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<th>Working with words</th>
<th>Language at work</th>
<th>Practically speaking</th>
<th>Business communication</th>
<th>Talking point</th>
<th>Outcomes – you can</th>
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<td>Present simple</td>
<td>How to spell</td>
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</tr>
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<td>Departments</td>
<td>Language at work</td>
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<td>Business communication</td>
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</tr>
<tr>
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<td>------------------------</td>
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<td>-------------------</td>
<td></td>
</tr>
</tbody>
</table>
| Departments and responsibilities | Prepositions of place and movement | How to use this, that, these and those | Leaving phone messages | Designing the perfect workspace | • describe departments and responsibilities  
• say where things are and give directions using prepositions  
• leave a phone message |

| Employment | Present continuous | How to tell the time | Arranging to meet | The right person for the job | • talk about professional qualities, skills and experience  
• talk about what you are doing now  
• tell the time  
• arrange a meeting |

| Competition | Comparatives | How to say prices | Comparing and choosing | Supermarket competition | • talk about competition  
• compare products and companies  
• say prices  
• talk about differences and similarities |

| Teamwork | Working in teams | Superlatives | How to respond to news | Giving opinions | Teamwork and personality types | • talk about teamwork  
• choose the best options  
• respond to news  
• give opinions |

| Travel | Staying at a hotel | Going to | Infinitive of purpose | How to talk about money | Eating out | More efficient business trips | • book a hotel room and ask about hotel services  
• talk about future plans  
• give reasons for actions  
• talk about money  
• order food in a restaurant |

| Schedules | Calendars and schedules | Present perfect | How to use prepositions of time | Planning a schedule | The revision game | • talk about schedules  
• talk about recent past actions  
• say when something happens  
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Practice files 86–109
Communication activities 110–119
Audio scripts 120–126
Irregular verb list 127
Welcome to *Business Result Second Edition Elementary*. In this book you will find:

- 12 units
- 4 Viewpoint video lessons
- Practice files
- Communication activities
- Audio scripts

What’s in a unit?

Starting point
- an introduction to the theme of the unit
- discussion questions

Working with words
- reading and listening about a work-related topic
- focus on key words and phrases
- practise the new words in speaking activities

Language at work
- grammar presented in authentic work contexts
- *Language point* box focuses on the key grammar points
- practise using the language in real work situations

Practically speaking
- focus on an aspect of everyday communication at work
- helps you to sound more natural when speaking
- practise speaking in real work situations

Business communication
- key expressions for authentic work contexts
- improve your communication skills for meetings, presentations, socializing, and phone calls
- *Key expressions* list in every unit

Talking point
- focus on interesting business topics and concepts
- improve your fluency with *Discussion* and *Task* activities
- *Discussion* and *Task* allow you to apply the topic to your own area of work

What’s in the *Viewpoint* lessons?

The *Viewpoints* are video lessons, which appear after every three units. The topics of the *Viewpoint* lessons relate to a theme from the main units and include:

- interviews with expert speakers
- case studies of real companies

Each *Viewpoint* is divided into three or four sections, with a number of short video clips in each lesson. A *Viewpoint* lesson usually includes:

- A focus to introduce the topic. This contains a short video showing people discussing the topic.
- Key vocabulary and phrases which appear in the videos.
- Main video sections which develop listening and note-taking skills, and build confidence in listening to authentic language in an authentic context.
- Activities which provide speaking practice about the topic of the lesson.

What’s in the *Practice files*?

Written exercises to practise the key language in:

- Working with words
- Business communication
- Language at work

Use the *Practice files*:
- in class to check your understanding
- out of class for extra practice or homework

The *Practice files* include a *Grammar reference* section with more detailed explanations of the grammar from each unit.

Follow the links (as shown below) to the *Practice file* in each unit.

›› For more exercises, go to *Practice file 6* on page 96
›› For more information, go to *Grammar reference* on page 97
Starting point
1. What is your name?
2. What is the name of your company?
3. What is your job?

Working with words | Countries, nationalities, jobs

Example: Dahlia is from India.

1. Look at these people. Say where they are from using words from the list.
   - India
   - the UK
   - Japan
   - Poland
   - Brazil
   - the USA
   - Italy
   - South Africa

- Dahlia
- Raquel
- Randy
- Lukasz
- Tiziana
- Charlotte
- Yuko
- Jacob
2 1.1 Say the nationality of the people using words from the list. Then listen and check.

*Example: Dahlia is Indian.*

Indian  British  Japanese  Polish  Brazilian
American  Italian  South African

3 1.2 Listen and underline the stress on these words.

Japan  Japanese  British  Italy  Italian
India  American  Brazilian  Polish  Africa

4 1.3 Look at the people in 1 again. Listen and write their job titles in the table. Use the words from the list.

*Sales Rep  Financial Director  Chief Executive Officer  Personal Assistant
Technician  Human Resources Manager  Receptionist  Team Leader*

<table>
<thead>
<tr>
<th>Name</th>
<th>Job title</th>
<th>Nationality of company</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Dahlia</td>
<td>Receptionist</td>
<td></td>
</tr>
<tr>
<td>2 Raquel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Randy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Lukasz</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 Tiziana</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 Charlotte</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 Yuko</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 Jacob</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5 1.3 Listen again and write the nationality of the speakers’ companies in the table in 4.

6 Which jobs in 4 are in your company? Which other jobs are in your company?

7 Work with a partner. Think of other directors, assistants and managers.

*marketing director  sales assistant  technical manager*

8 Complete this information about yourself.

My country: __________________________
My nationality: __________________________
My job: __________________________
Nationality of my company: __________________________

9 Work with a partner. Tell him/her about the information in 8.

I’m from ...
I’m ...
I’m a/an ...
My company is ...

10 Now tell the class about your partner.

He’s/She’s from ...
He’s/She’s ...
He’s/She’s a/an ...
His/Her company is ...
Language at work | Present simple | Possessives

1 Read about the company Marcegaglia and complete the profile.
Company name: Marcegaglia  
Head office:  
Products:  
CEO:  

MARCEGAGLIA

Marcegaglia is an Italian company and one of its main products is steel pipes. The company’s head office is in Italy, near Milan, but its customers aren’t only Italian. They are in countries all over the world. Marcegaglia is a family company. Antonio Marcegaglia and his sister Emma are the Chief Executive Officers. For Emma, the family company isn’t her only job. She is also the leader of the oil and gas company Eni.

2 Complete the table in Language point 1 below. Use the words in bold from the text in 1.

<table>
<thead>
<tr>
<th>LANGUAGE POINT 1</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Positive</strong></td>
<td><strong>Negative</strong></td>
</tr>
<tr>
<td>I</td>
<td><em>am</em></td>
</tr>
<tr>
<td>You/We/They</td>
<td>___</td>
</tr>
<tr>
<td>He/She/It</td>
<td>___</td>
</tr>
</tbody>
</table>

*For more information, go to Grammar reference on page 87.*

3 1.4 Read the interview about Marcegaglia. Underline the correct verbs in italics. Then listen and check.
A So, it’s are Marcegaglia a family company?
B Yes, it’s/are. Steno Marcegaglia started the company in 1959, and his children Antonio and Emma are the CEOs.
A Is/are they from a big family?
B No, they aren’t from a small family, but Marcegaglia isn’t ‘m not a small company. It’s/’re a multi-billion euro company with 7,000 employees.
A And/are they in Italy?
B They’re/are in Italy and in many other countries, too, such as Brazil and China.

4 Complete sentences 1–5 with the correct form of the verb be. Make the sentence true about you.

*Example:* I’m not Spanish. (I’m French.)
1 I’m Spanish.
2 My company Polish.
3 Our customers in Asia.
4 My work colleagues my friends.
5 English important in my company/job.
5 Read the possessive sentences in Language point 2. Use the words in bold to complete the table.

**LANGUAGE POINT 2**
Is your company American?
My company is Italian.
Our company is a steel company.
Its customers are all over the world.
Emma is CEO. Her brother Antonio is also CEO.
Their father started the company. His name was Steno.

I → my → ______  you → ______  he → ______  she → ______  
it → ______  we → ______  they → ______

6 Work with a partner. Look again at the sentences in 4. Ask and answer questions about the sentences with Is/Are ...?
Example: A Are you Spanish? B Yes, I am. / No, I’m not.

7 Look at the profile of Sofia Aguilera. Complete the interview with her below. Use words from 5.

**Name:** Sofia Aguilera  
**Country:** Mexico  
**Company name:** Webmex Solutions  
**Job:** Managing Director  
**Customers:** Small businesses

**Interviewer** Is your business a family company?
**Sofia** Yes, it is. Husband is the Technical Manager. Name is Orial. And daughter is the Sales Manager. Name is Martina.

**Interviewer** Is it an IT company?
**Sofia** Yes, it is. Customers are small businesses. We work with websites.

**Practically speaking | How to spell**

1 **1.5** Listen and repeat the groups of letters. Why are they in these groups?

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>A H J K</td>
<td>B C D E G P T V (Z)</td>
<td>F L M N S X (Z)</td>
</tr>
<tr>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>I Y</td>
<td>O</td>
<td>Q U W</td>
</tr>
<tr>
<td>7</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>R</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2 **1.6** Listen to two conversations. Write the names.

1 ________________  2 ________________

3 What is the question in each conversation? ________________

4 Work with a partner. Say and spell:
* your name  
* your company’s name  
* your job title
Business communication | Saying hello and goodbye

1 ► 1.7 Two visitors are in Reception. Listen and complete this visitor board.

FRIDAY 12TH SEPTEMBER
WELCOME TODAY TO:
MR ALEK 1 ____
MS 2 ____ WOZNIAK
VISITING:
MRS 3 ____ DA ROCHA

2 ► 1.7 Match expressions 1–6 to responses a–f. Then listen and check.
1 Hello. My name is Alek Gorski. ___ a Pleased to meet you.
2 I’m Eva, Maria Da Rocha’s assistant. ___ b No. How do you do?
3 This is my assistant, Elzbieta Wozniak. ___ c How do you do, Mr Gorski?
4 It’s good to see you again. ___ d I’m fine.
5 How are you? ___ e Nice to meet you.
6 Do you know Elzbieta? ___ f And you.

3 Put expressions 1–6 and their responses in 2 into these categories.
1 Saying hello and introducing yourself: ____, ____,
2 Introducing someone: ____, ____,
3 Saying hello to someone you know: ____, ____,

4 Work in groups of three. Practise this conversation.

A Say hello to B (a colleague).

B Say hello to A (a colleague) and introduce C.

C Say hello to A (this is your first meeting).

5 Now change roles and practise the conversation again.

6 Complete this conversation with the expressions from the list.
Have a good journey   See you soon   Nice meeting you
Maria 1 ____, Alek.
Alek Yes, goodbye, Maria.
Maria 2 ____, Elzbieta.
Elzbieta Nice meeting you, too.
Maria Bye. 3 ____. Alek
Thanks. Bye.

7 ► 1.8 Listen and check. Then practise the conversation in 6 in your groups of three.

For more exercises, go to Practice file 1 on page 86.

8 Repeat the conversation in 4 and then say goodbye to Student A, B or C.
**The introductions game**

Play the introductions game with a partner.

