But I travel a lot to places like Moldova or Ukraine where I usually meet people and talk about political problems for women in these countries — that kind of thing. But this week is good — I have no business trips!

3. Well, I'm part of a consulting company in Sweden called Språngbrädan, that's 'springboard' in English. We are active in eight countries and we work with money we get from the European Union for our projects. We are small at the moment, with four employees, who are all women.

4. Well, I'm a consultant and I give training to women and men in the former Soviet Union countries about politics. I'm responsible for helping women to begin in politics, both locally and nationally. We discuss problems a lot and think about how to make a new future. My target is to help 100% more women into politics in these countries.

#### Questions:

1. Which organisation do you work for?
2. What do you do?
3. Tell me about a typical day at work.
4. What do you like about your job? What don't you like?

## 2 Read the text again and answer these questions about Bonnie.

1. What is Bonnie's main responsibility?
2. Where does Bonnie travel for her job?
3. How many people work for Språngbrädan?
4. What does Bonnie like most about her job?

## What do you think?

Would you like to do Bonnie's job? What do you like about your job? What don't you like?
The words you need ... to talk about your job

1. Choose the correct prepositions in these sentences about Bonnie.

1. I'm part of a consulting company.
2. I work on Sprängbrådan.
3. I work in training.
4. I'm responsible for developing democracy.
5. I work closely with three female colleagues.
6. I'm in charge of Eastern Europe.
7. An important part of my job is email contact.
8. I work at the former Soviet Union.

Now listen and check your answers. Then make similar sentences about yourself. 

2. It is important to use nouns and verbs correctly.

Example: Verb - train  I train women.
Noun - training  I do a lot of training.

Choose the correct noun or verb in these sentences.

1. I meet a lot of people in my job.
2. I work for a small organisation.
3. I communicate a lot by email.
4. I manage a small team of three women.
5. I have a lot of political discussions in my job.

3. Make questions with the verbs and nouns above. Ask your partner your questions.

Question: Do you meet a lot of people in your job?
Answer: Yes, I do. / No, I don't.

It's time to talk

Ask your partner about his/her job and organisation. Look back at some of the questions in this unit and in Unit 1 to help you. Note down your partner's answers in the table.

<table>
<thead>
<tr>
<th>Work</th>
<th>Company/organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title</td>
<td>Name</td>
</tr>
<tr>
<td>Main responsibility</td>
<td>Activity</td>
</tr>
<tr>
<td>One thing I like in my job</td>
<td>Number of employees</td>
</tr>
<tr>
<td>Other information</td>
<td>Other information</td>
</tr>
</tbody>
</table>
Communicating at work

Telephoning 1: Getting information

1 Listen to two telephone calls Peter Blake gets about a training course. Write the number of the call next to the information below. Write × if the information isn’t in either call. **p2.2**

<table>
<thead>
<tr>
<th>Caller</th>
<th>Reason</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jake Roberts</td>
<td>Cancel training</td>
<td>Call back in ten minutes</td>
</tr>
<tr>
<td>Jane Dawson</td>
<td>Discuss a problem</td>
<td>No action – talk next week</td>
</tr>
<tr>
<td>Julie Simpson</td>
<td>Give help</td>
<td>Send email with information</td>
</tr>
</tbody>
</table>

2 Listen again. Which of these sentences do you hear? **p2.2**

**A Answering a phone call**
- Good morning. How can I help you?
- Who’s calling, please?
- Connecting you now.
- I’ll put you through.

**B Introducing yourself**
- My name’s ... (+ name)
- It’s ... (+ name)

**C Giving a reason for the call**
- Could I speak to ... (+ name)?
- I’m just calling to ... (+ reason for call)
- Could you ... (+ reason for call)

**D Finish the call**
- Thanks for calling.
- Talk to you next week. Bye.

Which do you prefer – call 1 or call 2? Why?

3 Are you good on the phone? Look at this plan for making good phone calls.

![How to make a good phone call diagram]

Dial the number → Your partner answers the phone → Introduce yourself → Your partner says hello → You give the reason for your call → Your partner gives you some information → Finish the call

Practise making two phone calls with your partner. Use the plan to help you make your calls. Student A should look at page 104, and Student B at page 106.

**Remember**
- When you talk on the phone in English:
  - Speak your name slowly and clearly: My name is ...
  - Say clearly the reason for your call: I’m calling to ...
  - End positively: Thanks
1. **Complete the dialogues with phrases (a–h) below.**

**Arriving at the office on Friday**

A: Hi, John.
B: Morning. How are you?
A: (1) ………….?
B: Not bad. A bit tired.
A: (2) …………. It’s almost the weekend.

**Going for lunch**

A: Ready for some lunch?
B: (3) ………….?
A: Where do you want to eat?
B: (4) ………….?
A: Yes, it’s Friday. The new Italian place?
B: Great. Let’s go.

**A weekend away**

A: Do you have any plans for the weekend?
B: I’m going to visit my brother.
A: (5) ………….?
B: In Stratford-upon-Avon.
A: Stratford? It’s a lovely place.
    (6) ………….!
B: Thanks. I will!

**Going home**

A: I’m going. See you next week.
B: (7) ………….?
A: Have a good weekend.
B: Thanks. (8) …………. Bye.

2. **Now listen and check.**

3. **Practise reading the dialogues with a partner.**

---

**Have a go**

Cover the dialogues above and make your own, starting with the words below.

**Arriving at the office**

**A weekend away**

**Hi...**

**Going for lunch**

**Going home**

**Ready for...**

I’m going. See you...
1. Look at the activities below. Do you do any of these things?

- visiting friends
- sightseeing
- scuba diving
- walking
- flying
- sailing
- going to the cinema
- swimming
- clubbing
- astronomy

2. Now listen to Sally, Hinawi, Martina and Jochen talking about the activities they do. Match the people to the activities. You can match more than one activity to a person. 

What do you think? Listen again and decide which person has the most interesting weekend. Why?

The words you need ... to talk about your free time

1. Look at the different activities in the box. Write them in the gaps.

<table>
<thead>
<tr>
<th>Sports</th>
<th>football, swimming, skiing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card and board games</td>
<td>chess, poker</td>
</tr>
<tr>
<td>Reading</td>
<td>novels, poetry</td>
</tr>
<tr>
<td>Music - listening</td>
<td>jazz, pop</td>
</tr>
<tr>
<td>Music - playing</td>
<td>the piano, the saxophone</td>
</tr>
<tr>
<td>Culture</td>
<td>opera, theatre</td>
</tr>
<tr>
<td>Couch potato</td>
<td>playing computer games, watching videos</td>
</tr>
<tr>
<td>Food</td>
<td>Chinese, Italian</td>
</tr>
<tr>
<td>Socialising</td>
<td>inviting friends to dinner, going to restaurants</td>
</tr>
<tr>
<td>Housework</td>
<td>cleaning, hoovering</td>
</tr>
</tbody>
</table>

Can you add one or two activities to each category? Ask your partner to tell you one activity he/she loves and one activity he/she hates.
Look at these adjectives and match the opposites.

- easy    horrible
- expensive    terrible
- dangerous    safe
- interesting    cheap
- fast    unhealthy
- relaxing    slow
- nice    bad
- healthy    boring
- fantastic    stressful
- good    difficult

Test your partner: Say one of the adjectives above. Your partner must say the opposite.

3 Now use the adjectives to make sentences about weekend activities.

Example:

Walking is very healthy.

Smoking is very unhealthy.

It's time to talk

Interview three partners about two of their favourite free-time activities and complete the table. Ask them when they do these activities and why they like them. Use the questions and answers below to help you.

<table>
<thead>
<tr>
<th>What</th>
<th>When</th>
<th>Why</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person A</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Person B</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Person C</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Questions

- What do you like doing in your free time?
- Do you like ...
- What are you interested in ...
- When do you ...
- Why?

Answers

- I love ...
- I really like ...
- I'm interested in ...
- At the weekend. / On Mondays.
- Because ..

I hate ...

I don't like ...

I'm not very interested in ...

Remember

Remember to use -ing for things you love doing and hate doing:
- I love walking.
- I like / enjoy being with my family.
- I hate running.
- And ...
- I go swimming at the weekend.
Meet Anneli and Chiara. Anneli works for Telia Mobile in Sweden. Chiara works for Air Liquide in Italy.

4 North and south

Listen to this

A working day in the north ... and in the south of Europe

1 We interviewed Anneli and Chiara about their working days. Look at the information about them. Then listen to them speaking and change any details which are not correct. 4.1

2 Listen again. Are these sentences true or false?

1 Anneli brings food to work for lunch. T F
2 Anneli's work is sometimes stressful. T F
3 Chiara prefers working in the morning. T F
4 Chiara sometimes works at the weekend. T F

Warm up

Are you a morning person? Or are you an afternoon person?

Anneli
- starts work at 8
- has lunch at 1
- usually finishes work at 6

Chiara
- starts work at 9
- has lunch at 12.30
- has dinner at 8.30

What do you think? Which European working day do you prefer - the northern or the southern?

Anneli says: 'Work can be very stressful sometimes.' What is stressful in your job?

The present simple 2

1 Complete the questions and answers below.

<table>
<thead>
<tr>
<th>Positive</th>
<th>Negative</th>
</tr>
</thead>
</table>
| When (1) .......... she work? She sometimes works on Saturday. She (2) ......... like to work at the weekend.
| Does she work at the weekend? Yes, she (3) .............. No, she doesn't. |

Look at the verb to be

Is she from Milan? Yes, she (4) .............. No, she isn't.

Talking about everyday routines

We can use the present simple with time adverbs (always, sometimes, etc.) and time expressions (every year, twice a week, etc.) to talk about things we do every day at work or at home.

2 Anneli says: 'I usually eat at eleven for one hour.' Put these time adverbs in the correct position below.

sometimes usually often rarely

time adverbs

always normally not very often never

100%

3 Chiara says she has 'lunch around one o'clock every day.' Complete the time expressions below.

1 I have lunch in the canteen once or twice (5) ....... week.
2 I check my emails (6) ....... morning.
3 I travel to Brussels three (7) ....... a month.
Do it yourself

1 Correct the mistakes in these sentences.
   1 I start normally work at 7.30.
   2 She travel on business once a year.

   3 How often does she calls you?
   4 Does you often speak English at work?

2 Complete the text below with the words in the box.
   never always every a times usually

   Javier’s life is (1) very busy. He is president
   of his own company, Tecna, which makes equipment
   for farms. He doesn’t begin too early because he
   works late (2) evening. He (3) finishes at 9 o’clock but sometimes later.
   Javier goes to Cuba three (4) a year to visit important
   customers. He also travels to Australia, China,
   Mexico and the USA, maybe 15 weeks (5) year. So how does he stop stress? He walks to work
   most days and walks home for lunch. And he (6) works at the weekend. This is for spending
   time with his family on the beach!

3 Complete these questions about Javier.
   1 When / start work? When does he start work?
   2 What time / do finish?
   3 How often / go to Cuba?
   4 Where / go at lunchtime?
   5 What / do at the weekend?

Test your partner Ask your partner to close his/her book. Then ask him/her five questions about Javier.
Can your partner remember the answers?

4 Match the questions (1–5) and answers (a–e).
   1 Do you ever walk to work?
   2 When do you normally start work?
   3 How often do you go out for lunch?
   4 When do you normally finish work?
   5 What do you usually do in the evening?

   a Not a lot. Sometimes I just listen to music.
   b Before 8.30.
   c No, I don’t. I always drive.
   d It depends but I’m normally at the office until 7.
   e Never. I always have a sandwich at my desk.

Now ask your partner the same questions.
The present simple third person

Listen to the three ways in which we pronounce the third person -s in the present simple. Then say them aloud to your partner. 4.2

Type 1  Type 2  Type 3
/s/  /z/  /iz/
gets  goes  watches

Now listen to these verbs. Number them as type 1, 2 or 3. 4.3

leaves  sells  organises  listens
writes  works  meets  manages
relaxes  buys  visits  does

Now practise by saying all the words aloud.

It's time to talk

The Stress Check

In Britain, businesses lose €2.4 billion per year when people stay away from work because of stress. Do you have a lot of stress?
Ask and answer the questions below with a partner.

Per day, how often do you:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Always</th>
<th>Often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>take regular breaks?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>work more than ten hours?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>finish all the jobs you plan to do?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>feel you have too much to do?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>drink more than four cups of coffee?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>do more than 15 minutes of physical exercise?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>close your eyes and relax for five minutes?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>have more than two alcoholic drinks?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>sleep more than seven hours?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>laugh more than ten times?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

TOTAL

Add the numbers. TOTAL

What is a good way to control stress?

Remember

When asking about routines, you can ask questions beginning:
- How often do you ...?
- Do you usually ...?
And you can answer with:
- I always/often/sometimes/never ...
Meet Margita Westring, who works in a hospital in Sweden.

Health care – public or private?

Warm up

What do you think about hospitals in your country? Are you happy with their quality and service?

Read on

Working at Växjö Hospital

We interviewed Margita Westring about her job. Match the headings with her answers.

1. My organisation
2. Who pays the bill?
3. The customer comes first
4. Why I like the job

A. It's a very modern hospital. We say it's a 'county' hospital, so it's for the whole area not just the city. We have about 2,100 employees. Most of them are nurses – there are 900 nurses and about 200 doctors and then other employees too. We also use outside consultants. I think that at the moment we have around 350 hospital beds.

B. Our first objective in the hospital is to focus on our customer, the patient. It's very important to talk to patients a lot so they understand what a doctor is doing. We also always make sure patients don't stay in hospital too long. We think people prefer to be out of hospital quickly and at home.

C. In Sweden, people pay 250 Swedish krona for every visit to a doctor. This is the standard cost for a national health service visit. Of course, you can go to our competitor, a private medical centre, but you pay 500 to 1,000 Swedish krona. It's a lot of money but some people are happy to pay.

D. I work as a human resources officer. I like working in the public sector because I want to look after people and not only think about profit and I like the idea that everyone has the right to health care. So I plan to stay at Växjö Hospital. I always want to work in the public sector and never go into the private sector.
Read the text again and answer these questions.
1. How many people work at Växjö Hospital?
2. What is the most important objective for employees in Växjö Hospital?
3. How much does a national health service visit usually cost?
4. Why does Margita want to work in a public sector hospital?

What do you think? Margita says: 'I always want to work in the public sector and not go into the private sector.' Do you think it is better to work in the public or private sector?

The words you need ... to talk about people and organisations

Choose the correct words in these sentences about a clothing company in Paris.

1. We have over 3,000 employers / employees.
2. Our main competitor / competitive is AMCAP of the USA.
3. Most of our customers / customers are in the Paris area.
4. JCG is a very important supplier / supplier for us. We buy textiles from them.
5. We sometimes use marketing consultants / consults to give us ideas.

Now make sentences about your organisation using the words you have chosen.

Complete the following sentences with the correct preposition from the box.
1. I work .......... a human resources officer. I work with people a lot.
2. I am a customer service manager. It's my job to look .......... our customers.
3. I am the chief buyer. I look .......... new and cheaper suppliers all the time.
4. I am a personnel manager. I talk .......... employees about personal development.
5. I am a public relations officer. I look .......... the newspapers every day.
6. I am PA to the boss. I deal .......... everything!

Now use some of the verbs and prepositions to make sentences about your job.

It's time to talk

1. Prepare a short introduction to your organisation.
   Use the words in this unit and in Unit 2 to help you.

2. Now give a short talk to the other students in the class.
Communicating at work

Telephoning 2: Taking messages

Could you spell that, please?
1 Work in pairs. Student A should look at page 104 and Student B at page 106.
2 Look at these questions:
   "Could you repeat that?"
   "Did you say 'b' or 'p'?"
   "Could you spell that?"

Ask your partner for his/her address and write it down. Use the questions to help you.

Could I have your number? 5.1
1 Listen to the way we say these phone numbers:
   678586  784367  488598  598889  584989
2 Repeat the numbers to your partner.
3 Say your office, mobile and home numbers to your partner.

Can I take a message?
1 Choose four of these sentences (a–h) to complete the phone conversation below.
   a I'm afraid he's not in the office today.
   b Could you ask him to call me back?
   c He's not at his desk at the moment.
   d Could you spell that, please?
   e Can I take a message?
   f Could I have your name and number?
   g I'll make sure he gets the message.
   h I'll call back later.

   A: Hello.
   A: I'm afraid he's in a meeting. (1) .................
   A: Of course. (3) .................
   A: Did you say 'F'?
   A: OK, so that's F-i-a-l-a.
   A: 787545.
   A: Double 7 – 545. OK, Mr Fiala, (4) ..........

   B: Could I speak to Mr Garcia?
   B: (2) ...............  
   B: Yes, my name's Fiala. That's F-i-a-l-a.
   B: Yes, 'F'. Fiala.
   B: Yes. That's right. And my number is 7877545.
   B: No, 7877545.
   B: Thank you. Goodbye.

2 Listen and check. 5.2
3 Practise reading the conversation with a partner.
4 Practise taking messages. Student A should look at page 104, and Student B at page 107.

Remember
When taking messages on the phone, remember to:
- Ask for spelling: Could you spell that?
- Check spelling: Did you say ...?
- Repeat information you hear: So that's ...
Shopping

1. Complete the dialogues with phrases (a–j) below.

Looking around

A: Hello, (1) .......... ?
B: (3) ............, please?
A: No, it’s OK thanks. (2) .............
B: OK, just ask me if you need some help.