Begin on START. Toss a coin.
Heads = move 1 square.
Tails = move 2 squares.
On a white square, follow the instruction.
On a blue square, respond.
The winner arrives on FINISH first.

<table>
<thead>
<tr>
<th>FINISH</th>
<th>Tell your partner about your colleagues – names, jobs, nationalities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask your partner: name? job? nationality?</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>14</td>
</tr>
</tbody>
</table>

| 16 | Introduce your partner to a customer. |
| 14 | Goodbye. |

<table>
<thead>
<tr>
<th>10</th>
<th>Are you from Japan?</th>
</tr>
</thead>
</table>

| 10 | Introduce the person on card A to your partner. |
| 11 | Tell your partner about your boss – name, job, nationality. |

<table>
<thead>
<tr>
<th>8</th>
<th>Are you French?</th>
</tr>
</thead>
</table>

| 8 | Spell your company’s name. |
| 7 | Hello, my name’s Annie Da Silva. |

| 7 | Introduce yourself with the information on card B. |
| 1 | How do you spell your name? |

<table>
<thead>
<tr>
<th>1</th>
<th>Introduce yourself – give your name, job and nationality.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>A</th>
<th>NAME MR STANISLAV BEYER</th>
</tr>
</thead>
</table>

| NAME | JOB MARKETING ASSISTANT | WARSAW, POLAND |

<table>
<thead>
<tr>
<th>B</th>
<th>NAME Ms Lesley Johnson</th>
</tr>
</thead>
</table>

| JOB | Technical Engineer | Middlesex, UK |
Starting point

1. What nationality are these companies: Lufthansa, Sony?
2. What do these companies produce: Philips, Bayer?
3. What do these companies provide: Banco do Brasil, CNN?

Working with words | Company types and activities

1. Match these company types to the pictures 1–8.
   
   pharmaceuticals    real estate    electronics    recruitment
   hotel               software     financial services    automobile

2. ▶ 2.1 Listen to three people at a job fair. Which words do you hear from 1?

3. ▶ 2.1 Listen again and complete these sentences.
   1. Natasha works for a ________ company. She provides staff in the ________ industry.
   2. Malik’s company produces ________ for ________ companies.
   3. William works in ________. He wants a job in the ________ industry.

4. ▶ 2.2 Listen and underline the stress in these words.
   pharmaceuticals    electronics    recruitment
   hotel               finance        automobile

5. What type of company is your company? What type of companies do you work with?
6 A company produces products and it provides services. Write product or service next to the words in 1–6.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>GlaxoSmithKline</td>
<td>provides/produces</td>
<td>electronic equipment 1</td>
</tr>
<tr>
<td>Microsoft</td>
<td></td>
<td>finance 2</td>
</tr>
<tr>
<td>Sony</td>
<td></td>
<td>software 3</td>
</tr>
<tr>
<td>Manpower</td>
<td></td>
<td>cars 4</td>
</tr>
<tr>
<td>Toyota</td>
<td></td>
<td>staff 5</td>
</tr>
<tr>
<td>Deutsche Bank AG</td>
<td></td>
<td>pharmaceuticals 6</td>
</tr>
</tbody>
</table>

7 Work with a partner. Take turns to make sentences about the companies in 6.

Example: Sony produces electronic equipment.

8 Does your company produce products or provide services? Or both?

9 ▶2.3 Listen to a presentation about Kikkoman. Number the presentation slides A–D in the order you hear them 1–4.

A ____
B ____
C ____
D ____

10 Complete the presentation with the verbs from the list.

employ sell export provide buy develop

Kikkoman is a Japanese company and we 1 ____ 400 million litres of soy sauce every year. We 2 ____ around 6,000 people in total. We 3 ____ soy sauce all over the world, including Asia, North America, Australia and Europe. We also 4 ____ new products for the pharmaceuticals industry. Restaurants, supermarkets and Asian food shops 5 ____ our products and we also 6 ____ lessons in Japanese cooking – using Kikkoman products, of course!

11 ▶2.3 Listen again and check your answers to 10.

12 Prepare a presentation about your company. Use some of the sentences below.

1 I’m ____
2 I’m from ____
3 I work for ____
4 We produce/provide ____
5 We employ ____
6 We develop ____
7 We export to ____
8 We sell our products to ____

13 Now give your presentation to the class.
Language at work | Present simple

1 CJ is a Korean company with different business areas. Match these business areas to pictures A–D below.

Bio Pharma  Food and Food Service  Home Shopping and Logistics  Entertainment and Media

A

We 1 produce / produces sugar and cooking oil. The company 2 have / has restaurants, cafés and food shops. It 3 provide / provides meals for restaurants, schools and hospitals.

B

We 4 export / exports medicines to countries around the world and we 5 develop / develops new biotechnological products.

C

The company 6 produce / produces films for the Korean market and abroad. We 7 import / imports films from foreign production companies ... and we 8 have / has eight cable TV channels ... and a chain of cinemas.

D

We 9 provide / provides a home shopping service. We 10 have / has a logistics centre. It 11 provide / provides transport and delivery services.

2 ➤ 2.4 Listen to an interview about CJ and underline the correct verbs in italics in 1.

3 ➤ 2.5 Listen and complete these questions and answers about CJ.

1 A ________ ________ export these products?
   B Yes, we ________.
2 A ________ the ________ import films, too?
   B Yes, ________ ________.
3 A ________ CJ provide financial services?
   B No, it ________ provide financial services.
4 A ________ you ________ medicines?
   B No, ________ _________. We export medicines.
4 Answer the questions in the Language point.

**LANGUAGE POINT**

The verbs in 1 are in the present simple. We use the present simple for general facts. Complete explanations 1–5 of how to form the present simple.

1 We add -s or -es to the verb after he, she and ___.
2 We make questions with the words _________ and _________.
3 We make negative sentences with the words _________ and _________.
4 We make positive short answers with Yes, he _________ / Yes, I _________.
5 We make negative short answers with No, she _________ / No, we _________.

In conversation, we answer questions with short answers.

A Do you export these products?
B Yes, we do. NOT Yes, we export.

For more information, go to Grammar reference on page 89.

5 Work with a partner. Name a company from a business area in 1. Use the words in italics to talk about the company.

*Example: Canal Plus is a media company. It produces films for the European market.*

6 Work with a partner. Ask and answer questions using the prompts below.

... you work for ...?
... your company export / import ...?
... your company produce / provide ...?
... your company develop / deliver ...?
... you have ...?
... your department employ ...?
... your customers buy ...?

*Example: A Do you work for an Italian company? B No, I don’t. I work for a Brazilian company.*

For more exercises, go to Practice file 2 on page 89.

**Practically speaking | How to say numbers**

1 Can you say the numbers in A–D?

2 **2.6** Listen and match A–D in 1 to the speakers 1–4.

1 ___ 2 ___ 3 ___ 4 ___

3 Work with a partner. Ask and answer these questions with numbers.

1 What year is it now?
2 What year is the next Olympic Games?
3 What’s your office phone number?
4 What’s your company’s reception phone number?
5 What’s the number of employees in your company?
6 What’s the price of your company’s main product or service?
7 What’s the price of your journey to work?
Business communication | Making phone calls

1. Listen to two phone calls. Choose the correct names or words in italics to complete the sentences.

1. The receptionist puts Anna / Peter through to Anna / Peter.
2. Anna knows / doesn’t know Peter.
3. Anna is calling about the bank / an email.
4. Raymond Saddler calls his office / a hotel.
5. The receptionist puts / doesn’t put Raymond through to another person.
6. Raymond is calling about meeting rooms / hotel rooms.

2. Listen to the two phone calls again. Who says these expressions from the two phone calls? Tick (√) the correct box.

<table>
<thead>
<tr>
<th>Caller</th>
<th>‘Receiver’/Receptionist</th>
<th>Caller and ‘Receiver’</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Good morning. TE Media.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Good morning. This is Anna Lillis from OPT Bank.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Is Peter Bawden there, please?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Yes, I’ll put you through.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 Hello, Peter Bawden speaking.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 Hi, Peter. It’s Anna Lillis.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 I’m calling about ...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 See you (soon).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 Hello. The Dubai Grand Hotel.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 How can I help you?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11 Thanks for your help.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 You’re welcome.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Complete the two phone calls. Use the expressions in 2 to help you. Practise the phone calls with your partner. Use your own name and company name.

1. A Hello, Dubai Hire Cars. How _______ I _______ you?
   B Hello. This is _______ from _______. I’m _______ _______ your prices ...
   ... and you can pay by credit card.
   A That’s great. Thanks for your _______.
   B _______ welcome.
   A Goodbye.
   B _______.

2. A Good morning. _______
   B Good morning. This is _______ from _______. _______ Niki Alstrom _______, please?
   A Yes, I’ll _______ you _______.
   B Thanks ...
   ... Good. See you tomorrow then.
   A Yes. _______ _______. Bye.

For more exercises, go to Practice file 2 on page 88.

4. Work in groups of two or three. Practise starting and ending phone calls. Use these reasons for calling, or your own ideas:
   • today’s meeting  • next week’s visit  • the conference hotel
Hungary: country profile

Hungary is a European country and it exports many of its products to other European countries. Important products are cars, textiles and pharmaceuticals. Audi and Suzuki have factories in Hungary and export many cars. Hungary also produces wheat and sunflower seeds. It imports products from Europe, Russia and China. Oil and gas are very important imports. Many people visit Hungary, and hotels, restaurants and tourist companies provide services for them.

Discussion

1. What does Hungary export and import? What types of business are important in Hungary? Read the country profile and check your ideas.
2. Work with a partner or in small groups. Discuss these questions.
   1. How is Hungary the same or different from your country?
   2. What types of business are important in your country?
   3. What does your country produce?
   4. What products does it export and import?
   5. What services does it provide?

Task

1. Work in groups of four. Student A, turn to page 110. Student B, turn to page 116. Student C, turn to page 117. Student D, turn to page 114. Take turns to read out each of your sentences. Use the information to complete your company profile.
Location

Starting point
1. Does your company have offices or operations in different countries? Where?
2. Do you always work in the same place? What places do you visit for your job?
3. Where is your head office?

Working with words | Location and workplace
1. Match the workplaces to pictures 1–5.
   - Research and development (R&D) centre
   - Factory
   - Distribution centre
   - Sales office
   - Head office

2. Work with a partner. Read sentences 1–5. Which workplace from 1 do they describe?
   1. We make all our products here.
   2. We design new products here.
   3. Our sales reps visit customers four days a week, but come here on Fridays.
   4. The Managing Director and all the other company directors work here.
   5. The products come here and we deliver them to customers.

3. Read about the LEGO Group. Where does it operate?

CHILD’S PLAY

LEGO® produces play materials for children. LEGO bricks and toys are popular all over the world and the company sells them in more than 140 countries. LEGO is a Danish company and its name is from the Danish phrase ‘leg godt’ (play well). It operates on six continents and has about 14,000 employees. There are also LEGOLAND® parks in Asia, Europe and North America.
4. Look at the map of LEGO’s locations around the world. Match the continents below to the numbers from the map 1–6.

- Africa __
- Australia __
- North America __
- Asia __
- Europe __
- South America __

5. 3.1 Listen to a presentation about the LEGO group. How many sales offices are there in each continent? Write the numbers in the table.