Asking for help

A: Yes, of course. The changing rooms are just there.
B: (4) ........., please?
A: (A few minutes later) So, how’s that?
B: I’m not sure. (4) ............. Have you got it in a larger size?
A: No, I’m sorry, we haven’t.
B: Oh, I see. I think (5) .............

Asking about the price

B: Excuse me, (6) ............., please?
A: It’s €47.
B: OK, I’ll (7) .............
A: Fine. You can pay over there.

Asking about payment

B: That’s €47, please.
A: Thank you. (8) .............
B: Yes, of course. (8) ............., please.
A: Here’s your card and (10) ............., Thank you.
B: Thank you. Goodbye.

a. how much is this
b. It’s a bit small
c. Sign here
d. your receipt is in the bag
e. I’ll leave it then
f. can I help you
g. Can I pay by credit card
h. I’m just looking
i. Could I try this on
j. take it

2. Now listen and check. 16.1

3. Practise reading the dialogues with a partner.

Have a go

Cover the dialogues above and make your own, starting with the words below.

Looking around
Hello ...
Asking for help
Could I try ...?
Asking about the price
Excuse me, ...
Asking about payment
That’s ...
Listen to this

This is Montse Benet. She lives in Barcelona and works in a primary school.

1 Listen to Montse talking about Barcelona and her love of shopping. Tick (✔) the pictures she talks about. 6.2

2 Listen again. Are these sentences true or false? 6.2

1 Montse lives outside the centre of Barcelona. T F
2 Montse lives 20 minutes’ walk from the Gothic quarter. T F
3 Prices are very high in the Modernist quarter. T F
4 Montse’s favourite shopping area is the Passeig de Gracia. T F

What do you think? Would you like to live in Barcelona? Which things would you like to see and do?
Choose the correct preposition in these sentences.

1. I live in/on the city centre.
2. I live at/in quite a small street.
3. I live near/by the main shopping centre.
4. I live on/outside Barcelona.
5. Sitges is at/on the coast.
6. Sitges is about 40 kilometres for/from Barcelona.
7. Sitges is a small town not far of/from Barcelona.
8. Barcelona is at/the north-east of Spain.

Now listen and check. 

Describe where you live with some similar sentences.

Montse and Samantha are talking about what to see around Barcelona. Complete the conversation with the verbs in the box. There is more than one possible answer for some of the gaps.

Samantha: So, let's plan the weekend. Can we go somewhere?
Montse: Yes, what about Sitges? It's a really nice place.
Samantha: How far is it from Barcelona?
Montse: Not far. By bus, it (1) ................. about 40 minutes. Or perhaps we could (2) ..................... by train.
Samantha: I'd like to go by bus. Where do we (3) ..................... it?
Montse: The bus station is quite close – it will only take us about five minutes to (4) ..................... there.
Samantha: Good! And I've got a friend who lives in Vilanova. Is it far from Sitges?
Montse: No, it's quite close. We can probably (5) ..................... there by bus. It's a lovely place.

Now listen and check. 

It's time to talk

A client is visiting your organisation and wants to know about your area. Talk about where you live and interesting places you can travel to locally. Take turns to play the client. Use the ideas below to help you.

Where you live
I live in ... (country)
I live near ...

Places to see near where you live
You can go to ...
It's in the north/south/east/west of ...
It's ... kilometres from ...

Travelling to places near where you live
You can get there by car/train.
It takes ... minutes/hours.
It's a ... minute/hour walk/drive/bus ride.

What you think about the place
It's nice.
It's lovely.
It's not very nice.

Remember
Learn these useful questions for travelling:
- Where is ... ?
- Is it far?
- How far away is it?
- Can you get there by bus/train/ ... ?
- How do you get there?
Meet Stein Idar Stokke. He is a manager for Telenor in Norway.

Changing workspace

Warm up

Look at the photos. Do you have any of these facilities in your workplace?

Countable and uncountable nouns with There is … / There are …

We can use There is / There are with countable nouns and uncountable nouns to describe where we work. Complete the sentences below using the words in the box.

<table>
<thead>
<tr>
<th>Positive</th>
<th>Countable singular</th>
<th>Countable plural</th>
<th>Uncountable nouns</th>
</tr>
</thead>
<tbody>
<tr>
<td>There's a restaurant.</td>
<td>There (1) ................. some table games.</td>
<td>There’s (2) ................... information on the new database.</td>
<td></td>
</tr>
<tr>
<td>There's an open office.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Negative</th>
<th>Countable singular</th>
<th>Countable plural</th>
<th>Uncountable nouns</th>
</tr>
</thead>
<tbody>
<tr>
<td>There isn't a fixed desk.</td>
<td>There aren't (3) ...................... personal offices.</td>
<td>There isn't any paper.</td>
<td></td>
</tr>
<tr>
<td>There isn't an exercise room.</td>
<td>There are no personal offices.</td>
<td>There's no paper.</td>
<td></td>
</tr>
<tr>
<td>There isn't a swimming pool.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Countable singular</th>
<th>Countable plural</th>
<th>Uncountable nouns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there a restaurant?</td>
<td>(4) .................. there any places to work in private?</td>
<td>Yes, there is.</td>
<td></td>
</tr>
<tr>
<td>Is there a swimming pool?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Answer</th>
<th>Countable singular</th>
<th>Countable plural</th>
<th>Uncountable nouns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, there is.</td>
<td>Yes, there are.</td>
<td>Yes, there is.</td>
<td></td>
</tr>
<tr>
<td>No, there isn't.</td>
<td>No, there (6) .................</td>
<td>No, there isn't.</td>
<td></td>
</tr>
</tbody>
</table>

Note 1 We often use some in positives and any in negatives and questions. But we also use some when we ask for or offer something.

Example Would you like some coffee?

2 We can use a lot of in positives, negatives and questions with countable plural nouns and uncountable nouns.

Examples There are a lot of table games.
| Grammar reference pages 113-114 | There isn't a lot of time. |
1 Correct the mistakes in these sentences.
1 There is two training rooms on the first floor.
2 There aren't any private office on the top floor.
3 Is there a computer equipment on the first floor?
4 There isn't a lot of spaces in the car park.

2 Bob is showing David round his office. Complete the dialogue with the correct question, negative or positive form of There is or There are.

DAVID: So, (1) .................................. a car park for employees?
BOB: Yes, (2) .................................. some space but only for top management.

DAVID: What do other people do?
BOB: Well, (3) .................................. a railway station nearby so lots of people come by train.

DAVID: I see. What about lunch? (4) .......................... a staff restaurant?
BOB: No, but (5) .............................. a lot of bars and restaurants in the same street.

DAVID: (6) .................................. a gym or swimming pool?
BOB: No, (7) .............................. anything like that. But (8) .............................. two parks across the street and a swimming pool half a kilometre away.

DAVID: (9) .............................. somewhere I can get a drink?
BOB: Yes, (10) .............................. a lot of drinks machines in the building. Let's get something.

Now listen and check. 7.2

3 Choose the correct words in these sentences. Sometimes more than one word or phrase is possible.

1 There are some / a lot of / any new computers for everyone.
2 There's some / any / no information on our intranet.
3 There aren't any / a lot of / no free spaces in our car park.
4 There isn't a / some / any nice food in the staff restaurant.
5 There's a lot of / any / no new furniture in my office.

Make similar sentences about your workplace.

4 Ask your partner questions about his/her workplace. Find out three positive and three negative things, and write them down.

Positive things
1 ..........................................................
2 ..........................................................
3 ..........................................................

Negative things
1 ..........................................................
2 ..........................................................
3 ..........................................................
Linking

5 vowels: a e i o u
21 consonants: b c d f g h j k l m n p q r s t v w x y z

1. Listen to three sentences. Which one sounds more natural? \([\text{7.3}]\)

   In normal speech, we usually connect final consonant sounds to following vowels.
   The arrows show where the words are linked.
   Example: There are a lot of small cafés.

2. Listen to these sentences. Use arrows to link the connected sounds. \([\text{7.4}]\)

   1. Telenor is a big company.
   2. It’s a very big building.
   3. I think it’s very, very flexible.
   4. There’s a big fitness centre, which is very good.
   5. Yes, I like it a lot.

   Practise saying the sentences with the linked sounds.

It’s time to talk

Your organisation is moving offices. You and your partner are looking at two possible locations. Student A should look at page 104 and Student B at page 107. Ask and answer questions about the two possible offices and make notes below.

Use questions and answers like these.

Student A: "Are there any individual offices?"
Student B: "Yes, there are. It’s not open plan."
Student A: "Sounds good!"

<table>
<thead>
<tr>
<th>Office 1</th>
<th>Office 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>The building</td>
<td></td>
</tr>
<tr>
<td>Individual offices</td>
<td></td>
</tr>
<tr>
<td>Car park</td>
<td></td>
</tr>
<tr>
<td>Staff restaurant</td>
<td></td>
</tr>
<tr>
<td>Swimming pool</td>
<td></td>
</tr>
<tr>
<td>Smoking room</td>
<td></td>
</tr>
<tr>
<td>The area</td>
<td></td>
</tr>
<tr>
<td>Railway station</td>
<td></td>
</tr>
<tr>
<td>Shops</td>
<td></td>
</tr>
<tr>
<td>Fitness centre</td>
<td></td>
</tr>
<tr>
<td>Banks</td>
<td></td>
</tr>
<tr>
<td>Restaurants</td>
<td></td>
</tr>
</tbody>
</table>

Now decide which location is best for you.

Remember

When talking about places, remember to:

- Use There is/are ...:
  - There’s a big car park.
- Ask questions with Is/Are there ...:
  - Is there a staff restaurant?
This is Shirley Fagan. She works for an advertising agency in Australia. Meet her and her A team, the group of people she works with.

8 The A team

Warm up

Which sentences describe you? Compare yourself with your partner.

I'm usually very relaxed.

I'm always on time.

I'm well organised.

I'm often late.

I often feel stressed.

I'm a bit disorganised.

I'm a hard worker.

We're a great team

1 We interviewed Shirley Fagan about the people she works with. Match the people in Shirley's team with one of her descriptions.

1 My manager
2 My favourite colleague
3 My customer
4 My husband
5 My PA

All managers need a good assistant and Jack is fantastic. He's very good at organising things, very efficient, friendly and positive. He smiles all the time and always has a lot of energy.

Jean is from Paris and he's my boss. He's a great motivator – he gives me a lot of support and always tells me when I do a good job. One thing I don't like about him is that he's always ten minutes late for meetings.

John is the financial man in the team. He's a special character, good at his job, but some people don't like him because he can be very direct. Most people think he's rude. He's my husband but working together isn't a problem for us.

David's based in Darwin. He buys a lot from us but when we discuss prices he can be very aggressive and impatient. Sometimes I have to say 'no'. You can't always say 'yes' to your clients.

Katie is nice. She's a sales manager, responsible for New South Wales. She's very confident and so is excellent at presenting to customers. She's also very creative – she loves thinking about new products. We get on really well together, both in and outside the office.
Read the text again and match a person in Shirley's team with these sentences.

1. This person is not very popular with some colleagues.
2. This person is difficult to do business with.
3. This person has a lot of new ideas.
4. This person is not very punctual for meetings.
5. This person is very well organised.

What do you think? Who are the two most important people in your working life? Why?

The words you need ... to describe people

1. Complete these sentences with a word from the box.
   You can use a dictionary to help you.
   
   1. I can do my job quickly and well. I'm very __________.
   2. I always have a lot of new ideas. I'm very __________.
   3. I hate waiting for anything. I'm very __________.
   4. I want to be the best! I'm very __________.
   5. I say what I think. I'm very __________.
   6. I always arrive for meetings on time. I'm very __________.
   7. I'm not afraid to speak English! I'm very __________.

Make sentences about people you know.

your boss  your customer  your neighbour
your children/parents  your partner  your teacher

Example: My boss is very creative.

2. Look at two important ways to build sentences using quality adjectives.

She’s good at presenting. - the verb to be + adjective + at + activity
She’s an excellent tennis player. = the verb to be + an + adjective + personal noun

Use the table below to make sentences about yourself. Can you add one or two of your own ideas?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Personal noun</th>
<th>Quality adjectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>Business</td>
<td>General</td>
</tr>
<tr>
<td>Socialising</td>
<td>Presenter</td>
<td>Socialiser</td>
</tr>
<tr>
<td>Managing people</td>
<td>Footballer</td>
<td>Footballer</td>
</tr>
<tr>
<td>Selling</td>
<td>Sales person</td>
<td>Tennis player</td>
</tr>
<tr>
<td>(your ideas)</td>
<td>(your ideas)</td>
<td>(your ideas)</td>
</tr>
</tbody>
</table>

Example: I'm great at presenting but not very good at making coffee!

It's time to talk

Describe a person you know. Don't say the name of the person or their job. Can the other people in class guess who you are describing? Talk about the following:

- Age
- Job and responsibilities
- Free-time interests
- Two positive qualities
- Two negative qualities
- One quality of the person which is similar to you.
Communicating at work

Meeting a visitor at the airport

1 Koji is a Japanese client of Shirley's. He plans to visit Perth to see her and confirms his visit by email. Complete the email using the words in the box.

Hi Shirley,

Just a short email to give you my (1) flight details. The (2) flight number is BC4567 and I arrive at Perth at 11:15 on Thursday morning.

Please (3) confirm that someone will (4) meet me at the airport. If not, I will (5) take a taxi to the hotel. I (6) wish to be at your office at 9:00 on Friday morning.

Look forward to (7) seeing you.

Best (8) wishes,

Koji

2 Shirley meets Koji at the airport. Listen and tick (✔) the sentences you hear. [8.1]

- It's good to see you again. How are you?
- No, I can manage, thanks.
- Did you have a good trip?
- OK, here we are.
- Can I help you with your luggage?
- The car's in the car park.
- At home it's cold and wet.
- How's the weather back home?

3 You are meeting an important client at the airport. Use the ideas below to role-play the meeting with your partner. Then change roles.

How to welcome a visitor

Hello. It's good to...

How's the...?

Greet

Ask about the trip

Tell your visitor about the car

Offer to help with their luggage

Ask about the weather back home

Did you have...?

The car is...

Can I...?

Continue with your own ideas.

Remember:

When welcoming visitors, remember to:
- Welcome positively: Welcome to...
- Ask polite questions: Is this your first time...?
- Offer help if they need it: Let me help you with...
Getting around

1. Complete the dialogues with phrases (a–h) below.

Buying a ticket
A: Hi. Three tickets for the Wendella Lake tour, please. (1) __________.
B: That's $22.50, please.
A: Thanks. (2) __________, please?
B: At 3 o'clock, in 25 minutes.
A: OK. Thanks.

Catching a bus
A: Excuse me. (5) __________ the Magnificent Mile from here?
B: Yes, you want a number 151 or a 147. Or you can take a cab or walk.
A: (6) __________?
B: Ten minutes. But they're not always on time.
A: Thanks.

Taking the train
A: Excuse me. (3) __________?
B: No. You need to take the blue line.
A: OK, so where do I go?
B: Go to Lake Street and transfer to the blue line and then (4) __________.
A: Great. Thanks for your help.

Getting a cab
A: How much is that?
B: That's $10.20.
A: Here you are, $12.00. (7) __________.
B: Thank you.
A: (8) __________?
B: Sure. Here you go. Have a good day.

2. Now listen and check. 9.1
3. Practise reading the dialogues with a partner.

(a) Could I have a receipt
(b) What time does the next ferry
(c) Keep the change
(d) When's the next bus
e) Two adults and one child
f) take it to the end of the line
g) Does this go to O'Hare Airport
h) Can I get a bus to

Have a go

Cover the dialogues above and make your own, starting with the words below.

Buying a ticket
Hi...
Catching a bus
Excuse me. Can I ...?
Taking the train
Getting a cab
Excuse me. Does this go to ...?
How much...
Listen to this

It's my kind of town

1 Listen to Ellen talking about Chicago. Tick (✓) the pictures she talks about.  

Meet Ellen Zlotnick, who lives in Chicago. She will introduce you to the city.

2 Listen again. Are these sentences true or false?  

1 Chicago has the oldest skyscraper in America.  
2 Chicago has the tallest building in the world.  
3 There are four million visitors to The Taste of Chicago.  
4 The first McDonald's restaurant was established in Chicago.

What do you think? Would you like to visit Chicago?  
Which things would you like to see and do?

The words you need ... to talk about city life

1 Look at the things you can go to or see in a big city. Match the words and pictures.

1 a statue  6 a bridge  
2 an art gallery  7 a lake  
3 a castle  8 a church  
4 a square  9 a skyscraper  
5 a theatre  10 a mosque

Which of these things do you have in your town or city?
Look at the adjectives in these sentences and match them with their opposites in the box.

- The restaurants are very busy.
- The streets are very safe at night.
- The lakeside beach is very clean.
- The city centre is very noisy.
- Temperatures are very high in summer.
- You need warm clothes in the spring.
- Public transport is awful.
- The city is beautiful at night.
- The nightclubs are always full.

Make sentences with the adjectives about where you live.

Example: Where I live, the public transport is excellent.

In your town,

In Bratislava, Nitra

It's time to talk

Every important customer is visiting your organisation and wants to find out about where you live. Your partner is the visitor and will ask you questions about the things she can see and do. The person playing the visitor should make notes about what you say.

Imples for a visitor to Prague:

Are there a lot of things to do?

Yes, sure. You can ...