<table>
<thead>
<tr>
<th>Number of sales offices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Europe</td>
</tr>
<tr>
<td>South America</td>
</tr>
<tr>
<td>Asia</td>
</tr>
<tr>
<td>Australia</td>
</tr>
<tr>
<td>North America</td>
</tr>
<tr>
<td>Africa</td>
</tr>
</tbody>
</table>

6. 3.1 Listen to the presentation again. Tick (✓) the workplaces that are in each country in the table.

<table>
<thead>
<tr>
<th>Head office</th>
<th>R&amp;D centre</th>
<th>Factory</th>
<th>Distribution centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>China</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Czech Republic</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Denmark</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hungary</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mexico</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USA</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For more exercises, go to Practice file 3 on page 90.

7. Prepare a presentation about your company or a company you know well, or use the information about the company below. Write notes about its workplaces and the locations. Give your presentation to your partner or the class. Use some of these phrases and audio script 3.1 to help you.

Good morning, Today, I’d like to tell you about …  We are … / We have …

Company: AstraZeneca pharmaceuticals

Head office: London, UK

R&D centres: Södertälje, Sweden (+ in North America and India)

Factories: 27 in 19 countries

Sales offices: 32 in Europe
- 16 in North America
- 12 in South America
- 28 in Asia and the Middle East
- 13 in Africa and Australia
Language at work | There is/are | Some/any

1. Read about Singapore. Why is it a good location for business?

Three reasons to choose Singapore for your business

Location
Singapore is a small island country in the centre of South-East Asia, and it is the perfect place to do business in the region. There are flights to about 300 cities around the world from its busy Changi Airport, and there is a harbour for the import and export of goods by sea.

Business
Thousands of international businesses choose Singapore for their regional headquarters. There are low taxes for businesses to pay and there aren’t any problems with visas for foreign workers. Singapore is also a great place to have a conference because there are hundreds of hotels and large exhibition centres. For example, there is the Changi Exhibition Centre near the airport.

The city
Singapore is a great place to live and work. There are some excellent schools, hospitals and other public services. And there isn’t a crime problem – it’s a very safe city.

2. Answer the questions in the Language point.

LANGUAGE POINT
Look at the words in bold in the text in 1. Complete the table with is, are, isn’t and aren’t.

<table>
<thead>
<tr>
<th>Singular noun:</th>
<th>Positive</th>
<th>Negative</th>
<th>Questions</th>
<th>Short answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>There</td>
<td>(an airport)</td>
<td>there ain’t (an airport)?</td>
<td>Yes, there ______. No, there ______.</td>
<td></td>
</tr>
<tr>
<td>Plural noun:</td>
<td>There (two airports)</td>
<td>there (two airports)?</td>
<td>Yes, there ______. No, there ______.</td>
<td></td>
</tr>
</tbody>
</table>

Read these sentences from the text in 1. Choose the correct words in italics to complete the explanations 1–3.

There are some excellent schools, hospitals and other public services. There aren’t any problems with visas for foreign workers.

1. We use some and any with singular/plural nouns.
2. We use some/any with there in positive sentences.
3. We use some/any with there in negative sentences.

For more information, go to Grammar reference on page 91.

3. Two people are discussing a location for a conference. Complete their conversation with the words from the list. Then listen and check.

there are | there is | there isn’t | is there | are there
A. Dubai is a great location for a conference. The weather is always good.
B. What about the airport? 1 ______ lots of international flights?
A. Yes, 2 ______. And 3 ______ a problem with transport from the airport because public transport is excellent in Dubai.
B. But 4 ______ a good place for a conference?
A. Yes, 5 ______. It’s the Dubai International Exhibition and Convention complex. It’s perfect.

For more exercises, go to Practice file 3 on page 91.
4 Work with a partner. Ask and answer questions about two hotels in Dubai. **Student A**, turn to page 116. **Student B**, ask **Student A** about The Arabian Garden Hotel. Write notes in the table below.

*Example:* Is there a bus to the airport?

<table>
<thead>
<tr>
<th></th>
<th>The Arabian Garden Hotel</th>
<th>The Dubai Grand Hotel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus to the airport?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Car park?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restaurants and bars?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leisure facilities (swimming pool, gym)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services (Internet, bank)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conference/Meeting rooms?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other services?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5 Now repeat the exercise in 4. **Student A**, ask **Student B** about The Dubai Grand Hotel and write notes in the table. **Student B**, turn to page 116.

6 Now compare the two hotels and choose one for a conference.

---

### Practically speaking | Saying email and postal addresses

1. How do you say these email and postal addresses?
   1. peter.tieng@forresters.ca
   2. alina_dl@gmail.com
   3. jobs-info@topcommunications.co.uk
   4. Accounts Dept, Blair & Browns, 99 Edward Street, Toronto, M5V 2MD
   5. 21 Old School Rd, Glasgow, G21 4YU
   6. 742 Quaker St, Seattle, 98104

   ► 3.3 Listen and check. Practise the addresses with a partner.

2. Match symbols and abbreviations 1–8 to meanings a–h.
   1. @ ___  5. St ___  a. Street  e. department
   2. & ___  6. Rd ___  b. Road  f. hyphen (dash)
   3. . ___  7. Dept ___  c. at  g. underscore
   4. _ ___  8. - ___  d. and  h. dot

3. ► 3.4 Listen to a phone conversation. Complete the postal and email addresses.
   Postal address: ___________ ___________, Cambridge, __________
   Email address: chris __________

4. ► 3.4 Listen again. Number expressions a–i in the order you hear them 1–9.
   a. Can you spell ... for me? ___
   b. What’s the postcode, please? ___
   c. Sorry, can you repeat that, please? ___
   d. Can you give me your address, please? ___
   e. Yes, that’s right. ___
   f. What’s your email address, please? ___
   g. Is that 30 ...? ___
   h. No, it’s ... , not ... ___
   i. So that’s ... ___

5. Work with a partner. Ask for and give contact details. **Student A**, turn to page 110. **Student B**, turn to page 116.
Business communication | Ordering by phone

1 Work with a partner. Discuss these questions.
   1 Do you order products and services by phone? What do you order?
   2 Do your customers order products and services by phone? What do they order?
   3 Who are your suppliers at work? Where do they deliver their products?

2 ➤ 3.5 A customer calls a supplier. Listen to their conversation. Who asks for or about the things 1–7? Write C (customer) or S (supplier).
   1 three whiteboards ___ 5 a delivery address ___
   2 the product code ___ 6 to confirm by email ___
   3 the price ___ 7 an email address ___
   4 to deliver tomorrow ___

3 ➤ 3.5 Listen again and complete these questions with the words from the list.
   I (x3) you (x4) me order repeat tell confirm say have check
   1 Can ______ order some whiteboards, please?
   2 Can ______ the product code?
   3 Can ______ the delivery time, please?
   4 Can ______ your delivery address?
   5 Can ______ the post code, please?
   6 Can ______ my order by email, please?
   7 Can ______ that more slowly?

4 ➤ 3.5 Listen to the conversation again. Complete the table with these expressions.
   Got it. I’m sorry, but … Sure. Yes, of course. Yes, that’s right.

<table>
<thead>
<tr>
<th>Saying ‘yes’ to a request</th>
<th>Saying ‘no’ to a request</th>
<th>Saying you understand</th>
<th>Saying something is correct</th>
</tr>
</thead>
</table>

5 Work with a partner. Take turns to ask and answer the questions in 3.

➤ For more exercises, go to Practice file 3 on page 90.

6 Work with a partner. Student A, call Student B to order some mobile phones. Use the prompts below to have a conversation.

- A order → mobile phones
- A DFK 1678
- A OK → delivery tomorrow?
- A 35 Waldorf Street
- A confirmation by email?
- A purchasing@bcom.biz
- A order → mobile phones
- A DFK 1678
- A OK → delivery tomorrow?
- A 35 Waldorf Street
- A confirmation by email?
- A purchasing@bcom.biz
- A thank
- A thank and goodbye

**What is the best city for your conference?**

Before you choose the right hotel or conference centre for your event, it is important to choose the best city. How do you choose the best city? These questions can help you:

- Is it easy for people to arrive in the city by air, train or car? People don’t want to have a difficult journey to get to your event.
- Is it easy to travel around the city after you arrive? For example, from the airport to the city or from the train station to the conference location. Is there a good public transport system or taxi service?
- Is there a good choice of conference centres and hotels? Do these places have good facilities? For example, car parking space, restaurants, meeting rooms, Internet access.
- How much does it cost? Is transport and accommodation in the city cheap, or expensive?

The answers to these questions can help you find the perfect city for your conference.

**Discussion**

1. How do you choose the best city for a conference? Read the article above for some ideas. Can you think of any other ideas?

2. Do you go to conferences? What is good or bad about the conference locations?

3. Is your city a good location for a conference? Why/Why not?

4. What do you think is the perfect location for a conference? Why?

**Task**

1. Work with a partner. Read about two different cities: Vienna and Vancouver. **Student A**, turn to page 111. **Student B**, turn to page 117.

2. Take turns to tell your partner about each city. While you listen to your partner, complete your table with details about the other city.

3. Which city do you think is the best for an international conference, using the ideas from the article above?
Focus

1 Work with a partner. Practise this conversation.
   Student A: You are in your place of work. Welcome a new visitor and talk about your workplace.
   Student B: You are the visitor. Ask Student A questions about his/her job, company and place of work.

2 Swap roles in 1 and repeat the conversation.

3 Watch five people talking about their job, company and place of work. Make notes about their answers in the table.

<table>
<thead>
<tr>
<th>Speaker 1</th>
<th>Company</th>
<th>Place of work</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4 Compare your notes in 3 with a partner.

Describing an office

5 Read these groups of words for describing an office. Which word is NOT correct in each group?
   1 Furniture: desk, shelves, webcam, chair
   2 Equipment: phone, printer, door, laptop
   3 Age: modern, new, quiet, old
   4 Facilities: kitchen, client, toilets, parking
   5 Size: noisy, small, big, medium-sized
   6 Appearance: fast, attractive, beautiful, light
6 02 Watch a video of different offices. Which words in 5 describe what you see?

7 Work with a partner. Describe your office or place of work using the words in 5.
   *Example:* It has three desks with phones. It’s modern and there are good facilities.

**Looking at offices**

8 03 Tom Sutherland is a web designer. At the moment he works from home but he needs an office. Watch Part 1 of the video and answer questions 1–3.
   1. Why does Tom want a new office?
   2. Where is the first office?
   3. What equipment and facilities are there in the first office?

9 04 Now watch Part 2 of the video and answer questions 1–3.
   1. Where is the second office?
   2. What equipment and facilities are there in the second office?
   3. Can Tom decide?

10 05 Watch the whole video again. Write down positive and negative things about each office.

<table>
<thead>
<tr>
<th></th>
<th>Positive</th>
<th>Negative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office 2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Choosing an office**

11 Work with a partner. Which is the best office for Tom? Discuss these things:
   - the location and facilities
   - the furniture and equipment
   - the age, size and appearance

12 Present your answers in 11 to the class. Do you all agree? Why/Why not?
Starting point
1. What technology do you use for work?
2. Do you use the same technology at home?
3. Compare your answers with the class.

Working with words | Technology and functions

1. Do you use online or mobile banking? Why/Why not?
2. Read this text about mobile banking. Why is mobile banking useful?