<table>
<thead>
<tr>
<th>Activities</th>
<th>Visitor notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Things to see</td>
<td></td>
</tr>
<tr>
<td>Things to do</td>
<td></td>
</tr>
<tr>
<td>The weather</td>
<td></td>
</tr>
<tr>
<td>The nightlife</td>
<td></td>
</tr>
<tr>
<td>Restaurants</td>
<td></td>
</tr>
<tr>
<td>Public transport</td>
<td></td>
</tr>
<tr>
<td>Other ideas</td>
<td></td>
</tr>
</tbody>
</table>

Now change roles.

Remember

You can use the adjectives you’ve learnt to describe the cities you know:
- The city centre is very safe at night.
- You need warm clothes in the autumn.
- The river is beautiful at night.
Ablaziz Esseid travels 30 weeks a year in his job as a trader for Total. Here he talks about the different foods he eats around the world.

10 Eating around the world

Warm up
Match the foods and countries. What kind of food do you prefer? Why?

<table>
<thead>
<tr>
<th>Country</th>
<th>Food</th>
</tr>
</thead>
<tbody>
<tr>
<td>Morocco</td>
<td>curry</td>
</tr>
<tr>
<td>India</td>
<td>roast beef and Yorkshire pudding</td>
</tr>
<tr>
<td>England</td>
<td>burritos</td>
</tr>
<tr>
<td>Mexico</td>
<td>foie gras</td>
</tr>
<tr>
<td>France</td>
<td>couscous</td>
</tr>
</tbody>
</table>

Listen to this

1. Listen to Ablaziz talking about the food he eats when he travels on business. Which of the above countries does he talk about?  

2. Listen again. Are these sentences true or false?  

   1. English food is heavier than French food.  
   2. London restaurants are more expensive than restaurants in Paris.  
   3. Jordanian food is better than most European food.  
   4. Restaurants are the best place to discuss business.  

   T  F  T  F

What do you think?  

Ablaziz says: ‘... for me, eating good food is one of the most important things in life.’ Do you agree with Ablaziz?

Check your grammar

Comparative and superlative adjectives

We can compare things using the comparative and superlative forms of adjectives. Complete the table below.

<table>
<thead>
<tr>
<th>Rule</th>
<th>Adjective</th>
<th>Comparative</th>
<th>Superlative</th>
</tr>
</thead>
<tbody>
<tr>
<td>One syllable: add -er/-est</td>
<td>cheap</td>
<td>(1) ..........</td>
<td>cheapest</td>
</tr>
<tr>
<td>Two syllables ending in y: change y to i and add -er/-est</td>
<td>tasty</td>
<td>(2) ..........</td>
<td>(3)</td>
</tr>
<tr>
<td>Most other two syllable adjectives*: use more/less and most/least</td>
<td>modern</td>
<td>more/less modern</td>
<td>(4) /less/ most/least</td>
</tr>
<tr>
<td>Three or more syllables: use more/less and most/least</td>
<td>expensive</td>
<td>(5) ..........</td>
<td>most/least expensive</td>
</tr>
<tr>
<td>Learn the irregular adjectives!</td>
<td>good</td>
<td>better</td>
<td>(7) worst</td>
</tr>
<tr>
<td></td>
<td>quiet</td>
<td>quieter</td>
<td>quiest</td>
</tr>
<tr>
<td></td>
<td>polite</td>
<td>politer</td>
<td>politest</td>
</tr>
<tr>
<td></td>
<td>polite</td>
<td>more/less polite</td>
<td>more/least polite</td>
</tr>
</tbody>
</table>

If you are not sure, use a dictionary.
# Do it yourself

## 1. Now correct the mistakes in these sentences.

1. I learn vocabulary more fast than I learn grammar.
2. For me, English grammar is more easier than French grammar.
3. My Spanish is badder than my French.
4. The importantest language for international business is English.

## 2. Put the words in order to make sentences.

1. than
2. cheaper
3. than
4. is
5. English food

- healthier
- fresh fruit
- chocolate
- is
- Russian caviar
- Champagne
- than
- a meal in a restaurant
- is
- Cava
- more expensive
- than
- spicier
- a sandwich
- than
- Indian food

Now listen and check. [10.2]

Test your partner. Ask him/her to make comparative sentences by pointing at the ideas in the box.

## 3. Read this extract from a London restaurant guide and correct the mistakes in the sentences below.

### Eating out

<table>
<thead>
<tr>
<th>Cuisine</th>
<th>Food quality</th>
<th>Price (three courses)</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chez Pierre</td>
<td>French</td>
<td>£30</td>
<td>70 m²</td>
</tr>
<tr>
<td>Gianni’s</td>
<td>Italian</td>
<td>£45</td>
<td>80 m²</td>
</tr>
<tr>
<td>The Mogul</td>
<td>Indian</td>
<td>£50</td>
<td>55 m²</td>
</tr>
<tr>
<td>The Knightsbridge</td>
<td>English</td>
<td>£60</td>
<td>65 m²</td>
</tr>
</tbody>
</table>

1. The Knightsbridge is less expensive than Chez Pierre.
2. Gianni’s is the smallest restaurant in the guide.
3. The Mogul is bigger than Gianni’s.
4. Chez Pierre is the most expensive restaurant in the guide.
5. The Knightsbridge has the worst food in the guide.

Test your partner. Make sentences about the restaurants. Your partner must say if they are right or wrong without looking at the book.

Example:

**YOU:** Gianni’s is cheaper than Chez Pierre.

**PARTNER:** That’s wrong! Gianni’s is more expensive.
Weak stress 1

1 Listen to the pronunciation of these two sentences. How do we pronounce the underlined syllables and words? \textit{\textup{\textsuperscript{10.3}}}

\textit{The} Pentium 3 processor is cheaper than the Pentium 4.

Bordeaux wines are amongst the most famous wines in the world.

We pronounce some words and syllables with strong stress, others with weak stress. All the underlined words and syllables have weak stress. We use /ə/ to make these sounds. We call this ‘the schwa’ /ə/.

2 Listen and underline the weak stress in these sentences from an airline advertisement. Then practise saying the sentences aloud. \textit{\textup{\textsuperscript{10.4}}}

3 How does your organisation compare with its competitors? Write down some similar sentences about your organisation. Underline the weak stress and practise saying them to your partner.

\textbf{Five reasons to fly with us!}

\begin{itemize}
\item \textbf{Polite?} We're politer than the rest.
\item \textbf{Fast?} We're faster than the rest.
\item \textbf{Cheap?} We're less expensive than the rest.
\item \textbf{Big?} We're the biggest in the world.
\item \textbf{Good?} We're the best in the world.
\end{itemize}

\textbf{It's time to talk}

You work on the social committee of your organisation. You want to plan a weekend break for the people in your department by choosing one of the three package holidays below. Student A should look at the file card on page 104, Student B at page 107 and Student C at page 109 (if you are in a group of three).

\begin{table}[h]
\centering
\begin{tabular}{|l|l|l|}
\hline
\textbf{Rome}  & \textbf{London}  & \textbf{Paris}  \\
\hline
Average temperature 28°C  & Average temperature 20°C  & Average temperature 21°C  \\
\multicolumn{3}{|c|}{\textbf{\textsuperscript{4} Hotel (Navona)}}  \\
\hline
Visit the Roman Forum, the Colosseum and St Peter's Basilica. Experience the great names of Italian fashion.  & Visit Buckingham Palace, the British Museum and see a West End musical. Go shopping in Chelsea and Oxford Street.  & Visit the Eiffel Tower, the Louvre and see the beautiful buildings of Central Paris. Eat in a top Montparnasse restaurant.  \\
3 nights €695 pp. all inc.  & 2 nights €495 pp. all inc.  & 3 nights €595 pp. all inc.  \\
Travel time 5 hours  & Travel time 2 hours  & Travel time 4 hours  \\
\hline
\end{tabular}
\end{table}

Which one did you choose? Why?

Use \textit{than} after a comparative:
- London restaurants are more expensive than in Paris.

Use \textit{the} before a superlative:
- Italian food is the best in the world.
Meet Paul Munden. He runs an Internet service for people in education from his home in the UK. Find out what he likes about his job.

11 Nice work

Warm up

Tell your partner two things you like and one thing you don’t like about your job. Use these ideas or your own ideas.

- salary
- colleagues
- office
- travel to work
- food

Read on

Homeworking

1 We interviewed Paul Munden about his job.
- Match the headings with his answers.

1 Working with my wife 2 Working with the Internet 3 Working with writers 4 Working and relaxing

I’m a writer myself, writing poetry. But I work for the National Association of Writers in Education. This is an organisation to help writers and teachers work together to give courses on writing in schools. In this way, we help children and adults write poetry or whatever they want. It’s great. I love working in education and with writing.

The Internet is very important to my work. I work a lot with our website, where we put ideas which teachers and writers can use in their lessons. But for me, technology is a problem. I live in the country so I have a slow Internet connection and I often have connection problems. It’s really frustrating sometimes.

Sometimes it’s difficult to relax because my work is at home, but I never work at the weekend. We have a nice garden and I enjoy sitting there and doing some gardening. I also play football with friends. But you have to be careful because it’s very easy to stay at home too much. So you must push yourself to go out and meet friends.

I spend a lot of time working from home, which is great. I prefer to work alone. I can get up in the morning and go directly to my desk with no traffic problems. Also, when the children were younger, it was nice to look after them. And now I work with my wife because she is the organisation’s database manager. I like it because we can discuss work problems very easily and openly. But some people think spending all that time together is terrible.

2 Read the text again and find:

1 two things Paul does to relax.
2 what Paul likes about working from home.
3 what Paul has problems with at work.
4 what Paul likes about his job.

What do you think?

What is similar and different in your job?

Do you work at home? Would you like to? Why? Why not?
The words you need ... to talk about work

1. Complete these sentences with the correct word from the diagram.

1. On Tuesdays I work _______________ home.
2. I never work _______________ the weekend.
3. I usually work _______________ a team.
4. I want to work _______________ , maybe in China.
5. I often work _______________ and enjoy the quiet!
6. I work _______________ , not full-time.

In pairs, ask questions using these expressions.

Example: “Do you sometimes work at home?”

Yes, I do.

2. Match the sentences with the cartoons.

1. I have too many meetings.
2. I have a very good boss.
3. I have a big office.
4. I work long hours.
5. I have too much to do.
6. I can socialise with colleagues a lot.
7. I travel a lot for work.
8. I can work from home twice a week.

Which sentences describe you?

It’s time to talk

1. What do you want from your job? Number the following things in order of importance in the table below.

<table>
<thead>
<tr>
<th>Job</th>
<th>You</th>
<th>Person 1</th>
<th>Person 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>A good salary</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A good manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flexible working hours</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel opportunities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working from home</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working in a team</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good holidays</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Now interview two other people and complete the table.
Communicating at work

mails 1: Giving your emails a clear structure

When writing emails, we often write with four main parts: the greeting, the reason for writing, the action point and the close. Complete the email opposite with the phrases in the box.

a. Best wishes
b. Please could you send me an agenda as soon as possible?
c. Dear Francisco
d. I can confirm that I will be at the sales meeting next week.

Match the four reasons for writing with the action points.

Reasons for writing

1. I need to contact John Peters about a computer problem but can't find his number or email address.
2. It would be good to discuss the production schedule.
3. Attached is an Excel file with information about product no. 333.
4. I spoke to Pedro yesterday on the phone about our trip to Canada.

Action points

a. Can we discuss [flight arrangements] for Tuesday after the marketing meeting?
   See you
b. Could you send them to me asap?
   Thanks
c. Please contact me if you need any more information.
   Best regards
d. Could you give me a call tomorrow?
   Regards

Write three emails using the notes in your diary. Structure the emails carefully. Give a clear reason for writing and an action point.

WEDNESDAY

1. Tell Simon about meeting with Jayne Keegan in Berlin on 21st January. Ask if he can meet her at the hotel and drive her over.

2. Tell Christine we need to finalise a price for the X234. Ask her to call tomorrow.

3. Inform Karl there is a production problem in Oslo. Ask him to ring Henrik on 0047 9843 768767.

Remember

When writing emails, remember to give them a clear structure:

- Greeting
- Reason for writing
- Action point
- Close

Dear ...
I would like ...
Could you send me ...
Best regards
I’ve got news for you

1. Complete the dialogues with phrases (a–h) below.

Responding to good news
A: Hi. Good weekend?
B: Yes, very. I have some news. My wife’s pregnant.
A: Wonderful. (1) ............!
B: Thanks. We’re very happy.
A: Oh, good. (2) ...................

Responding to interesting news
A: Hey, Peter. I’ve got an email from China.
B: (3) ............?
A: Yes, it’s a new customer. I think. They want information about our products.
B: Great. Please tell me if you hear any more from them.
A: (4) ............

Responding to bad news
A: So you leave for the US tonight?
B: Don’t ask! My trip’s cancelled!
A: (5) ............?
B: Because I have to stay here for a meeting with my boss.
A: Oh, well, (6) ............, now you can come to Helen’s party tonight.

Responding to surprising news
A: See you tomorrow.
B: Yeah, see you. What are you doing tonight?
A: (7) ..........., I might go jogging.
B: (8) ..........., I don’t believe it. You hate sport.
A: Yes, but I need the exercise.

Have a go

Cover the dialogues above and make your own, starting with the words below.

Good news
Hi. Good weekend? Responding to bad news
So...
Responding to interesting news
Responding to surprising news
See you tomorrow.

Hey ...

2. Now listen and check. 

3. Practise reading the dialogues with a partner.
listen to this

hate watching TV

Listen to Ben, Alison and Roisin talking about sport and physical exercise. What are their main free-time activities? Write the initials by the activities (B, A, R). \* 12.2

Meet Ben, Alison and Roisin. Find out what they think about different sports and free-time activities.

scuba diving

squash

motorcycle racing

salsa dancing

tennis

swimming

2 Now listen again. What do they say about their activities? Match a person to the sentences. Write their initials by the sentences (B, A, R).

It's good exercise.
I have to relax after work.
Winning is not important.
I hate sport on TV.
I like being alone.
I like to socialise.

What do you think? People watch too much television. It's better to go out and do something! Do you agree?
The words you need ... to talk about sport

1 Complete the sentences about famous sporting moments with the past form of the correct sports verb.
1 In 2002 Germany ................. to Brazil in the World Cup final.
2 In the 2003 Wimbledon final, Serena Williams ................. her sister, Venus.
3 Michael Schumacher ................. the 2001 Formula 1 Championship.
4 In the 2002 Chicago marathon, Paula Radcliffe ................. some of the best runners in the world.
5 In the 1972 Olympics, Mark Spitz ................. seven gold medals.

What's the difference between win and beat? Can you describe some more famous sporting moments using the verbs?

2 Which verbs go with these sports? Put each sport in the right column below. Sometimes the activity can go in more than one column.

Example: I go jogging = go + activity
I do some / a little jogging = do + quantity + activity

Verb
win
lose
play
beat
Past
won
lost
played
beat

Running
Yoga
Aerobics
Gymnastics
Ice hockey
Golf
Cycling
Football
Swimming
Walking
Weight training
Skiing

play
do
go
some / a little
jogging

It's time to talk

Ask other people in your group about sport and physical exercise. Make your own table like the one below, and complete it with information about what your partner likes and why he/she likes it. (If you don't like sport, tell your partner why not!)

<table>
<thead>
<tr>
<th>Sports and activities you like doing</th>
<th>What</th>
<th>Why</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sports and activities you like to watch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sports and activities you dislike</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A sporting event you would like to see</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A sportsman or woman you like to watch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your favourite sport</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your favourite sporting moment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Remember

Learn verbs that go with sports:
- play football
- do some yoga
- go skiing
Chanel

Warm up
Do you follow fashion? What kind of clothes do you like? Why?

13 Chanel

Brielle (Coco) Chanel – inventor of the fashion industry

We interviewed fashion designer Julie Williams about Coco Chanel’s life. Match the events in her life to the year they happened.  

1833 1910 1921 1924 1946 1954 1971
a moved to Switzerland
b died at the age of 87
c opened her first clothes shop called ‘Chanel Modes’
d joined with Pierre and Paul Wertheimer to create a company, Société des Parfums Chanel
e launch of the first perfume Chanel No. 5
f born in the Loire region of France
g returned to Paris

Listen again and answer the questions.  
1 How did Coco get her name?
2 Why did she give her famous perfume the name Chanel No. 5?
3 What did Yves Saint Laurent do for her in 1967?
4 What can we see of Coco Chanel in the business world of today?

What do you think? ‘She changed women’s lives.’ Is fashion important in your life?

The past simple

We can use the past simple tense to talk about our past life and past events. Complete the sentences below.

Positive
It was good.
They were very happy.

Negative
It wasn’t very interesting.
They (2) ……………… very happy.

Irregular verbs
Write the correct forms.
do  did
got (8) …………
go (9) …………
have (10) …………

Irregular verbs do not form the past simple positive with the verb + ed.
Do it yourself

1 Correct the mistakes in these sentences.
   1 I have done it yesterday.
   2 I didn't had time.
   3 Did you were busy?
   4 What have you done last night?

2 Read about the life and career of Stella McCartney, a fashion designer today. Complete the following text with the correct form of the verbs in brackets.

   1971 She (1) ................. (be) born and grew up in England.
   1986 At 15 she (2) ................. (start) working with Christian Lacroix
       and spent several years apprenticed to a Savile Row tailor.
       She (3) ................. (leave) because she (4) ................. (not/want)
       to work with fur.
   1995 She (5) ................. (graduate) from London's Central St Martin's
       College of Art and Design.
   1997 At 25, she (6) ................. (join) Chloe and (7) ................. (stay)
       there for four years.
   2001 In March 2001 she (8) ................. (leave) Chloe to begin her
       own label 'Stella McCartney' in partnership with Gucci.
       She (9) ................. (launch) this label in Paris later that year.
       Her father and many celebrity friends (10) ................. (be)
       there to support her.