MONEY ON THE MOVE

All over the world more and more people use mobile banking. In the UK, experts say that 60% of adults will use their smartphone or tablet to manage their money by the year 2020.

To start, just download your bank’s mobile banking app onto your smartphone or tablet and register your mobile device. If you don’t want to download the app, you can access the bank’s website on your tablet or laptop.

With some banks in the UK, you can use the Paym payment system to send and receive money to and from your friends and family. You don’t need their bank account information, only their mobile phone number.

With mobile banking, you can:
• Log in and access your bank account anytime you have Internet access.
• See all your accounts and move money easily between accounts.

3. Match the words in bold from the text in 2 to pictures 1–6.

4. ▶4.1 Listen to the conversation about the Paym system. Number the stages a–e in the correct order 1–5.
  a ___ log in to your mobile banking
  b ___ register for the Paym service
  c ___ the person who gets the money receives an SMS message confirmation of the payment
  d ___ open your mobile banking app or the bank’s website
  e ___ enter the details, for example the amount of money you want to send
5 4.2 Work with a partner. Use the words from the list to complete these phrases from the conversation. Then listen and check.

- text message
- contact list
- battery
- username
- screen
- button
- password
- power
- point
- link

1. Log in (to your account) with your _______ and _______.
2. Press the Paym _______ or click on the Paym _______ if you are using your laptop.
3. On the next _______ you can enter the details.
4. It’s a bit like sending a _______.
5. Select someone from your _______.
6. A: I need to charge my phone first. The _______ is low.
   B: OK. There’s a _______ over here.

6 Match the verbs in A to the nouns in B.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>access</td>
<td>a battery / a phone</td>
</tr>
<tr>
<td>charge/recharge</td>
<td>a button / a link</td>
</tr>
<tr>
<td>click on</td>
<td>a contact / an account</td>
</tr>
<tr>
<td>download</td>
<td>a device / for a service</td>
</tr>
<tr>
<td>key in / enter</td>
<td>a text message / money</td>
</tr>
<tr>
<td>link</td>
<td>a website / an account</td>
</tr>
<tr>
<td>log in (to) / log out (of)</td>
<td>an account / a device</td>
</tr>
<tr>
<td>register</td>
<td>an account / a website</td>
</tr>
<tr>
<td>select</td>
<td>an app</td>
</tr>
<tr>
<td>send/receive</td>
<td>the details / a phone number</td>
</tr>
</tbody>
</table>

For more exercises, go to Practice file 4 on page 92.

7 Look at actions 1–6. Make verb + noun phrases about each picture.

8 Work with a partner. Tick (√) the actions in 6 and 7 that you do at work. Tell your partner when you do the actions.

Example: I log in to my email account every morning. I recharge my phone battery once a week.

9 Technology words are often the same or similar in different languages. Are the words in 5 and 6 similar in your language? What about other technology words?
Language at work | Adverbs of frequency | Questions

1. Do you work eight hours a day? How many hours a week do you work?

2. Read this article and answer questions 1–3.
   1. Do they work eight hours a day?
   2. Do they arrive on time?
   3. Do they take breaks?

How often do you work nine or ten hours a day? Well, imagine these workers: They always work 16 hours a day, seven days a week. They are never late for work because they never leave the building. They rarely take breaks – only to recharge their batteries. Of course, they aren’t human, they’re robots.

So where do these robots work? Staples – the US office product distributor – employs them in its warehouse in Chambersburg, Pennsylvania. 50% of staff are robots who move items around the warehouse. Because the new ‘employees’ are so good, Staples wants more in its other 29 warehouses.

3. Does your company use robots? If not, do you have jobs for a robot in your place of work?

4. Answer the questions in Language point 1.

Language point 1

Complete this scale with the adverbs in bold in 2.

1 _______ 2 _______ sometimes often usually 3 _______

0% ——— 50% ——— 100%

Read these sentences then underline the correct word in italics in a and b.

They always work 16 hours a day.
They rarely take breaks.
They are never late.

a. With all verbs except be, the adverb goes before / after the verb.
b. With be, the adverb goes before / after the verb.

For more information, go to Grammar reference on page 93.

5. Make true sentences about you. Use an adverb of frequency.

Example: 1 often work ten hours a day.

1 I work ten hours a day.
2 I’m late for work.
3 I take breaks.
4 I work five days a week.
5 I’m sick and take a day off.

6. Work with a partner. Ask and answer questions about the sentences in 5.

Use an adverb in your answer.

Example: A Do you work ten hours a day?
B No, I never work ten hours a day. I work …
7 Find two questions in the article in 2. What are the question words?

8 Answer the questions in Language point 2.

**LANGUAGE POINT 2**

Match questions 1–7 to answers a–g.

1. Who do the robots work for? ___
2. What does Staples deliver? ___
3. Where do the robots work? ___
4. How often do they take a day off? ___
5. When do they stop work? ___
6. Why do they stop work? ___
7. How does Staples use the robots? ___

a. Office products.
b. After 16 hours.
c. To recharge their batteries.
d. To move items.
e. Never.
f. In the warehouse.
g. For Staples.

What do the question words in bold in 1–7 refer to?

a. The way/method ___ How
b. General information ___ What
c. Time _______
d. People _______
e. Places _______
f. Reasons _______
g. Frequency _______

9 Work with a partner. Ask and answer questions about your company and your work. Use these prompts.

Who / work for?
What / produce or provide?
Where / work?
Why / like / your job?
When / start / work?
How often / take / day off?

For more exercises, go to Practice file 4 on page 93.

**Practically speaking | How to use sequencing words**

1. Listen to how the robots at Staples do their job. Number the stages a–e in the correct order 1–5.

   a. ___ the person takes the correct items for the order 
   b. ___ the warehouse computer receives customer orders
   c. ___ the robot returns the box and starts again
   d. ___ the robot finds the box and delivers it to a human co-worker
   e. ___ the computer tells a robot to find the correct box

2. Listen again and match the words below to the five stages a–e in 1.

   Example: First of all, the warehouse computer receives customer orders.
   first of all ___ finally ___ after that ___ then ___ next ___

3. Think of stages for a process at work or your typical day. Tell your partner the stages with the sequencing words in 2.

   Example: First of all, I check emails. Then, I send new orders to the warehouse. Next, I …
Business communication  |  Asking for and offering help

1  Do you share files at work? How do you share them? Do you use file-sharing systems like Dropbox, Hightail, Google Drive, etc? What problems do you have when you share files?

2  ➤4.4 Listen to two colleagues, Nathan and Melissa. Underline the correct words in italics.
   1  Nathan can’t log in to / log out of his company’s file-sharing system.
   2  The password uses lower-case letters / UPPER-CASE LETTERS.
   3  Nathan can’t find the meetings / project folder.
   4  Nathan finds / doesn’t find the folder by using the search box.
   5  You need to log in / accept an invitation to share the folder.
   6  Nathan finds the email invitation in his inbox / the file-sharing system.
   7  Nathan clicks on view folder / share folder.
   8  Nathan can / can’t see the folder now.

3  ➤4.4 Listen again. Number the expressions a–j in the order you hear them 1–10.
   a  Yes, of course. __
   b  Do you want a hand? ___
   c  Can you help me? ___
   d  That would be great, thanks. ___
   e  I don’t know how to do that. ___
   f  Sure. ___
   g  How do I do that? ___
   h  Yes, please. ___
   i  Can I help? ___
   j  Can you give me a hand? ___

4  Work with a partner. Are the expressions in 3 asking for help (A), offering help (O) or responding (R)? Write the letter next to the expression.
   Example: Can you help me? A

   ➤ For more exercises, go to Practice file 4 on page 92.

5  You have a list of technical problems below. Move around the class and ask different people for help. Use the key expressions to find someone who can help you to:
   • log in to your company’s Internet/intranet
   • download an app to your tablet
   • share a large file with a group of people
   • access a list of contacts at work
   • use the projector with your laptop
   • connect your smartphone to your computer

6  Work with a partner. Make a list of some other things you need help with at work. Then join another group and ask them for help.
Making use of technology

Discussion

1 Look at the technology products A–F. What are they and what are they used for?

2 ▶ 4.5 Listen to six people talking about why they use the products in 1.
   Which products A–F are they talking about?
   1  2  3  4  5  6

3 Which of the products in the pictures do you use? Are they useful? Write each product in the table below. Add other technology products that you use.

<table>
<thead>
<tr>
<th>Very useful</th>
<th>Useful</th>
<th>Quite useful</th>
<th>A little useful</th>
<th>Not very useful</th>
<th>Not useful</th>
</tr>
</thead>
</table>

4 Work with a partner and discuss your answers in 3. Give reasons for your answers.

5 Work in small groups. Discuss your answers in 3 and 4. Which is your group’s favourite product?

Task

1 Work in small groups. Choose one of the topics below. Think of a new product or technology idea that can make our lives better in this area. What is it? Describe it, how it works and why it is useful.
   - communication
   - travelling/commuting
   - health
   - at work
   - studying/learning
   - free time / sport / hobbies
   - sleeping
   - food and drink

2 Present your idea to the rest of the class. While you listen to the other presentations, think of two questions to ask about their products.

3 Which idea is your favourite?
Communication

Working with words | Documents and correspondence

1. Does your company use lots of paper? Why is it a good idea to use less? Read about how to use less paper in an office. Which ideas does your company use?

2. How many hours a day do you spend on correspondence and paperwork?

IS THERE A MOUNTAIN OF PAPER IN YOUR OFFICE?

The average UK office worker uses 10,000 sheets of paper per year! This costs money to buy, use (e.g. print and photocopy), store and transport. UK businesses can spend more than one billion pounds per year on this. And using less paper saves time and trees, as well as money. It’s easy to do:

THINK BEFORE YOU PRINT
Companies usually receive many CVs from people who want to work for them. If their CVs arrive by email, just save them on your company’s computer system. If they arrive as hard copy by post, you can scan them and save them electronically. When you want to get new employees for your company, ask them to fill in online application forms.

SEND ELECTRONIC DOCUMENTS ONLY
You can send most documents electronically. When you order products, use an online electronic order form. Send your customers e-invoices and e-receipts for payment. For example, the UK supermarket Booths doesn’t give receipts to some of its regular customers in the shop anymore – it just saves their receipt to their account online instead. When you deliver products, use e-delivery notes. And when you meet a new contact, send them a quick email or text message, instead of giving them a business card. You can even sign and send sales or employment contracts online.

MORE COMPUTER SCREENS, FEWER PRINTERS AND PHOTOCOPIERS
Have two computer screens on your desk so that you can look at two documents at the same time. Don’t print a hard copy of office documents like meeting notes or reports – just attach them to an email, or upload them to your company’s file-sharing system. If you need to keep copies of things like letters and receipts, just scan them and save them. You don’t need to photocopy and keep hard copies.