3 Complete the questions about Stella McCartney's life. The answers are on the right to help you.

   Questions                                           Answers
   When (1) ................. she born?                      1971
   Where did she (2) ................. up?                   England
   Where (3) ................. she (4) .................?     St Martin's College
   When did she (5) ................. Chloe?               In 1997
   How (6) ................. did she (7) ................. there? For four years

Ask your partner questions about his/her life and career.

4 The past simple is very important in everyday social conversation.
   Complete the dialogue.

   GENEVIEVE: Afternoon, Peter. You look tired! What did you (1) ................. last night?
   PETER: Hi, I (2) ................. to a restaurant for an early dinner and then to the
           cinema.
   GENEVIEVE: What (3) ................. you see?
   PETER: A Russian film. It (4) ................. about a family in Moscow. I don’t
           remember the title.
   GENEVIEVE: Was it good?
   PETER: No, it (5) ................. . I (6) ................. understand it really.

Now listen and check. \[13.2\]
The past simple

1. Listen to the three different ways we pronounce -ed. \(\text{\textcopyright}13.3\)

\(/\text{id}/\) wanted  \(/\text{t}/\) walked  \(/\text{id}/\) played

A simple rule: We only say \(/\text{id}/\) with verbs ending with the letters \(l\) or \(d\).

2. Listen to the pronunciation of the verbs below. Decide if they are \(/\text{t}/\), \(/\text{id}/\) or \(/\text{id}/\). \(\text{\textcopyright}13.4\)

- liked  wanted  received
- decreased  increased  listened
- decided  enjoyed  walked
- looked  talked  visited

Test your partner

Test your partner’s pronunciation of regular verbs in the past tense.
Point to a past verb. Your partner must say the word. Does he/she say the -ed ending correctly?

3. Pronounce the past form of these irregular verbs.

- bring – brought  say – said  take – took
- buy – bought  see – saw  tell – told
- read – read  speak – spoke  think – thought

Now listen and check. \(\text{\textcopyright}13.5\)

It’s time to talk

Find out about your partner’s past! How many questions can you ask about each subject below? There are some examples of questions to help you.

Last night
What did you do last night?
Did you ... ?

Last weekend
What did you do last weekend?
Did you ... ?

The last music concert you went to
Who did you see?
When did you ... ?

Your last holiday
Where was your last holiday?
When did you ... ?

Your first job
What was your first job?
Did you like ... ?

Remember

We use the past simple to make small talk:
- What did you do last night?
- How was the weekend?
- Did you have a nice trip?
Meet Polly from Médecins Sans Frontières, an organisation of doctors and nurses helping people around the world.

14 Médecins Sans Frontières

Warm up
Which of these organisations do you know? What do they do?

Read on

Médecins Sans Frontières – working to help people

We interviewed Polly Markandya about Médecins Sans Frontières. Match our questions with Polly's answers.

1. What do you do exactly?
2. What is Médecins Sans Frontières?
3. How is it organised?
4. Can you tell me about the history of Médecins Sans Frontières?

A. It's a private organisation which gives medical help to people all over the world. Our philosophy is to help so we often work with people who are in a war situation. Or maybe there is a natural disaster like the food problem in Ethiopia in the 1980s.

B. Médecins Sans Frontières was started just over 30 years ago by doctors working in Bangladesh and Nigeria. They wanted to give people in wars fast medical help. And these doctors wanted to tell the world about the terrible things they could see. This is the other part of the philosophy of Médecins Sans Frontières – to inform the world.

C. At the beginning it was a French organisation, based in Paris. Now we work in 85 countries and plan our projects from three centres: Brussels, Paris and Barcelona, which handles many of our Latin American projects. The organisation is very decentralised and so needs people with a lot of energy to make it work.

D. I'm a press officer and work in the communications department of Médecins Sans Frontières in London. Half my job is writing. I'm responsible for external and internal reports, but I also work with colleagues to communicate about medicine to the people in India and Africa. And I like that because I know the information I give is very important.
Read the text again and answer these questions.

1. When was Médecins Sans Frontières started?
2. What is the main activity of Médecins Sans Frontières?
3. Where is Médecins Sans Frontières located?
4. What does Polly like about her job in the organisation?

Would you like to work for an organisation like Médecins Sans Frontières?

The words you need … to talk about your organisation

Complete the sentences with the words from the box.

**Organisation profile**

1. Médecins Sans Frontières was ................................ over 30 years ago.
2. At the beginning, the ................................ was in Paris.
3. We are now ................................ in Barcelona, Brussels and Paris.
4. We are very international and have ................................ all over the world.
5. We are ................................ in 85 countries.
6. I work in the human resources .................................

Make similar sentences about your organisation.

Complete the sentences about organisation activities with the correct verb.

**Organisation activity**

1. Médecins Sans Frontières ................................ medical help in over 85 countries.
2. Cambridge University Press ................................ a range of academic, educational and reference books.
3. Ericsson ................................ equipment to the telecoms industry.
4. Honda ................................ automobiles.
5. Tesco ................................ millions of products in thousands of stores.
6. Credit Suisse ................................ a wide range of banking services.

Make similar sentences about your organisation's activities.

It's time to talk

You want to find out about your partner's organisation. Student A should look at page 105 and Student B at page 107.

<table>
<thead>
<tr>
<th>Student A's organisation</th>
<th>Student B's organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>When started</td>
<td></td>
</tr>
<tr>
<td>Head office</td>
<td></td>
</tr>
<tr>
<td>Locations</td>
<td></td>
</tr>
<tr>
<td>Main activities</td>
<td></td>
</tr>
<tr>
<td>Other information</td>
<td></td>
</tr>
</tbody>
</table>
Communicating at work

Visiting an organisation

1 Use the words in the list to complete the conversation between Keiko Sumi and a company receptionist at the London office of a major charity.

At reception

KEIKO: Good morning. My name's Keiko Sumi. I've got an (1) appointment with Patrick Hart at 10 o'clock.

RECEPTIONIST: Just a moment, Ms Sumi. I'll (2) tell him you're here. Could you (3) sign the visitors' book?

KEIKO: Of (4) course.

RECEPTIONIST: Right. Mr Hart will be with you in a (5) moment.

KEIKO: Thank you.

RECEPTIONIST: And (6) please? Do you put on this security (7) badge, please?

2 Now listen and check your answers. 14.1

3 Practise reading the conversation with a partner.

4 Patrick Hart welcomes Keiko in reception and takes her to his office. Which of these sentences do you hear? 14.2

At the office

Nice to meet you.

Please follow me.

Is this your first trip to London?

Here we are.

Did you find us OK?

 Welcoming visitors

5 You are meeting a visitor in the reception area of your organisation. Use the ideas below to role-play the meeting with your partner. Then change roles.

Welcoming visitors to your organisation

1 Greet 2 Explain location of office

3 Say something about the office

4 Ask about visit

5 Arrive at office – offer a drink

Remember

When meeting people who are visiting your organisation, remember to make them feel welcome:
- Welcome to ...
- Please follow me.
- Please take a seat.
- Would you like something to drink?
- I hope you have a nice stay.

Nice to meet ...

Is this your first visit ...

There are ... people ... in this building.

Please follow me ...

Here we are. Would you like ... ?
15 Trekking in Nepal

Getting there

1. Complete the dialogues with phrases (a–j) below.

Checking in
A: (1) ... for Vienna?
B: Yes. Can I see your passport and ticket, please?
A: Of course.
B: Would you prefer a window or an aisle seat?
A: (2) ..., please.
B: (3) ... at gate 45.

Getting information at the gate
A: Excuse me, (4) ... about the Amsterdam flight?
B: Yes, the flight is delayed by 45 minutes.
A: OK, so (5) ... ?
B: Boarding is now at 18.30.

On the plane
A: Excuse me, could you put your bag in the overhead locker?
B: They're full. (7) ...
A: Can you put it under your seat?
B: OK, (8) ...
A: Thank you.

Arriving without luggage
A: Hello, (9) ...
B: Right, I need some information from you.
A: OK, (10) ... and a local address.
B: Thank you. You're very organised.
A: Yes, this isn't the first time!

Have a go

Cover the dialogues above and make your own, starting with the words below.

Checking in
A: my suitcase didn't arrive
B: There's no room
C: Can I check in here
D: when is boarding
E: An aisle seat

On the plane
A: do you have any information
B: this is my flight information
C: I'm very sorry for the delay
D: I'll do that
E: Boarding is at 17.30

Arriving without luggage
A: On the plane
B: Excuse me, ...
C: Getting information at the gate
D: Hello, ...

2. Now listen and check.

3. Practise reading the dialogues with a partner.
Listen to this

Walking at 5,000 metres

1 Listen to Jürgen talking about his holiday trekking in Nepal. Choose the correct information. 15.2

<table>
<thead>
<tr>
<th>When?</th>
<th>5</th>
<th>10</th>
<th>15</th>
<th>years ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of days walking</td>
<td>15</td>
<td>20</td>
<td>25</td>
<td>days</td>
</tr>
<tr>
<td>Distance walked every day</td>
<td>15</td>
<td>18</td>
<td>25</td>
<td>kilometres</td>
</tr>
<tr>
<td>Size of trekking group</td>
<td>2</td>
<td>15</td>
<td>20</td>
<td>people</td>
</tr>
</tbody>
</table>

2 Now listen again and answer these questions. 15.2
1 What problem did he have sometimes?
2 What equipment did he take?
3 What did he eat?
4 What did Jürgen enjoy most about the holiday?


The words you need ... for holidays and travel

1 Complete these sentences about a holiday island with a verb from the box.

Things you can do

1 Do some sightseeing and a little walking.
2 Go to one of our great museums.
3 Relax on the beach and sunbathe.
4 Hire a car and explore the island.
5 Eat and enjoy a great meal in one of our excellent restaurants.
6 Take photos of the wonderful places on the island.

Sit Hire Take Do Relax Go

What do you like to do when you go on holiday?
Test your travel vocabulary by choosing the correct word in each sentence.

1. We went ____________ car.
2. We ________________ a bus.
3. Our plane was ten minutes ____________.
4. The taxi ________________ is just outside the airport.
5. I need a ____________ for my suitcases.
6. The flight ________________ will serve you coffee.
7. My holiday started badly, I ________________ my flight.
8. My ________________ is at 14.00.

Check your answers with a partner.

It's time to talk

Complete the table below with short notes about a holiday you once had.

Prepare some questions to ask two other people. Use Tapescript 15.2 on page 127 to help you.

<table>
<thead>
<tr>
<th>A GREAT HOLIDAY!</th>
<th>YOU</th>
<th>PERSON 1</th>
<th>PERSON 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Journey</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accommodation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activities:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weather</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best thing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Worst thing</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Now interview the people and complete the table.

Remember

Travel questions can be very important for making conversation:
- Where did you go on holiday?
- Where did you stay?
- How was the weather?
- Did you have a good time?
Revision 1 Units 1–15

Grammar

1 Put the words in the correct order to make questions. Use the answers to help you.
   1 do What do you? I'm a project manager.
   2 do company you work Which for? I work for JETCON.
   3 does come she Where from? She's from India.
   4 the sport at you Do much weekend do? Well, I play a little golf.
   5 you did do night What last? I went to the theatre.
   6 have did to you What eat? I had salmon.
   7 good you trip Did a have? Yes, I did.
   8 take long it get here did How to? It took about three hours.

2 Correct the mistakes.
   1 Is there a lot of restaurants near your office?
   2 Is there a lot of informations on your website?
   3 Is there a lot of people who need English for their job?
   4 I think English grammar is more easier than Russian grammar.
   5 Gucci clothes are generally expensiver than clothes from Marks & Spencer.
   6 I think the weather today is more bad than yesterday.

General vocabulary

1 Match the opposites.
   quiet (full) ugly (clean)
   empty (high) safe (noisy)
   beautiful (dirty) low (dangerous)

2 Complete the sentences with the correct verb from the box.
   play relax go get do drive
   1 I just want to sit on the beach and ................. .
   2 I'd like to ................... a little walking.
   3 I'd prefer to ................... swimming.
   4 Is it possible to ................... football somewhere?
   5 I want to ................... a bus and travel to the coast.
   6 We have a car so let's ................... somewhere.

Business communication

1 Choose the correct word to complete the telephone conversation.
   PA: Taylors. Good morning.
   JACK: Good morning. Could I (1) speak/tell to Paula Harker, please?
   PA: Of course. (2) Who/Who's calling, please?
   JACK: My name is Jack Meadows.
   PA: Just a moment, I'll (3) put/pass you through.
   JACK: Thanks.
   PAULA: Jack. How are you?
   JACK: Fine, thanks. And you?
   PAULA: Not bad. Good to hear from you. How (4) can/do I help?
   JACK: I'm just (5) call/calling to confirm the meeting tomorrow.
   PAULA: Great. We need to discuss the budget for next year. So, see you at three?
   JACK: Yes, three in my office.
   JACK: Bye.

2 Complete each missing word in the email.
   (1) Dear .......... Annali
   Please could you (2) send me a copy of your budget for next month? I need it for a meeting tomorrow. (3) A ................. is a file with the agenda for the meeting. Please confirm you can open it.
   If you need any more (4) information about tomorrow's meeting, feel free to (5) contact me.
   (6) Best .......... regards
Pronunciation

1 Use arrows to link the connected sounds.
   1 We have a message for you.
   2 It's about our company.
   3 It's a great place to work.
   4 We need another 50 people.
   5 So come and join us.

Now listen and check. R1.1

2 Is the pronunciation of the endings of these verbs /t/, /d/ or /id/? Put them in the correct column.

<table>
<thead>
<tr>
<th>played</th>
<th>needed</th>
<th>liked</th>
<th>decreased</th>
<th>decided</th>
<th>looked</th>
<th>enjoyed</th>
<th>listened</th>
<th>walked</th>
<th>visited</th>
</tr>
</thead>
<tbody>
<tr>
<td>/t/</td>
<td>/d/</td>
<td>/id/</td>
<td>/t/</td>
<td>/d/</td>
<td>/id/</td>
<td>/t/</td>
<td>/d/</td>
<td>/t/</td>
<td>/d/</td>
</tr>
</tbody>
</table>

Now listen and check. R1.2

Business vocabulary

1 Complete the company profile with the correct word from the box.

headquarters     started     industry
responsible      based      offices

JETCON is an international company with (1) ... all over the world. It supplies equipment to the telecoms
(2) ... Peter Jacobs, the CEO, (3) ... JETCON
on his own in 1992. At first, his (4) ... was his
bedroom. Now he is (5) ... in an exclusive building in
the heart of London and is (6) ... for 3,150 staff.

Social phrases

1 Match the questions (1–6) with the correct response
   (a–f).
   1 Can I pay by credit card?
   2 When is boarding?
   3 Last week we got an order for $10 million.
   4 Is this your first time in the US?
   5 Did you have a good trip?
   6 Could you put it in the overhead locker?

   a Congratulations.
   b It was fine, thanks.
   c Yes, it is.
   d Of course. No problem.
   e I'm afraid the flight is delayed.
   f I'm sorry but it's full.

2 What do you say in these situations? Complete the
   sentences.
   1 You see a colleague when you arrive at work.
      How are you?
   2 You want a receipt in a restaurant.
      Could I have a receipt?
   3 Ask if someone wants coffee.
      Would you like coffee?
   4 Tell the taxi driver you don’t want any change.
      Keep the change.
   5 Ask the price of something in a shop.
      How much is it?
   6 You say goodbye to a colleague on Friday evening.
      Have a nice weekend.
Riggert Andersson is a project manager for the Swedish Railroad Authority working on a major construction project.

16 Project Stockholm

Warm up

What are you working on at the moment? Are you working on a special project? Are you enjoying working on it?

Listen to this

What project are you working on at the moment?

1 Listen to Riggert Andersson. Which is the correct information for his project report?  

2 Listen again. Are these sentences true or false?

1 People are working on the foundations at the moment.  
2 Riggert isn’t enjoying the project.  
3 Riggert is working a lot with local people.  
4 Riggert is speaking a lot of English at work.

Number of workers

Around 200
Over 500

Location

Stockholm city centre
10 km outside Stockholm

Architect

Norman Foster
Johan Briggs

Project

Building a new bridge
Rebuilding an old bridge

What do you think?

Riggert says: 'When you build anything in Sweden, it's very important to think about the environment.' Is it the same in your country?

The present continuous 1

We can use the present continuous tense in three important ways to talk about temporary situations, with the focus on the present moment.

1 At the moment  
2 Current projects/situations  
3 Current changes/developments

Complete the questions and answers.

Question | Positive | Negative
--- | --- | ---
Where are you working? | I'm working from home today. | I'm not working in the office today.
Where is he staying? | He's staying at the Marriott Hotel. | He isn't staying at the Marriott Hotel.
How's the project going? | The project is going badly. | We aren't meeting our targets.
Questions + short answers

1 Are they speaking English? Yes, they are. No, they're (8) ..................
2 Are you enjoying the project? Yes, I (9) ................ . No, I'm (10) .................
3 Is business increasing? Yes, it is. No, it isn't / No, it's not.

Note: The present continuous is also used to talk about fixed future plans. See Unit 25. Grammar reference pages 116–117

Io it yourself

Correct the mistakes in this conversation.

JANE: Where do you stay this week? In a hotel?
RIGGERT: Yes, I'm staying in a little hotel near the conference centre.
JANE: So, enjoy you the conference?
RIGGERT: No, I don't enjoy it. I hate conferences!

Read about more individuals and organisations in and around Stockholm. Choose the correct form of the verb to complete the sentences.

1 Nexweb designs / is designing websites. Right now we design / are designing a website for an important Swedish orchestra.
2 I work for Sadra. It produces / is producing paper.
3 I'm an HR manager for SAB. We launch / are launching some new Internet banking services at the moment.
4 I have my own consulting company. This week I run / am running a team-building course for a client near Stockholm.
5 Hans and I work / are working as chemical engineers for Entel AB, a pharmaceutical company. This month we work / are working on the design of new sun creams.

Complete the dialogue between Helge and Lars, using the present simple or present continuous.

HELGE: Hi, Lars. What (1) .................. (you / work on) at the moment?
LARS: I'm so busy! We (2) .................. (reorganise) the department right now and it's a lot of work.
HELGE: Really? Where's Anita?
LARS: Anita (3) .................. (not / work) this week. She's on holiday. What about you? Are you busy?
HELGE: Very busy. I (4) .................. (work) on a new marketing project.
LARS: Really, but you always say you (5) .................. (not / like) marketing!
HELGE: Yeah, but actually, this project is quite interesting. We (6) .................. (develop) a new sun cream.
LARS: Does the market need another sun cream?
HELGE: Oh, yes. More and more people (7) .................. (travel) abroad these days.
LARS: Lucky people. I never (8) .................. (go) on holiday – I don't have the time.

Now listen and check. ♪18.2
Sentence stress

1 Look at these three sentences. Which one do you think takes more time to say?
   1 One, two, three.
   2 I'm working on a special project.
   3 Are you staying in a hotel near here?

Now listen and check. 16.3

In English, we stress the words in sentences which are important to communicate our ideas. All three sentences above have three main stresses and take about the same time to say even though some are longer than others. Stressed words are spoken with more power and sound than unstressed words.

2 Listen to the following dialogue and underline the stressed words in each sentence. 16.4
   A: Are you working from home next week?
   B: Yes, I'm working from home to the end of the month.
   A: Are you busy?
   B: Yes, but I'm enjoying the work.

Now practise reading the conversation aloud with a partner.

3 Here are the stressed words from five questions. Make questions using the words.
   1 working / hard / this week? Are you working hard this week?
   2 reading / good / book / moment?
   3 enjoying / lesson?
   4 What / doing?
   5 having / good time?

Now ask your partner the questions. Stress the right words.

It's time to talk

You are away on a training course, staying in a hotel. You want to talk to the other participants in the coffee break. Student A should look at the information on page 105 and Student B at page 107. Ask each other questions and take notes about the following:

| Job | Company | Hotel | Current project | Enjoying project? |

Remember

Remember the difference between talking about general and temporary situations.

General situations:
- Riggert works for the Swedish Railroad Authority.
Temporary situations:
- At the moment Riggert is working on a bridge project.
Paula Morris is a senior marketing manager for a British publishing company. Read about her work with video-conferencing.

Workplace communication

Warm up

Do you use all four of these ways to communicate at work? Which is the best for you? Why?

Read on

Communication of the future

1 We interviewed Paula about using video-conferencing. Match our questions with Paula's answers.

1. What are the benefits of video-conferencing?

2. How often do you use video-conferencing?

3. Do you think it has a good future?

4. What problems do you have?

We meet and talk via the Internet once a month, which is great! In the past we spoke on the phone or sent emails and then travelled to New York for our marketing meetings, usually twice a year. We have much more communication now.

OK, the main benefit is to have face-to-face communication. Email and telephoning are OK but to discuss, ask questions and explain things, it's better to see the face of the person, it's more personal. And video-conferencing can be with a group so it's also more dynamic and creative than email.

Well, it's difficult at first. There's a delay with the voice, so you wait after people speak to hear the words. So the main problem is that the process can be a little slow and unnatural sometimes. Also, there are technical problems from time to time. The screen freezes or the system crashes. But sometimes, when someone talks and the voice breaks up, it can be quite funny!

Air travel can be expensive and some people don't like flying. So video-conferencing has a very good future. But it's also a little expensive, you need a lot of equipment, and the communication process is not perfect. It's difficult to interrupt, so if some people speak a lot and you are listening and listening to them, it can be very boring. So I'm not sure about the future. I like it but I know some of my colleagues really hate it!
2 Answer these questions about Paula and video-conferencing.
1 Why did Paula travel to New York twice a year?
2 Why is it sometimes difficult to understand people in a video-conference?
3 Why is a video-conference meeting better than a telephone meeting?
4 Why is video-conferencing expensive?

What do you think? Do you work with video-conferencing? Would you like to? Why? Why not?

The words you need ... to talk about communication

1 Complete the sentences from Paula's last presentation with one of the words in the box.

Beginning the presentation
Today, I would like to (1) talk about our new marketing plan. If you don't understand anything, I am happy to (2) explain it again. If you would like to (3) ask a question, please (4) contact me.

Ending the presentation
Thank you for (5) listening. If you would like more information, please (6) contact me by email. Or you can (7) call me on 0044 1904 566568.

Test your partner Read the sentences from the presentation without the communication verbs and see if your partner can repeat the sentence with the verb.

2 Read these communication ideas for the perfect manager.
Choose the correct verb to complete the sentences.

The perfect manager...
1 takes his/her team out for a meal every month to discuss / speak problems.
2 tells / speaks to every team member individually once a day.
3 listens to / listens to staff ideas and opinions very carefully.
4 writes / replies to emails on the same day.
5 reads / writes the internal newsletter on the intranet every day.
6 telephones to / calls customers every week to see if they have any problems.
7 asks to / asks his/her staff for ideas.
8 never interrupts / explains people in a meeting.

It's time to talk

Which ideas above do you like? Which ideas don't you like? With a partner, make a list of five important qualities for a manager, beginning with the most important. You can use the ideas above and add ideas of your own. Then compare with the class and explain your list.

Top five qualities for a manager:
1
2
3
4
5
Communicating at work

Emails 2: Replying to emails

1 Here is a reply to an email. Complete it with the sentences in the box.

From: Joe Royle
To: Jan Novotny
Subject: Report – July sales figures

Hi, Jan

Greeting

Polite beginning

Information / Action point

Close

Enjoy the weekend.

TIP

Mr. Mrs. Miss. Ms. = US English
Mr Mrs Miss Ms = British English

Hi Jan

Enjoy the weekend.

I’ll read it over the weekend and call you on Monday.

Thanks for your email and the attached report.

2 Match the four polite beginnings (1-4) to the correct information / action point (a-d).

1 Nice to hear from you and great news that you’re coming!
2 Thanks for your general enquiry about our products and prices.
3 Thanks for the report.
4 Thank you for your email.

3 Reply to the two emails below.

From: Sam Philips
To: Frank Mercer
Subject: Report on Franco

I can’t find my copy of the report you sent last week. I’d be grateful if you could resend it.

Many thanks

Sam

Dear Frank

Adrian Harrison called this morning to talk about the XTC contract. He also wanted to give you a name – John Peters 0046 57576984 – and said he could be a new customer for you. Can you write and thank Adrian and tell him you will contact John?

Klara

Remember

This is a useful model for replying to emails:

- Greeting
- Polite beginning
- Information / Action point
- Close

Dear ...
Thank you for ...
Ill ...
Best ...
**Restaurant talk**

Complete the dialogues with phrases (a–j) below.

| A. Good evening. (1) ___________. My name's Brillakiss. |
| B. Yes, the table by the window. Can I take your coats? |
| A. Thank you. |
| B. So, the menu and (2) ___________. Would you like a drink before you order? |
| B. (3) ___________? |
| C. Yes, we'll both have the pâté (4) ___________. What's John Dory? |
| B. John Dory is a kind of white sea fish. |
| C. Then I'll have the John Dory. |
| A. The salmon, please. |
| B. Right. And to drink? |
| A. We'll have (5) ___________. |
| B. (6) ___________? |
| C. Yes, thanks. Oh, can I have some more bread, please? |
| B. Sure. And would you like some more wine? |
| A. No, thanks. Actually, could we have (7) ___________. |
| B. So, did you enjoy your meal? |
| C. Yes, thank you. (8) ___________. |
| B. Good. And would you like anything else? (9) ___________. |
| C. No, thank you. (10) ___________. Please? |
| B. Of course. |

**Have a go**

Cover the dialogues above and make your own, starting with the words below.

**At the restaurant**

- Good evening...
- Could we have the bill...
- Are you ready to order...
- A bottle of the house while...
- As a starter...

**During the meal**

- (6) ___________?
- (7) ___________?
- (8) ___________.
- (9) ___________

**After the meal**

- So, did you enjoy...

2. Now listen and check.  
3. Practise reading the dialogues with a partner.
Listen to this

A great place to eat

1. What do you know about the Slow Food movement? Listen and number the facts in the order in which Wendy Fogarty talks about them. 

The Slow Food movement...
- prefers food which is local and simple.
- wants to see good service in restaurants.
- was established in Italy in 1986.
- is against intensive farming.
- became international in 1989.

2. Listen again and answer the questions. 
   1. Why did the movement begin in Italy?
   2. Why does Wendy dislike intensive farming?
   3. Where does Fergus Henderson get his products from?
   4. Complete Wendy’s words: ‘Slow means good – good ................... and good ................... .’

What do you think? Do you think all fast food is bad? Why? Why not?

The words you need ... for eating and drinking

1. Complete the sentences with the correct word from the box.
   1. Chow Mein is a popular Chinese ...................... .
   2. You put your food on a ...................... and eat from it.
   3. The first course in a three-course meal is the ...................... .
   4. After the main course, you can also eat a ...................... .
   5. Some people prefer French ...................... to Chinese. Some prefer Italian.

Which dishes are famous in your country?
2 Look at the different types of food and drink. Match the correct heading to each group of words.

1 pork, beef, lamb
2 crab, lobster, prawn
3 cod, salmon, John Dory
4 carrot, potato, pea
5 orange, pineapple, cherry
6 wine, beer, orange juice

How many more words can you add to each group? Ask your partner to tell you about his/her favourite food.

It's time to talk

Work with a partner. You are in a restaurant together. The last person to finish the game pays the bill. You each need a counter. Toss a coin to move. Heads, move two squares. Tails, move one square. On each square, follow the instructions. If you use incorrect language, you must go back one square.

<table>
<thead>
<tr>
<th>START</th>
<th>Introduce yourself to the waiter</th>
<th>Order a pre-dinner drink</th>
<th>Order a starter and a main course</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask your guest for some salt</td>
<td>Ask for more bread</td>
<td>Order drinks</td>
<td>Ask for the wine list</td>
</tr>
<tr>
<td>Order some more water</td>
<td>Ask where the toilets are</td>
<td>Ask for the bill</td>
<td></td>
</tr>
<tr>
<td>FINISH</td>
<td>Give your opinion on the food to the waiter</td>
<td>Ask for a receipt</td>
<td></td>
</tr>
</tbody>
</table>

What do you say?

Remember

- Arriving: Hello, I booked a table. My name's...
- Ordering: I'd like the fish, please.
- Asking: Can we have some water, please?
- Paying: Could I have the bill, please?
19 Living in Hong Kong

Warm up: What do you know about Hong Kong?

Listen to this

Chinese culture

We interviewed John Duncan about life in Hong Kong. Listen to him talking. Are these sentences true or false? 19.1

1. You can use first names immediately with all people in Hong Kong.  
2. It’s very important to be on time for business meetings.  
3. You can ask people about their salary in general conversation.  
4. Most people dress informally at work.

Listen again and answer these questions. 19.1

1. What are the ‘two Hong Kongs’ John talks about?  
2. Why is it difficult for big families to live together?  
3. How much should you tip in a restaurant?  
4. Why do tourists on underground trains sometimes get angry?

What do you think? What are the big differences between Hong Kong and where you live?

Should and have to

We can use should when we want to recommend something. We can use have to when we talk about rules that somebody else has made. Look at the examples below (1–4) and match them with the explanations (a–d).

1. You should dress well in Hong Kong.
2. You shouldn’t forget the tip.
3. You have to use the surname.
4. You don’t have to wear designer labels.

a. It’s not necessary.
b. I think it’s a good idea.
c. It’s the rule.
d. I think it’s a bad idea.

Check your grammar

Grammar reference page 117
1 Correct the mistakes in these sentences.
1 You haven’t to use surnames with the younger generation in Hong Kong.
2 You shouldn’t to disagree with your boss in a meeting.
3 Have I dress formally for the meeting?
4 He doesn’t have to smoke in here. People are trying to eat.

2 James Bell is travelling to Sri Lanka. Complete the emails to and from Anne-Marie, his personal assistant, with either should, shouldn’t, have to or don’t have to.

Hi Anne-Marie
I (1) ________ have a visa to work in Sri Lanka. Please phone the embassy to get the necessary forms.
James

Hi James
Got your visa today and some good news. The embassy confirmed that you (2) ________ have a vaccination for yellow fever so I cancelled your appointment with the doctor. And I was right about the tap water. The embassy recommended that you (3) ________ drink bottled water because the tap water isn’t safe.
Anne-Marie

Dear Anne-Marie
James Bell’s ticket is in the internal mail. Please note that James (4) ________ check in at Terminal 1. I checked about hand luggage as you asked and the airline told me that James (5) ________ take more than one piece.

3 James is now working in Sri Lanka. He is talking to his new colleague. Match her answers to his questions.

Questions
1 Do you have to start work at the same time every day?
2 Do you have to work 40 hours every week?
3 Do you have to wear a tie at work?
4 Should I buy my boss a present? It’s her birthday tomorrow.
5 Should I inform Peter about the computer problem?
6 Should I send him an email to confirm the meeting?

Answers
a Yes, you should, but just something simple and not too expensive.
b No. You can choose any time between 7.30 and 9.30.
c Yes, I think you should. He wants to know about any IT questions.
d You don’t have to unless you are meeting a customer.
e No, you don’t have to. I’ve already told him the time and place.
f Yes, you have to work the hours in your contract.

Now listen and check. ➪19.2
Word stress

1 When we pronounce words with more than one syllable, we stress one syllable more than the other(s). Listen to the example. \( \Rightarrow \)19.3

2 Listen to the extracts from John Duncan’s interview and mark the main stress in the words in italics. \( \Rightarrow \)19.4

1 Yeah, it was a fantastic time …
2 It’s a very dynamic place …
3 With a traditional person …
4 People are very open about money …
5 Hong Kong is a very fashionable place …
6 I think family is very important …
7 … modern houses and flats …
8 … ten or 15 per cent …

Pronunciation quiz Write down ten words with two or more syllables you have learnt in earlier units. Use a dictionary to check the stress in each word. Then test your partner by asking him/her to pronounce the words. Does he/she pronounce them correctly?

It’s time to talk

Work with a partner. Student A should look at page 105, and Student B at page 108.

Remember

You can use **should** to recommend something:
- You should give taxi drivers a tip.
You can use **have to** to talk about rules somebody else has made:
- You have to arrive on time.
Meet Mike Parker and his family from Boston.

20 Online

Warm up
Do you use a computer?
What do you use it for?
What do your friends and family use it for?
Do you like working with computers?

Read on

Computer heaven or hell?

1 We interviewed Mike Parker about the role computers play in his family’s life. Match the headings with his answers.

1. Creating websites
2. Buying online
3. Solving problems
4. Learning Spanish

I give technical help to people with computer problems in the company. I get a lot of angry emails every day from people with problems: people can’t log on, people can’t open their emails or attached files, people say their computer is too slow, some people can’t remember their password. I usually get over 50 emails a day because I work in a big company. It’s absolutely crazy.

Martha is 15. She has a PC in her room and she uses the Internet all the time. Of course, she gets information for her schoolwork but she also spends a lot of time in chat rooms talking to friends all over the world. It’s good for her Spanish because she can practise with friends in Mexico and Argentina. For her, the Internet is fantastic.

With the arrival of the Internet, the biggest change is that Lauren now does most of our shopping online. It’s great because it’s really easy. She just logs on to our online supermarket or clothes store and buys what we need. Most shops send the products the next day. It’s a little more expensive but we both really hate shopping in real shops and so are happy to pay a little more.

George, my son, is 19. He’s studying hard at the moment and wants to be a website designer. In fact he’s already helped design sites for a couple of local businesses. His girlfriend hates computers and thinks we all spend too much time in front of the PC and I agree. Sometimes he doesn’t move for more than 12 hours. I think out of all of us his life is most dominated by the computer.
2 Answer these questions about Mike Parker and computers.
1. How many emails does Mike get every day?
2. Why do Mike and Lauren use the Internet for shopping?
3. What does Martha use the Internet for?
4. How long does George sometimes spend on the computer?

What do you think? 'We all spend too much time in front of the PC.'
Do you agree?

The words you need ... to talk about computers and the Internet

1. Use the verbs in the box to complete these emails sent to Mike by computer users.
   Use the correct form of the verb.

   Mike, I can't (1) ................. to my computer because I can't remember my password. Can you send me a new one?
   Mike, I (2) ................. a new document this morning and (3) ................. it but just deleted it by mistake. Can you help?
   Mike, I can't open and (4) ................. the attached file you sent me. Can you (5) ................. it, please?

   Now match a reply to each of the emails.
   a. Go to 'Deleted items' and you will find your new file.
   b. Attached file is unzipped WORD document so will open OK.
   c. Enter MEMORY as your new username and password.

   What computer problems do you have at work?

2. Complete the Internet information in Mike's company with words from the box.

   Do
   1. ...................... to the company network if you want to work from home.
   2. search for business information ...................... if you need to.
   3. use the ...................... to learn about company news.