2. Can you think of more ideas to reduce the amount of paper we use at work?

3. What things do you need in these situations? Match the words in bold from the text in 1 with each situation.
   1. You want to apply for a job. ________
   2. You want to get five new laptops for the sales team. ________
   3. You want a record of your payment for lunch at a restaurant. ________
   4. You meet a new client for the first time. ________
   5. You send a customer a list of the items they ordered and the total price. ________
   6. The delivery company brings you 20 boxes of paper for the photocopier. ________
   7. Your boss wants to read your report. You need to print it. ________
   8. You decide to start doing business with a new customer or supplier. ________

Tip | fill in/out
fill in (British English) = fill out (American English)
4. Match the verbs from the text in 1 to the correct definitions a–h.
   1. attach ___ a. make a hard copy of an electronic document
   2. print ___ b. make something smaller in size or quantity
   3. reduce ___ c. add a document to an email
   4. save ___ d. make an electronic copy of a hard copy document
   5. scan ___ e. write your name on a document
   6. sign ___ f. keep a copy of an electronic document
   7. upload ___ g. write information in a form, e.g. order form
   8. fill in ___ h. put a document or file onto an online system

5. Which of the documents in 3 do you use at work? Which of the actions in 4 do you do with these documents?
   Example: I attach invoices to emails and I sign new contracts.

6. 5.1 Listen to a phone call between two colleagues.
   1. What do they discuss? What is the problem?
   2. What types of documents do they talk about?

7. 5.1 Listen again and write the nouns from the list next to verbs 1–7.
   a hard copy  an email (x2)  a folder  an order form  a document  an invoice
   1. receive ________
   2. print ________
   3. save ________
   4. open ________
   5. attach ________
   6. send ________
   7. forward ________

8. Look at the pictures. Match the verb + noun phrases in 7 with the correct pictures.

   >> For more exercises, go to Practice file 5 on page 94.


10. Work in small groups. Discuss these questions.
   1. What kind of documents do you send by email at work? Do you send any documents by post?
   2. How often do you check your emails at work? Do you check your work emails at the weekend?
   3. Do you prefer to call or email to do the things below? Why?
      • Arrange to meet
      • Solve a problem
      • Find out information
Language at work | Past simple: be and regular verbs

1 ►5.2 Listen to a conversation between Janusz and Carlos and choose the correct answers.
   1 Janusz was at a meeting / presentation about branding.
   2 It was at breakfast / lunchtime.
   3 Carlos was / wasn’t in the office yesterday.

2 ►5.2 Listen again. Complete the conversation with was, wasn’t, were or weren’t.
   Janusz  Sorry I’m late. I 1 ______ late at the presentation on branding.
   Carlos  Oh, 2 ______ this morning?
   Janusz  Yes, at 7.30 in the Century Hotel.
   Carlos  Oh, 3 ______ it good?
   Janusz  Yes, the presentation 4 ______ really interesting, and there 5 ______
           lots of good questions at the end.
   Carlos  6 ______ there many people there?
   Janusz  There 7 ______ many people for the breakfast at the start, but there
           8 ______ lots for the presentation. It 9 ______ too early for some
           people!
   Carlos  10 ______ you on time?
   Janusz  Of course! But the breakfast 11 ______ very good. Anyway, why
           12 ______ you in the office yesterday?
   Carlos  There 13 ______ terrible problems with my flight back from Rome ...

3 Complete Language point 1 about the past simple for be. Use was, wasn’t, were
   and weren’t.

**Tip | Short forms**
When speaking, use wasn’t/ weren’t:
He wasn’t at the meeting today.
In formal or written English, use was not / were not:
The company CEO was not at the conference.

**LANGUAGE POINT 1**

**Positive**
I/He/She/It _______ late.
You/We/They _______ late.

**Negative**
I/He/She/It _______ late.
You/We/They _______ late.

**Questions**
 _______ I/he/she/it late?
 _______ you/we/they late?

**Short answers**
Yes, I/he/she/it _______.
No, I/he/she/it _______.
Yes, you/we/they _______.
No, you/we/they _______.

We can make negative questions with wasn’t and weren’t.

*Example: Why weren’t you in the office yesterday? Wasn’t your flight on time?*

► For more information, go to Grammar reference on page 95.

4 Work with a partner. Ask and answer questions about a report. Student A, turn to page 111. Student B, turn to page 118.

5 ►5.3 Lydia calls Piotr about a presentation at an event. Look at Lydia’s ‘to do’
   list. Listen and tick (✓) the things that she did.

**To do:**
* Call presenter Ron Peters
* Confirm the time of the presentation
* Call ‘Century Hotel’
* Book the room
6 5.3 Listen again and complete these sentences using the past simple form of the verbs in brackets.
1. Sorry, I ________ (miss) your call.
2. I ________ (want) to ask about the event.
3. ________ you ________ (call) Ron Peters?
4. I ________ (call) him yesterday.
5. What time ________ you ________ (decide) to start?
6. I ________ (invite) him to have lunch with us.
7. ________ you ________ (book) the hotel?
8. I ________ (phone) the Century Hotel.

For more exercises, go to Practice file 5 on page 95.

7 Look at audio script 5.3. Complete Language point 2 about the past simple for regular verbs. Use did, didn’t and -ed.

LANGUAGE POINT 2
Positive
I/He/She/It
You/We/They verb + ________
Negative
I/He/She/It
You/We/They ________ + verb
Questions
(What/Why/How) ________ I/he/she/it/you/we/they + verb?
Short answers
Yes, I/he/she/it/you/we/they ________.
No, I/he/she/it/you/we/they ________.

8 Work with a partner. Ask and answer questions about a phone message. Student A, turn to page 112. Student B, turn to page 118.

Practically speaking | How to apologize

1. When was the last time you said ‘sorry’? Why did you say it?

2. 5.4 Listen to conversations 1–3. Match the problem with the reason in each one. Write 1, 2 or 3.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>didn’t phone the hotels ___</td>
<td>forgot ___</td>
</tr>
<tr>
<td>arrived late ___</td>
<td>was busy ___</td>
</tr>
<tr>
<td>didn’t send the report ___</td>
<td>train was late</td>
</tr>
</tbody>
</table>

3. 5.4 Listen again and complete the apologies from the three conversations.
1. Hello, __________________. My train was very late.
2. No, I didn’t. __________________. I was really busy yesterday.
3. Oh no! I forgot! __________________. I’ll do it now.

4. Work with a partner. Take turns to apologize in these situations. Give reasons.
   • You are in a traffic jam and will be late for a job interview. Call the company.
   • You couldn’t email your boss a report because you had technical problems with your computer. Take him a hard copy and explain the problem.
   • You weren’t at the meeting this morning. Your manager asks you why.
   • It’s your team leader’s birthday today. You talked to the team and you agreed to buy the cake, but you forgot. Speak to one of the team.
   • A customer didn’t receive a delivery because you made a mistake with their address. Call the customer.

Tip | That’s OK / No problem!
Use That’s OK or No problem to respond to an apology:
A I’m really sorry I forgot your birthday.
B No problem!
Business communication | Solving problems

1 Do you have these problems at work? Who normally solves them?
   - late deliveries
   - bad products or services
   - machinery or equipment not working
   - human mistakes
   - angry customers

2 ► 5.5 Listen to a phone call. Which problems in 1 do they have?

3 ► 5.5 Listen again and complete the expressions from the conversation.
1 We ________ a problem with the order for Gosport.
2 We ________ all the baseball bats and T-shirts yesterday so I ________ ship them tomorrow. But the logos on the caps ________.
3 We ________ fix the machine today and print them again.
4 OK. ________ worry.
5 I know the Purchasing Manager at Gosport, so I ________ to him ...
6 We ________ give another delivery date for this.
7 Sure. I ________ the factory now and I ________ you know as soon as I can.
8 That ________ be great. Thanks a lot.

For more exercises, go to Practice file 5 on page 94.

4 Read this email from your boss.

Dear both,

I’m in meetings all day today, so can you deal with these between you, please?
   • Who is on Reception this week? (Where’s Astrid?)
   • Gosport phoned. Purchasing says the invoice was wrong for the last order.
   • The new printers don’t work with our computers. What can IT do about it?
   • Did someone book my tickets for Moscow? Remember I go next Monday.
   • Ellen in Sales leaves this week. Can we organize a leaving party on Friday? And a present?

Work with a partner. Discuss the problems in the emails. Student A, turn to page 112. Student B, turn to page 118.

5 Think of a problem at work this week. Explain it to your partner. Take turns to try and solve your partner’s problem and promise action.
Money talks

More and more Japanese companies are deciding that English is the company language. Company employees need to be able to communicate with international colleagues in meetings and in emails to help them expand their business outside Japan.

The Rakuten group introduced an ‘English-only’ policy in 2010. Now all company meetings, presentations, documents and emails are in English – even the signs in the company head office in Tokyo! English is also the company language at Fast Retailing (the parent company of clothing retailer Uniqlo) and the company wants to employ more non-Japanese people in its head office. The Honda Motor Company says that by 2020 top managers must speak English. And the CEO of another large motor industry company, Bridgestone, said that all new employees need to speak English to do well in the future.

To help their employees speak English, many of these companies provide English lessons. And the Japanese mobile phone company Softbank even offered one million yen (about $11,200) to employees who got a high score on their English test!

Discussion

1. Read the text. Which Japanese companies currently use English as the company language? Why?

2. Listen to an expert talking about English-only policies at Japanese companies. What are the advantages and disadvantages of using English as the company language?

3. Can you think of more advantages and disadvantages for companies with an ‘English-only’ policy?

4. Do you think this is a good idea for these Japanese companies? Why/Why not?

5. How much of your company’s work is in English? Why do you think this is important?

Task

1. Work in small groups. Have a meeting to decide how to use an ‘English-only’ policy in your company. Decide the following:
   1. When you must use English – all the time/only with foreign contacts/in all emails/only in meetings?
   2. Who must use English – all employees or only some people?
   3. What documents must be in English.
   4. How you can help employees improve their English.

2. After the meeting, present your ideas to the class.
Networking

Working with words | Social media and networking

1 Match the social networking sites with descriptions 1–4. Which sites do you use? LinkedIn Twitter Facebook Google+

1 The biggest social network. People connect with their friends and family and share information with them in a post. You can comment on other people’s posts or click on ‘like’ to show that you like them. People you are connected with are called your friends.

2 People use this social network to connect with friends or with other people with the same interests. You can make groups (called circles) of people to share with.

3 People use this site to build professional networks. Users write a profile and connect with other people in their business area. These people are then called your connections. People share information about work topics and comment on it or ‘like’ it.

4 People use this site to post short messages called tweets. If you want to see everything someone posts, you can follow them.

Tip | post
Post is a verb and a noun: My company posts something on our Facebook page almost every day. (verb) Today’s post was about our new product. (noun)

2 Match the words in bold in 1 to definitions 1–8.
1 connected with your job ________
2 a group or system of connected things ________
3 to write something online so that other people can read it ________
4 what somebody has written on social media ________
5 a description of a person or organization ________
6 to create a relationship with somebody ________
7 to show or tell something to other people online ________
8 to write a note giving your opinion on something ________
3 Look at the graph. Which social networks do most people use to find a job? Which sites do most employers use? Do you use social media to find a job?

![Popular social networks for employees and employers graph]

4 ▶ 6.1 Listen to the interview with an expert on how to use social media to get a job. Tick (✓) the things the expert talks about.

- your profile
- your timeline
- adding contacts
- joining groups
- your Google+ circles
- your status updates

5 ▶ 6.1 Listen again and use the words from the list to complete the sentences.