   Don't
   4. ...................... on websites in work time for private use.
   5. download files which may have a ......................
   6. connect to Internet ...................... rooms when at work.

Does your organisation have any rules about using the Internet?

It's time to talk

Read what people say about using the computer and Internet at work and at home.

Work
I never print my emails. It uses too much paper.
I always create a password with my wife's name so I can't forget it.
I delete all old emails at the end of each day.
I read the company news on the intranet every day.
I work from home two days a week by connecting to my office computer.

Home
I practise my English in chat rooms on the Internet.
I download free music from the Internet.
I book all my holiday travel on the Internet.
I surf for English websites which have free grammar and vocabulary exercises.

Work with a partner. Does he/she do the same as the people above? Why? Why not?
Communicating at work

Telephoning 3: Arranging meetings

1. Listen to three people arranging three meetings with Jim, an operations controller. Match the people with the correct day and time. 20.1

<table>
<thead>
<tr>
<th>Person</th>
<th>Meeting day</th>
<th>Meeting time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Philippe</td>
<td>Monday</td>
<td>10.00</td>
</tr>
<tr>
<td>2 Frank</td>
<td>Tuesday</td>
<td>11.00</td>
</tr>
<tr>
<td>3 Petra</td>
<td>Wednesday</td>
<td>12.00</td>
</tr>
<tr>
<td></td>
<td>Thursday</td>
<td>13.00</td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>14.00</td>
</tr>
</tbody>
</table>

2. Listen again and tick the sentences you hear. 20.1

- Is it possible to have a meeting? ✗ When are you free?
- Is Friday morning convenient? ✗ Sorry, I can’t make Friday morning.
- See you next week. ✗ I’m calling to fix a meeting.
- I’m sorry, I can’t. ✗ See you on Tuesday at 10.

3. Work with a partner. Make two phone calls to arrange meetings using the notes in your diary. One of you is A and the other is B. Use the diagram to help you. Student A should look at the diary for Monday 23rd and phone Student B.

Arranging meetings by phone

**23 Monday**
- Call Julie and fix meeting about Japan project
- Fix lunch with Sam on Friday next week

**24 Tuesday**
- Organise meeting with Chris to discuss the new job
- Arrange meeting with Kim about design

Now Student B should look at the diary for Tuesday 24th and phone Student A.

Remember

When arranging meetings by phone:
- Start politely: Is it possible to have a meeting?
- Be open: When is it convenient?
- Confirm: So, Tuesday at 10.
- Finish positively: See you on Tuesday.
21 Beirut Intercontinental

Enjoy your stay

1 Complete the dialogues with the phrases (a–j) below.

Checking in
A: Hello, my name's Sanchez. (1) ........... .
B: Good evening. Yes, Mr Sanchez, (2) ........... , for two nights. Could you complete this form, please?
A: Of course.
B: Thank you. So, it's room 414, on the fourth floor. Do you need any help with your bags?
A: No, thanks. (3) ........... .

A morning call
A: Hello, can I have (4) ........... , please? At 7 o'clock?
B: Certainly, sir.
A: So (5) ........... at 6.30. Can you do that?
B: That's fine. So, morning call at 6.30, breakfast at 7 o'clock.

A problem
A: Good morning. There's a problem with the shower. (6) ........... . Can you send someone to look at it?
B: Of course, I'll send someone immediately. (7) ........... ?
A: 414.
B: Fine. Someone will be with you in a moment.

Leaving
A: Morning, (8) ........... , please?
Room 414.
B: Right, Mr Sanchez. (9) ........... last night?
A: No, nothing.
B: OK, (10) ........... . Sign here, please. Have a good trip home.

Enjoy your stay

2 Now listen and check. ►21.1
3 Practise reading the dialogues with a partner.

Have a go

Cover the dialogues above and make your own, starting with the words below.

Checking in
Hello, my name's .......
A problem
Good morning. There's a problem ...
A morning call
Hello, can I have ...
Leaving
Morning, can I ...
Listen to this

It’s a great place to stay

1 We interviewed Bob Hands about his favourite hotel. Listen and decide which picture he describes. 21.2

2 Now listen again. Are these sentences true or false? 21.2

1 It is a five-star hotel. T F
2 It has an excellent Spanish restaurant. T F
3 Hotel staff meet you at the airport. T F
4 Sidney’s is a famous restaurant near the hotel. T F

What do you think? Do you have any favourite hotels? What are they called? Why do you like them?

Bob Hands spends more than 200 nights a year in hotels, so he knows which ones he likes.

The words you need … for staying in hotels

1 Complete the sentences with the correct word from the box.

1 I’m sorry but I can’t find my room .................. Could I have another?
2 I’m afraid I have to .................. my reservation.
3 Can you .................. a restaurant near here?
4 How much is a .................. for two nights, please?
5 There are no clean .................. in the room. Could you send some up?

6 Can I .................. my room, please? This one is too noisy.
7 Excuse me, is the swimming pool down this .................. ?
8 Can you .................. me to Janet Ward in room 320, please?

connect  key  change
towels  cancel  double room
recommend  corridor
2 Match up the problems with the correct picture.

Problem
1 It's empty.
2 It doesn't open.
3 It's too dark to read.
4 The picture is terrible.
5 It's very dirty.

We can use "IL + verb when we promise to do something."

Example:  
GUEST: It's the minibar. It's empty.
RECEPTIONIST: I'll send someone to your room immediately.

Look again at problems 2-5 above. You are the receptionist in a hotel. Get your partner to read out the problems; you promise to help. Then change roles.

It's time to talk

The hotel game

This is a game for two to four players. Toss a coin to move. Heads move two squares. Tails move one square. When you land on a square, say what the instruction on the square tells you to say. If the other players are happy that the English is correct, you stay on the square. If not, move back. If you disagree with your colleagues, your teacher will rule. The winner is the first guest to check out.

<table>
<thead>
<tr>
<th>Ring the hotel</th>
<th>Ring the hotel</th>
<th>Ring the hotel</th>
<th>Ring the hotel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask the price of a single room</td>
<td>Book a room</td>
<td>You have a reservation for next Tuesday; change it</td>
<td>You want to speak to Mrs Johnson in room 274</td>
</tr>
<tr>
<td>Go to reception</td>
<td>Return to reception</td>
<td>Phone reception</td>
<td>Arrive at the hotel</td>
</tr>
<tr>
<td>You want to change your room; say why</td>
<td>Tell them you've lost your key</td>
<td>Ask if you can send an email</td>
<td>Check in</td>
</tr>
<tr>
<td>Go to reception</td>
<td>Phone reception</td>
<td>Go to reception</td>
<td>Phone reception</td>
</tr>
<tr>
<td>Ask where the swimming pool is located in the hotel</td>
<td>Ask for a morning call</td>
<td>The hotel restaurant is busy; ask about restaurants near the hotel</td>
<td>The people in the next room are very noisy and you can't sleep</td>
</tr>
<tr>
<td>Go to reception</td>
<td>Phone reception</td>
<td>Go to reception</td>
<td>Go to reception</td>
</tr>
<tr>
<td>You need a taxi to the airport tomorrow morning</td>
<td>CHECK OUT</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Remember:
Remember to learn the phrases in the unit for when you stay in a hotel.

- Arriving: I have a reservation.
- Asking for information: What time is breakfast?
- Complaining: My shower doesn't work.
- Leaving: I'd like to check out, please.
22 Working for Rolls Royce

Warm up
How many hours per week do you work?
Do you think you work too much?

Listen to this

Work is like a second home
1 Listen to Isabelle Segura talking about her job in Rolls Royce International. Which of the details are correct?

2 Listen again and answer the following questions.
1 What's the first thing Isabelle does when she gets to work?
2 How much time does Isabelle spend reading and writing her emails?
3 What benefits does Isabelle get in her job?
4 Why does she like her job?

Number of employees 40
Meetings per week 2–3
Working hours per week 30
Holiday weeks per year 3

What do you think? Isabelle says: 'People spend too much time in meetings.' Is it the same in your organisation?

Many, much, a few, a little
We can use many, much, a few and a little to talk about quantity. Look at the examples below.
I don't have many meetings today.
How much work have you got to do?
I don't have much time.
How many business trips does he make each year?
I need a little information.
Can I have a little more time?
I have a few jobs for you to do.
Do you have a few minutes?

Now complete these rules with many, much, a few or a little.
We use many and (1) .................. with countable nouns.
We use (2) .................. and a little with uncountable nouns.
We use (3) .................. and much, mainly in questions and negatives.
We use a few and (4) .................. mainly in positives and questions.

Note
Remember that we can use a lot of in positives, negatives and questions with countable plural nouns and uncountable nouns. See Unit 7.

Grammar reference page 118
To it yourself

Correct the mistakes in these sentences.
1 I don't give much presentations in my job.
2 Do you want a few milk with your coffee?
3 How many information do you have about our new product?
4 I’m sorry but I need a few more time to write this report.

Complete the questions with How many or How much.
1 How .......... cars has he got?
2 How .......... information does he have?
3 How .......... people work in production?
4 How .......... new equipment have they bought?
5 How .......... jobs does she have?
6 How .......... meetings do you have this week?
7 How .......... money does he make?
8 How .......... emails have I got?

Choose the correct word or phrase to complete the email. Sometimes more than one answer is possible.

many a little a few much a lot of

From: Arthur Davies, CEO, Davies Software
To: Patricia Delmont, Delmont Travel
Subject: Late delivery

Dear Ms Delmont,

I’m very sorry that your software is late. We had (1) .......... problems in production this week. I’m afraid I can’t give you (2) .......... information at the moment. We will need (3) .......... time before we can begin production again, but only (4) .......... days.

I hope this will not give you too (5) .......... problems.

Best regards,
Arthur Davies

A few production problems

Write some sentences about your job.

Example: I go to too many meetings each week.
1 ........................................ a lot of ........................................
2 ........................................ many ........................................
3 ........................................ much ........................................
4 ........................................ a few ........................................
5 ........................................ a little ........................................
Saying numbers and prices

1 In pairs, write down how to say these numbers and prices. Some answers are given for you.

<table>
<thead>
<tr>
<th>Numbers</th>
<th>Prices</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td>twenty-five</td>
</tr>
<tr>
<td>100</td>
<td>50p</td>
</tr>
<tr>
<td>101</td>
<td>£4.99</td>
</tr>
<tr>
<td>1,000</td>
<td>£250</td>
</tr>
<tr>
<td>2,001</td>
<td>£150,000</td>
</tr>
<tr>
<td>10,550</td>
<td>£150m</td>
</tr>
<tr>
<td>500,000</td>
<td>$0.99</td>
</tr>
<tr>
<td>1,000,000</td>
<td>$4.95</td>
</tr>
<tr>
<td>1,000,000,000</td>
<td>$2,500</td>
</tr>
<tr>
<td></td>
<td>two thousand five hundred dollars</td>
</tr>
</tbody>
</table>

2 Listen and check your answers. \( \text{\textcolor{red}{\textbf{\n22.2}}} \)

Test your partner Cover your partner’s answers. Then point at some of the numbers and prices above and ask your partner to say them.

"Can you say this?"

"Yes. That’s two thousand five hundred dollars."

3 Write down five numbers (big and small) and five prices (euros, pounds and dollars). Then dictate the numbers to your partner.

<table>
<thead>
<tr>
<th>Numbers</th>
<th>Prices</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
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<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

It’s time to talk

You are going to role-play a conversation with your partner. Student A should look at page 105 and Student B at page 108.

Remember

When talking about numbers and quantity, remember to:
- Use *How many* with countable nouns:
  - How many sales people are going to the exhibition?
- Use *How much* with uncountable nouns:
  - How much exhibition space do we have?
2 Read the interview again and answer the questions.
   1 When did Jackie and her husband start the Tower Street Pantry?
   2 Where did Jackie and her husband get the finance to start the business?
   3 What is the biggest cost for Jackie’s business now?
   4 How much did profits increase last year?
   5 Why does Jackie want to expand into company lunches?

What do you think? Would you like to run a small business like Jackie’s?
   Why? Why not?

The words you need ... to talk about money and business finance

1 Complete the article with the correct word from the box.

   Use some of the finance words to make sentences about your organisation. For example: ‘Last year the turnover of my organisation was £30 million.’

2 Complete Jackie’s ideas on financial strategy for next year with the correct money verb.

   [pay, borrow, make, increase, invest]

   1 We’re sure we can ................ more money next year than this year.
   2 We don’t want to ................ any money from the bank.
   3 I think we can ................ our prices by 5%.
   4 We plan to ................ some money in new equipment.
   5 I hope we can ................ less tax next year.

   Write some sentences using these money verbs.

A success story

Jackie Black’s Tower Street Pantry is a success story in York. Every year she has more customers and (1) .......... increases. Last year the business made a good (2) .......... and Jackie is sure this can continue. Of course, she has to keep control of (3) .......... But she also plans to move into corporate lunches where the (4) .......... is better. This week is an important week for Jackie as she plans her (5) .......... We wish her good luck and every success for next year.

It’s time to talk

Your organisation is in big trouble. Turnover is down £1m. Work in groups and hold a meeting to decide which of these ideas you should follow to improve the situation.

Now tell the other members of the class what your group decided.

“I think that we should pay all staff 10% less. What do you think?”

“I don’t agree. I think we should invest less in training. Salary is important for motivation.”

78 Unit twenty-three
I buy money

Money talk

1. Complete the dialogues with phrases (a–j) below.

**Asking a colleague for money**
A: Clare, I haven’t got much cash on me.
B: (1) .......... some money?
A: (2) .......... ten pounds until tomorrow?
B: No problem.
A: Cheers. That’s (3) .......... .

**Getting money out**
A: Shall we find a restaurant?
B: Yes, but (4) .......... first.
A: OK, I’ll wait here.
B: (5) .......... ?
A: Yes, there’s a bank just across the road, over there.

**Changing money**
A: Hello, (6) .......... into Swiss francs.
B: How much do you want to change?
A: (7) .......... ?
B: There’s no commission if you change more than 200 euros.
A: OK, then (8) .......... , thanks.

**Getting change**
A: Excuse me, (9) .......... ?
B: What do you need?
A: (10) .......... for the coffee machine.
B: Just a second, yes, here you are.
A: Thanks very much.

2. Now listen and check. HH24.1

3. Practise reading the dialogues with a partner.

- a What’s the commission
- b I need some coins
- c Is there a cash point nearby
- d Could you lend me
- e very nice of you
- f do you have any change
- g I need to get some money out
- h I’ll change 300
- i Do you want to borrow
- j I’d like to change some euros

Have a go

Cover the dialogues above and make your own, starting with the words below.

**Asking for money**
I haven’t got much ...

**Changing money**
Hello, I’d like ...

**Getting money out**
Getting change

**Shall we ... ?**
Excuse me, ...
Communicating at work

Helping visitors

1 What do you do if a visitor to your organisation asks for help? Listen to four dialogues and match each one with a cartoon. 

<table>
<thead>
<tr>
<th>Dialogue</th>
<th>Cartoon</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
</tr>
</tbody>
</table>

2 Listen again. Which of these sentences do you hear? 

- Giving help
  - Do you need any help?
  - Follow me.
  - Can I help?
  - Do you want to borrow some money?
  - Would you like to use a computer here?
  - I'm sure I can find one for you.
  - I can show you on the map, if you want.

3 Look at this framework.

How to take care of a visitor

<table>
<thead>
<tr>
<th>Visitor</th>
<th>Host</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explain the situation and ask for help</td>
<td>Give help/information</td>
</tr>
<tr>
<td>Answer and thank the person for their help</td>
<td></td>
</tr>
</tbody>
</table>

Work with a partner. You are helping an important client with a problem. Use the framework to help them with the situations below. Take turns with your partner to play the visitor.

Situations

1 The visitor needs a taxi.
2 The visitor wants help booking a theatre ticket.
3 The visitor wants to send an email to his/her office.
4 The visitor's mobile phone battery is flat.
5 The visitor wants to buy something typical from your region.

Remember

When helping visitors, remember to ask questions and make offers politely:
- Can I help?
- Do you need any help?
- What can I do for you?
- I can do that for you.
stem to this

ny, big spender

We interviewed three people about how they like to spend their money. Listen to the conversations and match each person with an illustration below. \(\text{\#24.2}\)

<table>
<thead>
<tr>
<th>Person</th>
<th>Illustration</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

Listen again and answer the questions. \(\text{\#24.2}\)
1. When does Anne go shopping for clothes?
2. Why does Anne save her money?
3. What does Tashi spend his money on?
4. Is Tashi careful with money?
5. What does Sam buy every Saturday morning?
6. How often does Sam buy shoes?

What do you think? Which person do you think manages their money best?

---

he words you need ... to talk about money

Complete the sentences with the correct preposition from the box.

How to be good with money

1. Don’t spend money \_________ things which you don’t need. for on in
2. Don’t invest \_________ risky stocks and shares. with by for
3. Don’t pay \_________ everything by credit card.
4. Save money \_________ shopping in hypermarkets.
5. Shop around \_________ low prices.
6. Be careful \_________ your money. Find the lowest prices!
When you learn vocabulary, it is helpful to organise your learning around important topics. Complete the boxes with the correct word from the list.

People and money
I'm good with money.
I'm careful with money.
I'm bad with money.
I'm a little mean.
I'm (1) ..................

Forms of money
Credit card
Stocks and shares
Bill
Coins
Change
(2) ..................

Verbs
To borrow money
To (3) .......... money out
To spend money
To save money
To lend money

Price
How much does it cost?
€3,000 it's expensive.
€300 it's (4) ..............
€30 it's cheap.

Test your partner
Close your books. See how many words your partner can remember from each box.

It's time to talk

Are you good with money?

You and your partner win €1,000,000 in the lottery. How do you plan to spend the money? Tick three of the following:

<table>
<thead>
<tr>
<th></th>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pay all your credit card bills immediately</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Invest over 30% in a pension</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Give 50% to a charity working in Africa</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Travel around the world for three months</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Spend a lot of money on a new car</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Buy a much bigger house</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Give or lend money to friends and family</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Save over 50% of the money in the bank</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Buy expensive clothes and jewellery</td>
<td></td>
</tr>
</tbody>
</table>

Now ask your partner how he/she plans to spend the money. Note down his/her answers and then turn to page 109 to find out if he/she is good or bad with money!

A: So, what do you plan to spend the money on?

B: Firstly, I plan to buy ...

A: And what else?

B: Then I want to spend some money on ...

Remember
Learn these useful phrases about money:
- Is there a cash point nearby?
- Could you lend me some money?
- Do you have any change?
- I'd like to change some euros.
Do it yourself

1 Correct the mistakes in these sentences.
1 I giving a presentation next week.
2 Are your boss coming to the meeting?
3 Do you going to the theatre tonight?
4 I'm not come to the theatre tonight. I'm tired.

2 Anna is a local project manager in Romania. Anthony rings her to discuss the hospital project for next year. Complete their conversation with the correct form of the present continuous.

**ANTHONY:** Anna, it's Anthony. I just wanted to discuss the hospital schedule and check you agree with everything.

**ANNA:** Sure. Go ahead.

**ANTHONY:** OK, (1) ................................ (we / not / meet) the architects in October.
(2) ..................................... (We / see) them in November instead.

**ANNA:** Right. So (3) .................................. (when / you / go) to Bucharest for the meeting with the government officials?

**ANTHONY:** On 18th December. And just before that, on December 14th, (4) ..................................... (we / run) a seminar to inform everyone in SROA about the project.
(5) ..................................... (you / still / come) to England next year?

**ANNA:** Yes, in January.

**ANTHONY:** Good. Well, (6) .................................. (we / have) a tour of my local hospital at the end of January to meet some doctors who are part of the project. I think that's everything.

**ANNA:** Good. See you soon.

Now listen and check. >>25.2

3 You received this email from your boss this morning. Write a reply using the notes on page 109. Where possible, use the present continuous.

I need some information about the workshop asap. Please email me with the following info:

1 Participants
Are these people still coming or have some of them cancelled: Anna Parkland, Herald Henriksson, John Maier?

2 Speakers
Please check who is definitely speaking. I don't have a confirmed list of speakers.

3 Evening programme
What are we doing in the evenings? I have no information!

Please send me the information by the end of today.

Many thanks
Kim

With a partner, compare your emails. Can you correct any grammar mistakes?
Meet Anthony Allen. He started SROA – the Selsey Romania Orphans Appeal – and helps children in Romania.

25 Driving to Romania

Warm up
In pairs, ask and answer these questions about the future.

"Are you doing anything special at the weekend?"

"What are you doing tomorrow?"

Listen to this

A job everyone wants to do

1 We interviewed Anthony Allen about his work in Romania. Are these sentences true or false? [25.1]

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Anthony started SROA in 1998.</td>
</tr>
<tr>
<td>2</td>
<td>Eight people are travelling to Romania in October.</td>
</tr>
<tr>
<td>3</td>
<td>Anthony is staying in Romania for two weeks in October.</td>
</tr>
<tr>
<td>4</td>
<td>SROA gets most of its money from the government.</td>
</tr>
</tbody>
</table>

2 Listen again and answer the questions. [25.1]

1 Why did Anthony start SROA?
2 What was the first objective of SROA in Romania?
3 What is the big project for next year?
4 What salary do people get in SROA?

What do you think? Would you like to do charity work in another country?

The present continuous 2

In Unit 16, we looked at the present continuous for talking about temporary situations with the focus on the present. The present continuous is also useful when you talk about fixed future plans, especially for travel and meetings. Complete the questions and answers below.

<table>
<thead>
<tr>
<th>Question</th>
<th>Positive</th>
<th>Negative</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are you (1) .......... next month?</td>
<td>We're driving to Romania.</td>
<td>We're not flying.</td>
</tr>
<tr>
<td>How long are you staying?</td>
<td>We (2) ............ staying for two weeks.</td>
<td>We're not staying longer than two weeks.</td>
</tr>
</tbody>
</table>

Questions + short answers

(3) ............ you driving to Romania?

Yes, I (4) ............ .

(5) ............ they flying in October?

Yes, they are.

No, they (5) ............ .

Grammar reference pages 116-17

Unit twenty-five 83
Weak stress 2

1 Listen to the pronunciation of two questions. Which one sounds more natural? &gt; 25.3

2 As we saw in Unit 10, unstressed words are often pronounced with the schwa /ə/. Using the schwa correctly is very important for your understanding and pronunciation. Listen and write down the questions you hear. &gt; 25.4

A: What .................................................................
B: I'm going to Poland.
A: Poland? What .................................................................
B: I'm visiting a friend.
A: How .................................................................
B: Just for a few days.
A: When .................................................................
B: Next Friday.
A: Are .................................................................
B: Yes, I'm going camping.

3 Listen again and underline all the examples of the schwa. &gt; 25.4

4 With a partner, practise saying the dialogue.

It's time to talk

As discussed in Unit 10, unstressed words in English are often pronounced with the schwa /ə/ sound. This sound is important to understand in natural conversation. Listen to the dialogue and underline all the examples of the schwa sound.

Discussing a trip to Poland.

Remember

When discussing fixed future plans you can use the present continuous:
A: Are you doing anything on Monday morning, Paolo?
B: Yes, I am. I'm meeting Flavia at 9 o'clock.
Amy Harrison is an exhibitions manager in the USA. She had some problems on her last trip to Pennsylvania.

26 Out of order

Warm up

When was the last time you were unhappy about the service you received? Did you receive good customer service when you complained?

Read on

Problems in Pennsylvania

1. We interviewed Amy about her trip to an exhibition in Pennsylvania. Match the headings with her answers.

1. Can we offer you a discount?
2. How was the hotel?
3. Is it turned on?
4. Did you have a good trip?

A I planned to fly to Pennsylvania last month for an exhibition but the flight was cancelled 24 hours before I travelled. I was really stressed but I telephoned a travel agent friend who was really helpful and very quick. He solved the problem by finding another flight just one hour later.

C I had one really embarrassing moment. During the exhibition, I bought a new mobile phone. When I tried it at the hotel it didn't work so I took it back. I complained but the assistant was very patient. In fact, he dealt with the problem very quickly - he switched it on! He was very polite but I felt really stupid.

I had a terrible hotel. The room was cold and the lift was out of order. The food in the restaurant was always overcooked and cold. And the staff were rude. I told the manager about all these problems and she said she would investigate - but she did nothing. I'll never stay there again.

D I ordered some products from a supplier at the exhibition. I waited for three weeks but nothing arrived. Finally, I telephoned and explained the problem to a customer care manager. She said my order was sent to the wrong address because of a computer problem. But she was very customer-friendly; she listened, apologised and then offered me a 25% discount. Great customer service.
Read the text again and answer these questions.
1 How did Amy find a new flight?
2 What was wrong with the food in Amy’s hotel?
3 Why did Amy’s new mobile phone not work?
4 What did the customer care manager offer Amy?

What do you think? How customer-friendly is your organisation?
do you think the customer is always right?

The words you need … to talk about work problems

Look back at the text about Amy. How many verbs can you find that go with the noun problem?

Here are some sentences about work problems. Are they time or technical problems?

Example: The train was one hour late. = Time
1 My computer crashes every 20 minutes.
2 It takes me two hours to get to work every day.
3 We don’t have very long to finish the project.
4 The coffee machine is broken.
5 I can’t open the email attachment.
6 We can’t deliver the order by the end of the month.

Do you have a time problem at work? What is it?
Do you have a technical problem at work? What is it?

Look at these ways of solving problems with your computer.

You should restart your computer.

Try restarting it.

You need to restart the computer.

Now complete these sentences about different problems.
1 .................. telephone the client immediately and apologise.
2 .................. ask the office to resend the file in a different format.
3 .................. turning it off and on. That sometimes helps!
4 .................. to arrange a meeting to discuss a new schedule.
5 .................. finding a house closer to the office.
6 .................. to upgrade it with more memory.

It’s time to talk

You are going to solve your partner’s problems. Student A should look at page 106
and Student B at page 109.
Communicating at work

Telephoning 4: Solving problems by phone

1 Complete the three phone conversations with words or phrases from each group.

<table>
<thead>
<tr>
<th>Explain problem</th>
<th>Ask for help</th>
<th>Offer help</th>
<th>Checking</th>
</tr>
</thead>
<tbody>
<tr>
<td>I didn’t get</td>
<td>Could you contact</td>
<td>I’ll do</td>
<td>Do you want me to call back</td>
</tr>
<tr>
<td>I can’t remember</td>
<td>Could you get someone</td>
<td>I’ll call</td>
<td>after I speak to him?</td>
</tr>
<tr>
<td>I’m having a problem</td>
<td>Could you send</td>
<td>I’ll ask</td>
<td>Is that OK?</td>
</tr>
</tbody>
</table>

Call 1

MARIA: Hi, Annie. It’s Maria. I’m sorry but (1) ...................... with my computer.

ANNIE: What sort of problem?

MARIA: It keeps crashing for no reason. (2) ...................... to check it?

ANNIE: Don’t worry. (3) ...................... an engineer to check. (4) ......................


Call 2

JULIE: Hello, Annie. It’s Julie from Excom. I’m sorry but (5) ...................... the minutes from our last meeting.

ANNIE: Really? I sent them last week in an attachment.

JULIE: Well, I don’t think they arrived. (6) ...................... them again?

ANNIE: Sure. I’m really sorry about that. (7) ...................... it now. (8) ......................

JULIE: That’s great.

Call 3

PETER: Hi, Annie. It’s Peter. (9) ...................... the time of our meeting next week.

ANNIE: Tuesday at 10 o’clock.

PETER: That’s fine. (10) ...................... Jan? I forgot to tell him about it.

ANNIE: Of course. (11) ...................... him straightaway. (12) ......................

PETER: No, only call back if you don’t reach him.

2 Listen to check your answers.  

3 Think of two typical work problems. Then telephone your partner and ask for help.

Student A

Explain the problem and ask for help

Offer help and check

Thank and say goodbye

Student B

Say goodbye

Remember

If you have a problem, remember to:
- explain the problem clearly
- ask for help politely.

If someone calls you with a problem:
- show understanding
- offer help quickly and politely.

88 Unit twenty-six
Listen to this

T’ai Chi can improve your life

1 Listen to Mike Tabrett talking about T’ai Chi. Are these sentences true or false? ✓27.2
   1 T’ai Chi is different from Kung Fu. T F
   2 Mike’s oldest student is 65 years old. T F
   3 Mike is a vegetarian. T F
   4 Mike never does T’ai Chi classes with companies. T F

2 Listen again and answer the questions. ✓27.2
   1 There are four elements to T’ai Chi. Breathing, body position and soft movements are the first three. What is the fourth element?
   2 What is the main benefit of T’ai Chi?
   3 Mike thinks T’ai Chi is better than sport? Why?
   4 What should we do every day for two minutes?

What do you think? Mike says: 'You should do T’ai Chi because I think it can improve your life!' Would you like to try T’ai Chi?

The words you need ... to talk about health

1 Match the health advice with the correct illustration.
   1 You should drink two litres of water every day.
   2 You shouldn’t eat too much junk food.
   3 You should exercise regularly.
   4 You should think carefully about what food you buy.
   5 You shouldn’t smoke.
   6 You shouldn’t go to bed too late.

With a partner, think of two or more sentences giving advice about health. Then tell the class.
27 Teaching T’ai Chi

Inviting

1. Complete the dialogues with phrases (a–j) below.

Inviting someone

SUE: Vasili, (1) ............ lunch tomorrow after our meeting.

VASILI: Oh, thank you very much.

SUE: There’s a Mexican restaurant nearby. (2) ............ ?

VASILI: (3) ............

SUE: Good. I’ll reserve a table.

Saying ‘maybe’ to an Invitation

SUE: We’re having a little party at the weekend. (4) ............ ?

BERNIE: That sounds nice. Thank you.

SUE: Fine. Can you let me know before Friday?

BERNIE: I’ll let you know before then.

Saying ‘no’ to an Invitation

SUE: Michel, I want to try the new vegetarian café across the road. (6) ............ ?

MICHEL: (7) ............ I have some visitors from the US.

SUE: That’s OK. Another time.

MICHEL: Definitely.

Cancelling an invitation

VASILI: I’m really sorry Sue, but (9) ............ lunch tomorrow. Something’s come up.

SUE: No problem.

VASILI: Can we fix another time?

SUE: Let’s do something next week.

VASILI: (10) ............

Have a go

Cover the dialogues above and make your own, starting with the words below.

Inviting someone

Saying ‘no’ to an invitation

I’d like to ...

Saying ‘maybe’ to an invitation

I want to try ...

Cancelling an invitation

I’m really sorry ...

We’re having a ...

2. Now listen and check. 27.1

3. Practise reading the dialogues with a partner.
Anne Smithwick works as Personal Assistant to Jane Harrison. They work for a British sportswear manufacturer.

28 Perfect planning

Warm up

Have you learned something today? What?
Have you enjoyed work today? Why?
Have you pleased your boss today? When?

Listen to this

Have you organised everything?

1 Listen to Anne and Jane talking about their visit to an exhibition in Sicily. Jane wants the latest news on the arrangements that Anne is making. Today is Monday and they are leaving tomorrow. Listen and correct the three mistakes on the diary page. 28.1

What do you think? Do you have a PA? Would you like one? Why? What are PAs for?

The present perfect

We can use the present perfect to talk about what has happened at work and at home. We can also use it to make small talk by talking about our experiences and what we have done in life. Complete the questions and answers below.

The present perfect uses the verb to have and the past participle.

<table>
<thead>
<tr>
<th>Question</th>
<th>Positive</th>
<th>Negative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you (1) ............... my flight?</td>
<td>I've booked it for the 17th.</td>
<td>But I (2) ............... booked the hotel yet.</td>
</tr>
<tr>
<td>(3) ............... she ever been to Madrid?</td>
<td>Yes, she's been several times.</td>
<td>But she hasn't (4) ............... to Barcelona.</td>
</tr>
</tbody>
</table>

Now look at the way we use short answers.

| Have you finished the report? | Yes, I (5) ............... |
| Has she ever stayed at the Hilton? | Yes, she has. | No, she (6) ............... |

Grammar reference page 118
2 Complete these sentences with a word from the box.
1. I want to ___________ weight but at the moment I’m putting on weight.
2. I want to ___________ smoking but I’m on 40 a day.
3. I want to ___________ more exercise but I haven’t got time.
4. I want to ___________ my working hours but I have too much to do.
5. I want to ___________ more but my job is very stressful.
6. I want to ___________ on a diet because I’m overweight.

Which of these are true for you? Do you want to do anything else to improve your health?

It’s time to talk

Staying healthy can be difficult when you sit at work all day. But your organisation has given you €55,000 to spend on making your workplace healthier. Working in groups, discuss which of the following you should spend your money on.

<table>
<thead>
<tr>
<th>Health action</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offer T'ai Chi classes to employees after work</td>
<td>€11,000</td>
</tr>
<tr>
<td>Buy exercise machines</td>
<td>€28,000</td>
</tr>
<tr>
<td>Employ a company nurse to give health checks</td>
<td>€23,500</td>
</tr>
<tr>
<td>Offer healthier food options in the canteen</td>
<td>€20,000</td>
</tr>
<tr>
<td>Book time for employees at the local swimming pool</td>
<td>€14,000</td>
</tr>
<tr>
<td>Employ a company masseur/se</td>
<td>€20,000</td>
</tr>
<tr>
<td>Employ a trainer for aerobic classes</td>
<td>€10,000</td>
</tr>
</tbody>
</table>

What is your decision?

Remember
When discussing opinions, remember to use these useful phrases.

 Asking for opinions: What do you think we should do?
 Do you think we should ... ?

 Giving an opinion: I think we should ... / I don’t think we should ...
 I agree. / I disagree.
Anne Smithwick works as Personal Assistant to Jane Harrison. They work for a British sportswear manufacturer.

28 Perfect planning

Warm up
Have you learned something today? What?
Have you enjoyed work today? Why?
Have you pleased your boss today? When?

Listen to this
Have you organised everything?

1 Listen to Anne and Jane talking about their visit to an exhibition in Sicily. Jane wants the latest news on the arrangements that Anne is making. Today is Monday and they are leaving tomorrow. Listen and correct the three mistakes on the diary page. [28.1]

What do you think? Do you have a PA? Would you like one? Why? What are PAs for?

2 Listen again. Are these sentences true or false? [28.1]

1 Anne has booked the Hilton Hotel.
2 Jane has never stayed in the Hilton.
3 Anne hasn’t cancelled the meeting with Giulia yet.
4 Jane has never been to Sicily.

Check your grammar
The present perfect
We can use the present perfect to talk about what has happened at work and at home. We can also use it to make small talk by talking about our experiences and what we have done in life. Complete the questions and answers below.

The present perfect uses the verb to have and the past participle.