- join
- add (x2)
- update (x2)
- on
- build

1 I’m _______ Twitter and LinkedIn.
2 You need to _______ your profile regularly.
3 _______ a link to an online CV.
4 You _______ contacts to _______ your network.
5 _______ your status, that means post something, regularly.
6 _______ a group conversation or a Twitter chat.

6 Use the words from the list to complete the questions.

- ‘like’
- share
- join
- to follow
- search for
- comment on
- update (x2)
- tweet

When did you last …?

1 _______ your social network profile
2 _______ your Facebook or LinkedIn status
3 _______ or _______ something on social media
4 send a _______ on Twitter
5 _______ a social networking group
6 _______ a photo on social media
7 start _______ someone on Twitter
8 _______ somebody on social media

▶ For more exercises, go to Practice file 6 on page 96.

7 Work with a partner. Ask and answer the questions in 6.

8 Work with a partner. Talk about how your company can use social media to:

- find new staff, new customers and new suppliers
- promote new products, advertise events, increase sales
Language at work | Past simple: irregular verbs | Time expressions

1 What are trade fairs? Who goes to them?
2 Read about this Industry Expo.
   1 What type of industry was it for?
   2 When and where was it?
   3 Where were manufacturers, suppliers and other representatives from?
   4 Does your business or industry have similar events?

Subject: Recent events

Textile Industry Expo Date: 1–4 August
Venue: Ho Chi Minh City International Exhibition and Convention Center, Vietnam

Almost 100 companies went to this year’s Industry Expo. Manufacturers and suppliers from China, the Republic of Korea and India met Vietnamese producers, and two companies from Austria and Italy also had representatives at the event.

Don’t miss this event next year. Click here for early registration.

3 There are three verbs in the description of the Expo. Underline them. Do they describe the past or present?

4 ►6.2 Listen to Giang and Enzo meet at the Expo.
   1 Where is Enzo from?
   2 What do they give each other?
   3 How did they travel to the Expo?

5 ►6.2 Listen again. Number these verbs in the order you hear them 1–7.
   came  took  __  flew  __  had  __  were  __  left  __  met __

6 Answer the questions in the Language point.

LANGUAGE POINT
Write the verbs in 3 and 5 next to the infinitive.

1 be – __ was __
2 take – __________
3 go – __________
4 meet – __________
5 have – __________
6 leave – __________
7 come – __________
8 fly – __________

Read this extract from Enzo and Giang’s conversation. Complete the timeline with the time expressions in bold.

I came to Ho Chi Minh City last night, but I left Bologna two days ago. I flew to Milan and then to Shanghai. I had a day in Shanghai, so I met some colleagues there yesterday.

a year ago  last month  __________  __________  __________  __________  this morning

► For more information, go to Grammar reference on page 97.
7 Work with a partner. Describe your last trip. Talk about some of the following and use time expressions:
- where you went
- how long the journey was
- when you left/arrived
- when you came home
- what meeting (conference) you had
- where you left from
- who you met

8 ►6.3 Listen to Giang ask Enzo about his career. Complete these questions.
1 How did you ________ a sales manager in textiles?
2 Why did you ________?
3 When did you ________ your current company?

9 ►6.3 Listen again. What are Enzo’s answers?

For more exercises, go to Practice file 6 on page 97.

10 Work with a partner.
1 Write five sentences about your career using time expressions.
Example: I went to university in 1999.
I studied …
2 Swap your sentences. Ask and answer questions about your careers. Begin with the question: How did you become a … (job title)?

Practically speaking | How to describe a trip

1 ►6.4 Mike talks about his trip to Brussels. Listen and tick (√) the adjectives you hear.

<table>
<thead>
<tr>
<th>Adjectives</th>
<th>Mike’s trip</th>
<th>+ / – / N</th>
</tr>
</thead>
<tbody>
<tr>
<td>nice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>fine</td>
<td></td>
<td></td>
</tr>
<tr>
<td>delicious</td>
<td></td>
<td></td>
</tr>
<tr>
<td>interesting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>good</td>
<td></td>
<td></td>
</tr>
<tr>
<td>terrible</td>
<td></td>
<td></td>
</tr>
<tr>
<td>tiring</td>
<td></td>
<td></td>
</tr>
<tr>
<td>comfortable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>long</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2 Are the adjectives in 1 positive (+), negative (–) or neutral (N)? Write +, – or N next to the adjectives.

3 Which of the adjectives in 1 can describe …
- a hotel
- a journey
- a city or country
- a meal or the food
- a presentation

4 Work with a partner. Look at some pictures from a trip. Take turns to ask and answer questions. Student A, turn to page 112. Student B, turn to page 119.

5 Now ask your partner about their most recent trip.
Example: How was the flight? How was the hotel? Was the food OK?
Business communication | Making conversation

1 How can you start a conversation in these two situations?
   1 You’re at a conference cocktail party. It’s the end of the first day.
   2 You arrive at your company. You see a visitor in Reception.

2 ➤6.5 ➤6.6 Listen to two conversations and match them to the correct situations in 1.

3 ➤6.5 Match expressions 1–8 to responses a–h. Then listen again and check.
   1 Can I join you? ___
   2 I hear you work for GST. ___
   3 My name’s Simon Turing. ___
   4 What do you think of the conference? ___
   5 Do you come here every year? ___
   6 Do you know a lot of people here? ___
   7 Would you like another drink? ___
   8 Please excuse me. ___
   a Very interesting.
   b Sure. See you later, maybe.
   c Yes, of course.
   d No, not many.
   e Pleased to meet you.
   f No, thanks. I’m fine.
   g Yes, that’s right.
   h No, this is my first time.

4 Work with a partner. You are at a conference. Practise this conversation:
   • start the conversation
   • talk about the conference
   • offer something
   • end the conversation

5 ➤6.6 Work with a partner. Think of possible responses to these sentences.
   Then listen again and compare your answers.
   1 Can I help you?
   2 Is this your first time here?
   3 Please go in and take a seat.
   4 Can I get you something?
   5 Nice talking to you.

   ➤ For more exercises, go to Practice file 6 on page 96.

6 Work with a partner. Practise this conversation:
   • start a conversation with a visitor in Reception
   • offer to take him/her to a colleague’s office
   • offer something to drink
   • end the conversation

7 Work with a partner. Practise making conversation. Student A, turn to page 113. Student B, turn to page 118.
**The networking game**

Play the networking game with your partner.

Choose a square.

On a blue square, read the question or sentence, and then respond.
On an orange square, read the answer and ask an appropriate question.
If you are right, you win the square.
Then your partner chooses a square and does the same.
Try to complete a line of five squares across ➞, down ↓ or diagonally ↘ before your partner.

<table>
<thead>
<tr>
<th>Example</th>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is this ...?</td>
<td>No, I was here last year.</td>
<td>Do you know Ali? You say: No. Pleased to meet you, Ali.</td>
</tr>
<tr>
<td>Where did you go on your last business trip?</td>
<td>How ...? Fine. There was no traffic on the roads.</td>
<td>Do ...? You say: No, not many.</td>
</tr>
<tr>
<td>My name’s Rudolf.</td>
<td>Can ...? Yes, sure. Take a seat.</td>
<td></td>
</tr>
<tr>
<td>What ...? It's very interesting.</td>
<td>Would ...? No, thanks. I’m fine.</td>
<td></td>
</tr>
<tr>
<td>Does your company use social media?</td>
<td>How ...? It was delicious.</td>
<td></td>
</tr>
<tr>
<td>How did you become a ... (your job)?</td>
<td>When did you first join social media?</td>
<td></td>
</tr>
<tr>
<td>Do you use social media for work?</td>
<td>How many social media friends do you have?</td>
<td></td>
</tr>
<tr>
<td>Can ...? You say: Yes, please. I have a lot of bags.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Focus

1. How do you normally communicate with people in your job? Tick (✓) the words in the list. Discuss your answers with a partner.

Phone  Twitter
Face-to-face meetings  Email
Skype  Videoconference
Text  Facebook
Teleconference  Other

2. Ask your partner how much time they spend communicating in these ways.

Example: How much time do you spend in meetings every day or every week?
How much time do you spend on email per day?

3. Watch four people talking about communication at work. Make notes about their answers in the table.

| How do you normally communicate with people at work? | Speaker 1 | Speaker 2 | Speaker 3 | Speaker 4 |
| How much time do you spend communicating in these ways? | |

4. Compare your notes in 3 with a partner.

Communicating by email

5. Think about how you use email. Complete these sentences with numbers or underline the words in italics. Then compare your sentences with a partner.

1. I have _______ email accounts.
2. I send about _______ emails per day. I get about _______ emails per day.
3. I spend about _______ hours per week checking my emails.
4. I often / sometimes / rarely change my email password.

6. Watch a video about email communication and answer questions 1–4. Are the answers similar to your answers in 5?

1. How many email accounts do most people have?
2. How many emails does the average business person send per day?
3. How many hours a week do people spend checking emails?
4. How often do most people change their password?

7. Watch the video again. Make notes about the numbers in the table.

<table>
<thead>
<tr>
<th>Number</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 billion</td>
<td>email accounts in the world</td>
</tr>
<tr>
<td>150 billion</td>
<td></td>
</tr>
<tr>
<td>90 billion</td>
<td></td>
</tr>
<tr>
<td>30%</td>
<td></td>
</tr>
<tr>
<td>1971</td>
<td></td>
</tr>
<tr>
<td>1991</td>
<td></td>
</tr>
<tr>
<td>1998</td>
<td></td>
</tr>
<tr>
<td>75%</td>
<td></td>
</tr>
<tr>
<td>123456</td>
<td></td>
</tr>
<tr>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>20 million</td>
<td></td>
</tr>
</tbody>
</table>
Business writing

8 Read and compare two emails. Match the emails (A or B) to sentences 1–6. One sentence is true for both emails.

1 The sender knows the receiver very well. ___
2 More than one person received the email. ___
3 It is formal and polite. ___
4 It is informal and friendly. ___
5 The sender wants a reply. ___
6 The sender wants a meeting. ___

Email A
Hi all,
Our next team meeting is on Tuesday. Let’s meet in the conference room at 11.15 p.m. Sorry about the short notice.
See you there.
All the best,
Joel

Email B
Dear Mr Owen,
I’m writing to introduce myself. I am your new sales contact for Taylor and Whitaker. As I am in your area next week, would you like to meet at your office?
I look forward to hearing from you.
Yours sincerely,
Ana Petterson

9 Look at the two emails in 8 again. Complete the table using expressions from the emails.

<table>
<thead>
<tr>
<th>More friendly and less formal</th>
<th>More formal and polite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Starting the email</td>
<td>Hello</td>
</tr>
<tr>
<td></td>
<td>1 ________</td>
</tr>
<tr>
<td>Give the reason for writing</td>
<td>It’s about …</td>
</tr>
<tr>
<td></td>
<td>3 ________</td>
</tr>
<tr>
<td>Arrange a meeting</td>
<td>Do you want to meet at …?</td>
</tr>
<tr>
<td></td>
<td>4 ________</td>
</tr>
<tr>
<td>Apologize</td>
<td>Sorry, but …</td>
</tr>
<tr>
<td>Future contact</td>
<td>6 ________</td>
</tr>
<tr>
<td>End the email</td>
<td>Bye for now</td>
</tr>
<tr>
<td></td>
<td>8 ________</td>
</tr>
</tbody>
</table>

10 Write two emails. Use the expressions from the table in 9.

1 An email to two colleagues. You want a meeting tomorrow.
2 An email to a new customer. Ask for a meeting.
Starting point

1. How many departments does your company have? Can you name them?

2. Which department has a large number of employees? Which is a small department?

3. What does your department do?

---

Working with words | Departments and responsibilities

1. Match the names of the departments with pictures a–h.

- Logistics
- Finance
- Sales
- IT (Information Technology)
- R&D (Research and Development)
- HR (Human Resources)
- Marketing
- Customer Services

- a __________
- b __________
- c __________
- d __________
- e __________
- f __________
- g __________
- h __________

---

2. Read the article about jobs at Komancom. Complete the sentences with four of the department names from 1.

Cameron Torres works in the 1^{\text{st}} Department in Argentina. He has meetings with customers, and contacts them by phone and email to develop good business relationships.

Bud Cardoso works in the 2^{\text{nd}} Department in Brazil. He checks financial information and deals with accounts. He likes working with numbers.

Adel Sharma works in the 3^{\text{rd}} Department in India. She promotes products so that more people know about them. Her department supports the Sales Department.

Esma Demir works in the 4^{\text{th}} Department in Turkey. She’s responsible for the warehouse. She contacts suppliers and organizes deliveries. It is important that the deliveries are on time.
3 There are two verbs in **bold** in each profile. Match them to definitions 1–8. 
Change the form of the verb if necessary.
1. make something bigger and/or more successful ______
2. help someone with something ______
3. be in charge of something ______
4. communicate with someone ______
5. say good things about something to help sell it ______
6. arrange something ______
7. confirm that something is correct ______
8. work with something or someone ______

4 **Underline** the correct verbs in **italics**.
1. I’m in the Customer Services Department. Customers **support** / **contact** me every day and I **deal with** / **am responsible for** their questions and problems.
2. The IT Department **develops** / **is responsible for** the computers in all the offices.
3. The R&D Department **organizes** / **develops** new products and the Production Department makes them.
4. I work with Guilherme in the Finance Department. Sometimes he asks me to **check** / **support** his work for him. He doesn’t want to make any mistakes!
5. The Marketing Department **checks** / **promotes** the products.
6. In the HR Department we **contact** / **support** the employees and **organize** / **check** the recruitment of new staff.

5 Work with a partner. Make sentences about these departments using words in the table.

<table>
<thead>
<tr>
<th>Department</th>
<th>verb form</th>
<th>object</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logistics</td>
<td>is responsible</td>
<td>suppliers</td>
</tr>
<tr>
<td>Finance</td>
<td>deals with</td>
<td>customers</td>
</tr>
<tr>
<td>Sales</td>
<td>develops</td>
<td>information</td>
</tr>
<tr>
<td>IT</td>
<td>checks</td>
<td>employees</td>
</tr>
<tr>
<td>R&amp;D</td>
<td>organizes</td>
<td>deliveries</td>
</tr>
<tr>
<td>HR</td>
<td>contacts</td>
<td>products</td>
</tr>
<tr>
<td>Marketing</td>
<td>promotes</td>
<td>accounts</td>
</tr>
<tr>
<td>Customer Services</td>
<td>supports</td>
<td>computers</td>
</tr>
</tbody>
</table>

*Example:* The Logistics Department organizes deliveries.

>> For more exercises, go to Practice file 7 on page 98.

6 **7.1** We can pronounce the -**s** at the end of words as /s/, /z/ or /IZ/. Listen to the examples then write the sounds you hear for the word endings below.

*Example:* works /s/  is /z/  organizes /IZ/

deals ___  resources ___  promotes ___
checks ___  departments ___  employees ___
contacts ___  computers ___  services ___

7 Work with a partner. Ask them about their job using the words from 5 and 6 and your own ideas. Then tell another group about your partner’s job.

*Example:* Elaine works in the Accounts Department. She deals with invoices and checks accounts …

8 Take turns to describe some departments in your company. Try to guess the department your partner describes.

*Example:* A This department deals with customers.
B Sales.
A Correct.
1 Jim Berman plans to visit Olivia Gonzalez’s company. Read Olivia’s email to Jim. Look at the map and find one mistake in her directions.

Subject: Next week and directions

Hi Jim

I’m glad you have all day next Tuesday. We’ll have time to look around the factory. Please find attached a map. When you drive in, there’s a security cabin **on the left** and the factory is **behind** it. Our offices are **next to** the factory and the car park is **below** the offices. So park there and take the lift. My office is **on** the second floor, but go to Reception first.

See you soon.

Olivia

Training

Whitley’s paints

2 Look at the office plan below. **Underline** the correct words in *italics* in 1–6.

1 Production is **on the left / right of** Reception.
2 Finance is **above / below** HR.
3 The MD’s office is **between / next to** the conference room.
4 The cafeteria is **on the second / third floor**.
5 The car park is **in front of / below** Reception.
6 R&D is **in / between** Reception and Production.

3 Work with a partner. Look at two office plans. **Student A**, turn to page 113. **Student B**, turn to page 119.

4 Work with a partner. Describe where rooms and departments are in your company. Where is your office?

5 **7.2** Jim arrives at the security cabin. Listen and complete the security man’s directions.

You go 1________ this road and turn right. Go 2________ the factory to the offices, but don’t park there. Look for the car park sign and drive 3________ below the offices and go 4________ the car park there.
6 Use the prepositions in 2 and 5 to complete the Language point.

LANGUAGE POINT
Match the prepositions of place in 2 to diagrams 1–8.

1 ______ 2 ______ 3 ______ 4 ______ 5 ______ 6 ______ 7 ______ 8 ______

Match the prepositions of movement in 5 to diagrams a–f.

a _______ b ______ c ______ d ______ e ______ f _______

For more information, go to Grammar reference on page 99.

7 Work with a partner. Take turns to give directions from where you are now to these places. Guess which place your partner gives directions to.

Reception the cafeteria the lifts or stairs your favourite café
the bank your car the train station a cinema

Example: Go past the lift and turn left ...

For more exercises, go to Practice file 7 on page 99.

Tip | Giving directions and instructions
Use the imperative form of the verb to give directions and instructions:
Go along this road.
Enter your password.
Sometimes we use You + verb to be more polite:
You go along this road and turn left.

Practically speaking | How to use this, that, these and those

1 7.3 Listen to four short conversations. Match each conversation 1–4 with a picture A–D.

2 7.3 Listen again and complete the short conversations.
1 A _______ is your visitor’s pass.
   B Thanks very much.
2 A _______ are two of my colleagues.
   B Can you introduce me?
3 A _______ are our new products.
   B They look great.
4 A What is _______ building?
   B It’s the warehouse.

3 Work with a partner. Draw a picture or map of your company or office. Ask and answer questions about the pictures or maps.

Example: A What’s that? B This is ...
A What are those? B These are ...
Business communication | Leaving phone messages

1. **7.4** Listen to two phone calls. What mistakes does the receiver make?

2. **7.4** Listen again. How do the callers correct the information?

3. Work with a partner. Call your partner and check and correct details. **Student A**, turn to page 113. **Student B**, turn to page 118.

4. **7.5** Listen to a phone call. Complete the message.

   **MESSAGE FOR:** Teresa Baum

   **FROM:**

   **CALLING ABOUT:**

   **PHONE NUMBER:**

   **CALL BACK?** ☐

   **URGENT?** ☐

5. **7.5** Match 1–9 to a–i. Then listen again and check.

   1. Could I speak ___
   2. I’m sorry, but ___
   3. Could I leave ___
   4. It’s ___
   5. So ___
   6. Can she call ___
   7. Can I have ___
   8. Is that ___
   9. I’ll give her ___

   a. your message.
   b. a contact number?
   c. a message for her?
   d. right?
   e. that’s A-N-D-A-C.
   f. to Teresa Baum, please?
   g. Richard Andac.
   h. she isn’t here this morning.
   i. me back as soon as possible?

   For more exercises, go to **Practice file 7** on page 98.


---

**Key expressions**

**Asking to speak to someone**
Could I speak to ...?
I’d like to speak to ...
Is ... there?

**Leaving a message**
Could I leave a message?
My number is ...
Can she call me back (as soon as possible)?

**Taking a message**
I’m sorry, but she isn’t here/available.
Can I take a message?
Can I have a contact number?
I’ll give him/her your message.

**Checking details**
So that’s ...
Is that right?

**Correcting details**
No, it’s N as in New York / O as in Oslo.
Designing the perfect workspace

In 2005, the Czech branch of the pharmaceuticals company Pfizer moved into its new offices. The original offices didn’t have many meeting spaces, so it was difficult for teams and departments to work well together. The new offices are a better place for teams and communication. Inside, there are a lot of open spaces for employees to meet and talk: coffee areas, meeting rooms, etc. The staff cafeteria seats 100 people and has a garden which can be used for meetings, too. The offices, though, are small, so people can concentrate when they need to. Communication between the departments was also very important. So the Medical, Marketing and Sales Departments are connected by stairs and small meeting areas between the floors. Altogether, the new offices are a comfortable place to work, with a balance of open spaces for good communication and small spaces for individual work.

Discussion

1. How are Pfizer’s new offices different from the old ones?
2. Do the staff work in big or small offices?
3. How does the design help departments to work together?
4. What is your workspace like? Do you have a lot of open spaces? Are the different departments well located?

Task

1. Work in small groups. Talk about your company. Who is responsible for what? Who works with who? Who needs to communicate with who? How is your office/department designed?

2. Design your perfect office or workspace so everyone can do their job well and communicate easily with their colleagues.

3. Present your new workspace to the rest of the class.
Starting point

1. How many employees are there in your company/department/office?
2. How does your company recruit new employees? Does it have a human resources department?

Working with words | Employment

1. Read these job adverts.
   1. What type of company is it?
   2. Find two words that mean the same as job.
   3. Which job needs a particular skill? What is it?

We are currently offering three positions for the right people:

Summer placement
Are you an energetic student with ambition? Get some work experience this summer. Every June-August we employ a friendly young person to help in our offices. Learn new skills and earn some money.

Web editor
We are looking for an imaginative but focused web editor to join our team. You are a practical person who can deal with problems on your own.

Website production assistant
This post needs a careful and patient person with basic skills in HTML. You assist experienced web producers and receive training.

Click here for more details.

2. Match the adjectives in bold in 1 to definitions 1–8.
   1. thinks about things and does not make mistakes
   2. can deal with everyday problems
   3. has new and exciting ideas
   4. very active and lots of energy
   5. can work on one job for a long time
   6. kind and helpful
   7. has lots of skills and knowledge in the job
   8. can wait for a long time

3. ▶8.1 Listen to these words. Write the number of syllables and underline the stress.
   energetic __ imaginative __ careful __ friendly __
   practical __ focused __ patient __ experienced __

▶8.1 Now listen again and repeat the words.
4 Work with a partner. Take turns to choose adjectives from 1 to describe the jobs in pictures A–F above. You can use more than one adjective. Guess what job your partner describes.

5  ◄ 8.2 Listen to Anton and Sandra in the HR Department of the company in 1. They are discussing candidates for the jobs. Make notes about Monica and Roberto in the table.