<table>
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<td>Yes, she's been several times.</td>
<td>But she hasn't (4) ................. to Barcelona.</td>
</tr>
</tbody>
</table>

Now look at the way we use short answers.

Have you finished the report? Yes, I (5) ................. .
Has she ever stayed at the Hilton? Yes, she has.

Grammar reference page 118
Do it yourself

1 Correct the mistakes in these sentences.

1 I have done it last week.
2 She haven’t finished the report.
3 Do you have been to Italy?
4 I didn’t have received any emails so far today.

2 Anne and her boss, Jane Harrison, meet during the exhibition.
Complete their conversation with the correct form of the verb
in the present perfect.

Anne: I’ve got some good news for you. We (1) have received (receive) three big new
orders. Bob Martin of TXL (2) ordered (order) our Apollo sports shoe.

Jane: That’s excellent. How many (3) ordered (order)?

Anne: Three thousand. Great, isn’t it? And ABC and Harcom Sports (4) agree
to buy a thousand of our Eagle sports shirts.

Jane: Fantastic. (5) you tell (tell) Peter yet? He’ll be delighted.

Anne: No, I (6) not tell (tell) him yet. I’ll phone him later this afternoon.

Jane: And (7) speak to (you speak to) any Japanese buyers?

Anne: Yes, but no luck! In fact, we (8) never sell (sell) any of our products in Japan.
But, despite that, I have to say that the exhibition (9) be (be) a great success.

Jane: Thanks very much, Anne.

Now listen and check. ➞ 28.2

3 Look at Anne’s checklist showing what she has and hasn’t done.
Then role-play a phone conversation between Anne and Jane. Make questions
and answers like the example. Then changes roles.

Example: Confirm our lunch at Da Silvio’s. (Thursday at 1)

Anne: Have you confirmed our lunch at Da Silvio’s?

Jane: Yes. I have. I did it yesterday. The table is booked for Thursday at 1.

Test your partner Write down a similar list of jobs you have done or have to do this week.
Then give the list to your partner and answer his/her questions about which jobs you have done.
Spelling and pronunciation

1. How do you pronounce the two underlined words?

Now listen and check. ➤ 28.3

2. It is sometimes difficult to know how to pronounce words because the spelling doesn’t always help you. Here are ten easily mispronounced words that have come up in this course. With a partner, decide on the correct pronunciation.

| colleague | talked | budget |
| jewellery | weight | salmon |
| aisle | impatient | dessert |

Now listen and check. ➤ 28.4

Make a note of words you find difficult to pronounce and review them regularly.

Test your partner: Ask your partner to say a sentence with each of the words in the list. You have to say if the pronunciation is right or not.

It’s time to talk

Remember that Jane asked Anne: ‘Have you ever been to Sicily?’
The question ‘Have you ever …?’ is a useful way to make small talk. Look at this example.

Start by asking a question with the present perfect:

A: Have you ever been to China?

Wait for a positive answer:

B: Yes, I have.

Show interest and develop with the past simple:

A: Really? When did you …? Where did you …? Why did you …?

Dinner talk

Work in pairs. You are having dinner with an important customer (your partner). Practise your small talk with short conversations using the questions below. Make your own questions, if you can.

<table>
<thead>
<tr>
<th>Questions</th>
<th>Ideas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel: Have you ever been to ...?</td>
<td>London / the USA / Asia …</td>
</tr>
<tr>
<td>Work: Have you ever worked ...?</td>
<td>in a factory / in sales / abroad …</td>
</tr>
<tr>
<td>Sport: Have you ever been …?</td>
<td>scuba diving / mountain climbing …</td>
</tr>
<tr>
<td>Food: Have you ever eaten …?</td>
<td>foie gras / snake …</td>
</tr>
<tr>
<td>Other: Have you ever …?</td>
<td>…</td>
</tr>
</tbody>
</table>

Practise your small talk

Remember:

We can use the present perfect to talk about what has happened at work:
- Have you phoned TXL yet?
- We’ve received three big new orders.
We can also use it to make small talk:
- Have you ever been to Madrid?
- Have you ever worked abroad?
2 Read the text again and find out what has happened to the following.
1 Unemployment in eastern Germany
2 The price of some of Frank's products
3 Bayer's market share
4 The amount of work Frank has to do

What do you think? Do you agree with Frank? He says: 'The most important thing in business is to reach your target.'

The words you need ... to talk about change

1 Match the sentences with the sales trends (a–e).
   1 Sales went up a lot last month.
   2 Sales have fallen gradually this year.
   3 Turnover increased a little but then went down by €2 million.
   4 Market share has stayed the same for the last few years.
   5 Turnover decreased in the first quarter but went up by the end of the year.

2 The tenses we use with the language of trends are very important.

Past years/months
We use the past simple: Sales went up last month / last year / in January.

Current year
If the year is not finished, we use the present perfect: Sales have gone up this year.

Complete the sentences with the correct form of the verb given.
1 Unemployment ..................... (decrease) by 5% last year.
2 Inflation ...................... (rise) by 2% so far this year.
3 Bank interest rates ................ (fall) by 0.5% last month.
4 Taxes ......................... (increase) a lot already this year.
5 Petrol prices ...................... (go up) by 20 cents in July.

It's time to talk

We can describe increases and decreases like this:

<table>
<thead>
<tr>
<th>Past simple</th>
<th>Present perfect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>Subject</td>
</tr>
<tr>
<td>Up/down</td>
<td>Up/down</td>
</tr>
<tr>
<td>How big</td>
<td>How big</td>
</tr>
<tr>
<td>When</td>
<td>When</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Past simple</th>
<th>Present perfect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales</td>
<td>Business/Sales</td>
</tr>
<tr>
<td>decreased</td>
<td>has/have increased</td>
</tr>
<tr>
<td>a little</td>
<td>a lot</td>
</tr>
<tr>
<td>last year.</td>
<td>this year.</td>
</tr>
</tbody>
</table>

Now work with a partner and use the table to help you describe important changes in:
• your organisation last year
• your country.

Were the changes good or bad?
A year in Germany

1. We interviewed Frank about his work. Match our questions with Frank’s answers.

1. Is it difficult to find work in eastern Germany at the moment?
2. Is the German economy healthy?
3. What do you do, Frank?
4. How was business last year?

I work in Leverkusen, near Cologne, to help develop sales for the northern European part of our business. We’ve had many changes in the last few years and my work has increased a lot. But it’s very interesting and I enjoy it.

Last year was a very good year for our company. We increased our sales and, more importantly, our market share went up a little, so we reached our target. The most important thing in business is to reach your target. But I have to say that competition in my business area is very strong now. You can see that with prices. Some of our product prices decreased a little last year.

Frank sells fertilisers to help farmers to grow food.

At the moment it is a bit difficult because of political questions. We now have the euro and I hope this will strengthen the economy in Germany. But prices have risen a lot. For example, petrol prices and typical supermarket goods are very high right now.

Yes, for many people. After the Wall came down a lot of factories closed in the eastern part, people lost their jobs and so unemployment went up a lot. I am from eastern Germany so I know about this problem. It’s still difficult to find work and I think it will be a long time before we see unemployment go down.
Communicating at work

Emails 3: Arranging meetings by email

Amanda wants to arrange meetings with four colleagues. Match up Amanda’s emails with their replies.

1. Hi, can we meet next Monday at 8 o’clock?
2. Are you free next Tuesday for a meeting?
3. Would Wednesday be convenient for a meeting? Say 2 o’clock?
4. Could we fix a meeting for Thursday? How about 10 in your office?

a. That’s fine. But could we make it 2.30 instead?
b. Fine, my office then. Will you send an agenda?
c. Sorry, I’ve got a meeting at 8.15 with Simon. How about 9.30 instead?
d. I’m afraid not. I’m on holiday next week. I’ll call you when I get back. Is that OK?

2. Complete the sentences about arranging meetings by email with words from the list.

**Suggesting**
Could we arrange a meeting for 10 on Monday?
Can we (1) ___________ on Monday at 10?
Would Monday at 10 be convenient for a meeting?
Could you let me know (2) ___________ the end of today?

**Accepting**
Monday’s OK.
Fine, my office.
Look (3) ___________ to seeing you.

**Rearranging**
Sorry, I’m busy on Monday.
I’m afraid I (4) ___________ I’m not in the office.
Could we (5) ___________ it Tuesday instead?
But could we say Tuesday?

3. Now it’s time to practise. Work with a partner.
- Write a short email to your partner to fix a meeting.
  Then give it to your partner.
- Reply to the email which you receive. Ask to rearrange the meeting. Then give your email to your partner.
- Reply to the email which asks to rearrange a meeting.

**Remember**
When arranging meetings by email, remember to:
- specify the time, date and place clearly
- refer to any attachments you are sending
- confirm when you receive documentation for the meeting.

Finally, read out one of your emails in class. Who is the best emailer?
Meet Gayle Martz and her dog Sherpa. Find out how Gayle changed her lifestyle.

Warm up
Which of these people’s lifestyles would you most/least like to have? Why?
- A peace-keeping soldier
- An artist
- An athlete
- A professional cyclist
- A teacher

Listen to this

Working with animals
1 We interviewed Gayle Martz. Listen to her talking about her business and her lifestyle. Are these sentences true or false? >>30.1

1 Gayle has a company which sells pet carriers. T F  
2 She started the company in 1990. T F  
3 She’s from New York. T F  
4 She eats a lot of vegetarian food. T F  

2 Listen again and answer these questions. >>30.1
1 How did Gayle get the idea for her company?  
2 How much is Gayle’s company now worth?  
3 What does Gayle always try to be?  
4 What does she do to relax?

What do you think?
Do you have a good work–life balance? Would you like to change your life like Gayle Martz? Why? Why not? Gayle says: ‘We are learning things all through our life and I always try to be a good learner.’ Are you a good learner?

The techniques you need … for learning vocabulary

During this course you have learned a lot of new words. You have also studied ideas about how to learn words. Now – at the end of the course – it is important to review some of these ideas and make a personal learning plan for the future.

1 Group words and expressions under themes. It makes them easier to remember.
Match the words and expressions in the boxes to the correct subject.

A  download  surf  website  online
B  fresh food  do yoga  I’m not very fit  lose weight
C  manager  I’m in charge of …  salary  I have my own business
2 Learn the verbs and nouns which go together. It makes your English more correct. Match each group of verbs (1-4) with a noun in the box.

1 fix / organise / have / cancel  
2 have / spend / save / lend  
3 send / write / read / delete  
4 have / drive / park / crash  

- a car
- a meeting
- money
- emails

3 Learn word families and how to use each word. It helps to build sentences. Which word in the box completes each sentence?

<table>
<thead>
<tr>
<th>Noun</th>
<th>organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verb</td>
<td>organise</td>
</tr>
<tr>
<td>Adjective</td>
<td>organised</td>
</tr>
</tbody>
</table>

1 I am very well  
2 It’s a very big  
3 I .................. training seminars for our sales staff.

It’s time to talk

Choose ideas from the action list and create an action plan to learn words in the future. Discuss your ideas with your partner.

Actions to build vocabulary

- Get a good dictionary
- Read – to consolidate and meet new words
- Go to more English classes
- Write in English every week
- Listen to English cassettes/CDs every week
- Test yourself regularly
- Speak English as much as you can

Review the words you know for 10 minutes every day.

My action plan

1
2
3
4
5
Saying goodbye

1. Complete the dialogues with phrases (a–j) below.

Organising airport transport

A: Linda, when are you leaving?
B: I’ve ordered a taxi for 1 o’clock.
A: I’m leaving the office early.
   (1) ……………, if you want.
B: (2) …………… but I can take a taxi.
   It’s no problem.

Exchanging contact information

A: (3) ……………
B: Oh, thanks, I’m afraid I don’t have one with me.
A: Don’t worry.
B: But (4) …………… and email address.
A: Great. (5) …………… on Monday with the information you want.

Giving a present

A: Before you go. (6) ……………
B: What’s this?
A: (7) …………… to say thank you.
B: It’s beautiful. Thank you very much.
A: (8) ……………. Thank you.

Saying goodbye

B: I have to go. The taxi’s here.
A: Well, (9) ……………
B: Yes, the same for me. It was great.
A: Have a good trip back.
B: See you soon, I hope.
A: (10) ……………. Bye.

a) it was nice working with you
b) Take care
c) I can take you to the airport
d) That’s very kind
e) My pleasure
f) this is for you
g) I’ll contact you
h) Here’s my business card
i) It’s a little present
j) this is my mobile number

Have a go

Cover the dialogues above and make your own, starting with the words below.

Organising airport transport

When...

Exchanging contact information

Saying goodbye

Before you …

I have to …

Here’s my ...

Remember

Learning a language is hard at first but it gets easier. Little but often is best. Can you do English for 20 minutes every day?

Enjoy your English.

Good luck!
Grammar

1 Catherine Wilson is talking to Brian Corrigan at a conference in Edinburgh. Look at Brian’s answers and write the questions Catherine asked.

1 I’m a trainer. I teach project management.

2 I’m staying at the Marriott Hotel.

3 We’re having dinner at an Indian restaurant at about 8.

4 Yes, I have. A long time ago. It’s a great city.

5 About 1983.

2 Compete the sales report using the past simple or the present perfect.

Sales report

This year is a good year for D&D so far. Overall sales (1) increased (rise) by 10%. This is mainly because our business in China (2) increased (rise) by 12%. This is much better than last year when sales (3) fell (fall) by 2%. In America there has been no change: so far we (4) stayed (stay) at the same level as the previous year. The best thing is the share price which (5) increased (go up) in value by 10%. This is better than in May when share prices (6) fell (go down) by 5%.

3 Choose the correct answer to complete the conversation between two salespeople at a trade fair in Hanover.

A: So, are you planning to stay in Hanover for the weekend?

B: No, I don’t have (1) much/many time. I’m just here for the exhibition.

A: I see. Are you meeting many customers here?

B: No, generally, we only meet (2) a few/a little customers here.

A: Do you get (3) much/many orders after your Hanover visit?

B: Yes, usually. It can generate a lot of business.

4 Complete these tips about language learning with the correct word or phrase from the box.

1 You (1) should try to learn a few words every day. This is important.

2 You (2) should speak a language as much as possible if you want to learn it.

3 You (3) should study for five hours every day. Twenty minutes every day is enough.

General vocabulary

1 Choose the correct answer to complete the sentences.

1 Pork, beef and lamb are all examples of meal/meat.

2 Another word for a sweet is a dessert/dessert.

3 Steak and kidney pie is a classic English dish/dish.

4 You order wine from the wine list/wine menu.

5 After the starter, you eat the main meal/main course.

6 When you are ready to pay, you ask for the bill/record.

2 Complete the sentences with the correct verb from the box.

save lend get

spend borrow pay

1 I saved a lot of money on CDs.

2 You can spend a lot of money by shopping in the sales.

3 Could I lend you €10, please. I forgot my wallet.

4 Could you lend me €10, please. I forgot my wallet.

5 I'll lend you back later. I promise!

6 I have to borrow some money out from a cash machine.
Business communication

1 Complete the missing words in the email.

Hi Franco
Many (1) th..........for your email.
Regarding the report you asked for, I need to (2) ap............. for the delay. I was very busy last week but can send it at the end of today.
About the meeting next week, please could you send an (3) ag............. to Jill – she’ll be attending.
Looking (4) fo.............. to seeing you next week.
Best (5) wi..............

2 Choose the correct answer to complete the phone conversation.

ANGEL: Sam, can we (1) make/fix a meeting for next week? I’d like to (2) discuss/talk the personnel plan for next year.
SAM: Sure, no problem. When is (3) comfortable/convenient for you?
ANGEL: Well, (4) what/what’s about next Thursday at 10 o’clock?
SAM: Fine. Can you send me an email to (5) confirm/repeat that?
ANGEL: OK, I can do that. So, (6) speak/see you on Thursday next week. Bye.
SAM: Yes, bye.

Pronunciation

1 Listen and write down the ten numbers and prices which you hear. R2.1

1
2
3
4
5
6
7
8
9
10

2 Listen to this conversation and mark the main stress in these sentences. R2.2

A: Are you staying for two or three days?
B: I’m planning to stay for three days.
A: Where are you staying?
B: I’m staying at Vanna’s house.
A: Have you been to Italy before?
B: I’ve been lots of times before!
Business vocabulary

1. Put the letters in the correct order.
   1. Another word for total sales
      runtrove
   2. Money your organisation spends to do business
      scots
   3. The name of the main department in a company which deals with money
      ninefac
   4. An amount of money which you can spend in a department, on training, for example
      dugbet
   5. The opposite of loss
      fiptor
   6. The difference between the total production cost of a product and the sales price
      raming

Social phrases

1. Match the questions (1–6) with the correct response (a–f).
   1. Can you show me where the meeting room is?
      a. Yes, I am.
   2. I'd like a wake-up call in the morning.
      b. Yes, there's a bank opposite the hotel.
   3. Is there a cash point near here?
      c. No problem.
   4. Can you recommend somewhere to eat?
      d. Of course. Follow me.
   5. Are you free for lunch on Tuesday?
      e. Certainly. What time?
   6. Could I borrow £10 until tomorrow?
      f. I know an excellent Chinese.

2. Annette is saying goodbye to Ian after a successful business meeting. Put the sentences in the correct order.
   1. A: Right, I must go. My taxi is outside.
   2. B: My pleasure.
   3. A: Take care. See you next month.
   4. B: Before you go, Annette, this is a little present just to say thank you.
   5. A: I shall eat these on the plane. OK, Ian, thank you again for everything.
   8. B: No problem. It was good to have you here.