<table>
<thead>
<tr>
<th>Personal qualities</th>
<th>Monica</th>
<th>Roberto</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>friendly</td>
<td></td>
</tr>
<tr>
<td>Current situation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skills and experience</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Qualifications</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6  ◄ 8.2 Listen again and match 1–5 to a–e.

1 She has a lot ___
2 She’s good ___
3 He has a ___
4 He doesn’t have ___
5 He isn’t very ___

   a good at working on his own.
b of experience in book editing.
c any experience in editing.
d qualification in IT.
e at editing websites.

► For more exercises, go to Practice file 8 on page 100.

7 Work with a partner. Tell your partner about your job.

1 What qualities do you need to do your job?
2 What skills, experience and qualifications do you have?

8 Present the information about your partner to another group.
Language at work | Present continuous

1 8.3 Listen to two conversations in an office. Why are the people busy at the moment?

2 8.3 Listen again. Complete the conversations using the words in brackets.

1 A Where’s Chantelle?
   B She 1 ______ (not work) in the office today. She 2 ______ (work) at home.
   A Why 3 ______ (she / do) that?
   B She 4 ______ (finish) her report. Her boss wants it for 7.30 tomorrow morning.

2 A Where are Bill and Sofia?
   B They 5 ______ (do) the training course for that new finance software.
   A 6 ______ (they / do) the course all day?
   B No, 7 ______ (they / not be). It’s only a half-day course.

3 Answer the questions in the Language point.

LANGUAGE POINT

The verbs in 2 are in the present continuous tense. Which two of the following things do we use the present continuous tense for?
• An action or event in progress now
• An action or event in progress around the time of speaking
• A general fact or regular action

Look at the information about how we form the present continuous. Complete the information with examples from the conversations in 2.

Positive
I am + verb + -ing.
You/We/They are + verb + -ing. Example: ________
He/She/It is + verb + -ing. Examples: ________, ________

Negative
I’m not (am not) + verb + -ing.
You/We/They aren’t (are not) + verb + -ing.
He/She/It isn’t (is not) + verb + -ing. Example: ________

Questions
(Question word) am I + verb + -ing?
(Question word) are you/we/they + verb + -ing? Example: ________
(Question word) is he/she/it + verb + -ing? Example: ________

Short answers
Yes, I am.
No, I’m not.
Yes, you/we/they are.
No, you/we/they aren’t. Example: ________
Yes, he/she/it is.
No, he/she/it isn’t.

> For more information, go to Grammar reference on page 101.

4 Match questions 1–5 to answers a–e.

1 What are you doing at the moment? ________
   a It’s raining.
2 Are you working on any interesting projects? ________
   b Sorry. I’m trying to finish these plans.
3 How are your English lessons? ________
   c I’m working with our partners in Italy.
4 Could you give me a hand? ________
   d Yes, we’re working on a new hospital in Cairo.
5 What is the weather like today? ________
   e They’re difficult, but I’m making progress.
5 Work with a partner. Ask and answer questions 1–5 in 4, giving answers that are true for you.

6 Read the article about our changing world of work.
   1 Underline all the examples of the present continuous.
   2 Do the present continuous verbs describe a changing or not-changing situation?

What is shaping our working world?

Computers are continuing to affect our employment in the twenty-first century. Mobile technology allows us to work on the move, as well as at home. But what else is shaping our working lives in this century?

- Employees aren’t staying in the same jobs for long. Nowadays, the average employee moves to a new job every three years.
- The number of women in work is rising and more and more women are working in higher positions in companies.
- Many people are deciding their own working hours. Some people now work longer days but only four days a week, so more people are enjoying a longer weekend for the same amount of pay.

7 Do you agree with the article? Is it true for you and your company?
   Tell the class.

For more exercises, go to Practice file 8 on page 101.

8 Make a list of current changes where you work.
   Example: employ more staff / spend more on training / invest in research / develop new products

9 Work with a partner. Tell your partner about the changes using the present continuous. Try to give reasons for the changes.
   Example: We’re employing more staff at the moment because we’re receiving more orders.

Practically speaking | How to tell the time

1 ▶ 8.4 Listen to four conversations. Match conversations 1–4 to the times on the clocks A–D.

Tip | at/on
Use the prepositions at and on with times and days of the week:
I start work at eight o’clock. Can we meet on Tuesday at three o’clock?

2 Work with a partner. Ask and answer these questions.
   1 What time did you start work today?
   2 What time do you normally have lunch?
   3 What time is it now?

3 Ask your partner three more What time ...? questions.
Business communication | Arranging to meet

1 When are you free this week? When are you busy?

2 ➤ 8.5 A company has a plan for more staff to work from home. Kasia wants to arrange a meeting with the heads of department, Bruno, Dolores and Chen. She calls Bruno first. Listen to the conversation. Put a cross (X) when Kasia and Bruno are busy.

<table>
<thead>
<tr>
<th>Thursday</th>
<th>Kasia</th>
<th>Bruno</th>
</tr>
</thead>
<tbody>
<tr>
<td>0800–0900</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0900–1000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1000–1100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1100–1200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1200–1300</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1300–1400</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1400–1500</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3 ➤ 8.5 Listen again and complete these sentences.
1 We need to _______ _______ the plan ...
2 _______ we _______ a meeting on Thursday ...?
3 _______ two o’clock _______ for you?
4 Sorry, I’m _______ _______.
5 _______ _______ the morning?
6 What time _______ you _______?
7 9:30 is _______ _______ _______.
8 I _______ _______ between 8:00 and 10.00.
9 _______ you _______ after _______?
10 Dolores and I _______ an _______ at 12.00, so _______ _______ before that.
11 _______ 10.15 _______ _______?
12 A quarter past ten on Thursday is _______.

4 Match 1–8 to a–h to make sentences and questions.
1 What time ___
2 Ten o’clock is ___
3 Can we arrange ___
4 Are you ___
5 Sorry, I’m ___
6 We need to ___
7 What about ___
8 Is 2.30 ___

a a meeting on Wednesday?
b busy in the afternoon?
c busy then.
d meet about the marketing plan.
e three o’clock?
f fine for me.
g OK for you?
h are you free?

> For more exercises, go to Practice file 8 on page 100.

5 Work with a partner and arrange the meeting with Dolores.
Student A: you are Kasia. Call Dolores about the meeting on Thursday.
Student B: you are Dolores. Turn to page 116.

6 Now arrange the meeting with Chen.
Student A: you are Chen. Turn to page 114.
Student B: you are Bruno. Call Chen about the meeting.

7 Work in small groups. Arrange times this week for you all to:
• have a three-hour meeting
• have an extra English lesson
• interview people for the new receptionist position (two half days)
The right person for the job

Work with a partner. Your company is advertising two new jobs. You need to find the right person for the jobs. Follow stages 1 to 5 to find the right candidate.

**STAGE 1 The job advert**

Complete these notes to describe the type of person you are looking for in each job.

**Marketing assistant**
Experience: 
Qualities: 

**Administrative assistant**
Experience: 
Qualities: 

**STAGE 2 Arranging the interviews**

The job advert is written. You now need to arrange a day for interviews. Find a day when you are both free to interview people.

Student A, turn to page 114. 
Student B, turn to page 119.

**STAGE 3 Preparing for the interview**

With your partner, create two short candidate profiles for each job, for example, experience and knowledge needed for the job. Decide on some questions you want to ask.

**STAGE 4 Holding the interviews**

Join with another pair. Take turns to interview each person in the other pair for the job.

**STAGE 5 Choosing the candidate**

Go back to your first partner. Discuss each candidate and decide which one to choose for the job.
Competition

Starting point

1. Do you work in a competitive industry/business?
2. Who are your competitors, locally and globally?

Working with words | Competition

1. When you choose a hotel, which of these things are most important? Are any other factors important for you?
   - Price
   - Choice and range
   - Technology
   - Services
   - Size
   - Staff
   - Quality
   - Location
2. Which of the things in 1 do you think are important for hotels to be competitive?
3. Listen to a hotel manager talking about the hotel group Accor. Tick (✓) the things in 1 which the manager mentions.
4. Listen again and complete the table.

<table>
<thead>
<tr>
<th>Hotel chain</th>
<th>Market segment</th>
<th>Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motel 6</td>
<td>1 ________</td>
<td>2 ________ option</td>
<td>North America</td>
</tr>
<tr>
<td>All Seasons</td>
<td>3 ________</td>
<td>good service, 4 ________ staff</td>
<td>Asia Pacific</td>
</tr>
<tr>
<td>Novotel</td>
<td>5 ________</td>
<td>6 ________ quality, modern, 7 ________ business facilities, easy to find</td>
<td>Worldwide</td>
</tr>
<tr>
<td>Sofitel</td>
<td>Top range</td>
<td>five star 8 ________, special experience</td>
<td>Worldwide</td>
</tr>
</tbody>
</table>

5. Work with a partner. Discuss which things in 1 are important for your company and your competitors. Does your company offer something special?

6. Complete sentences 1–6 with the words from the list.

wide competitive comfort expensive budget mid-range market

1. The hotel industry is very ________ – there are a lot of big chains out there.
2. They are the only international group with hotels in every ________ segment.
3. This means they can offer all their customers a ________ choice.
4. Their ________ hotels offer the customer a low-price option.
5. Their ________ segment hotels offer more ________ and better services.
6. Their top-range hotels are ________, but each one gives the customer a special experience.

7. Work with a partner. Talk about a hotel or other company you use (for example, IT company or office supplies company). Why do you use them? Use adjectives and nouns from the table to describe them.

<table>
<thead>
<tr>
<th>Adjectives</th>
<th>Nouns</th>
</tr>
</thead>
<tbody>
<tr>
<td>budget/economy/mid-range</td>
<td>market segment</td>
</tr>
<tr>
<td>low/high</td>
<td>prices</td>
</tr>
<tr>
<td>good/bad</td>
<td>choice and range</td>
</tr>
<tr>
<td>cheap/expensive</td>
<td>location</td>
</tr>
<tr>
<td>fast/slow</td>
<td>technology/facilities</td>
</tr>
<tr>
<td>up-to-date/modern</td>
<td>quality</td>
</tr>
<tr>
<td>wide</td>
<td>service</td>
</tr>
<tr>
<td>friendly</td>
<td>staff</td>
</tr>
</tbody>
</table>

Example: I use the [name] hotel chain. They have cheap prices and good service.

For more exercises, go to Practice file 9 on page 102.

8. Prepare a short presentation on how your company (or a company you know well) is competitive.
   - Explain how you are competitive in your industry (e.g. price, choice).
   - Explain what your company offers with words from 7.

Example: We offer good service.

9. Give your presentation to your partner or to the class.
Language at work | Comparatives

1 Do you normally buy these products or services from a shop/office or online from a website? Why? Compare your answers with the rest of the class.
   - Music
   - Food and drink
   - Holidays or travel tickets
   - Financial advice and loans
   - Clothes
   - Electrical goods
   - Property (e.g. a house or flat)
   - Books

2 Where does your company sell its products or services? In shops, over the Internet or somewhere else?

3 [9.2] Listen to two interviews with two business owners and answer the questions.
   - Which speaker has an online retail/e-commerce company?
   - Which speaker has a high street shop?

4 [9.2] The two speakers describe the competitive advantages of their companies. Listen again and complete the table.

<table>
<thead>
<tr>
<th>Company 1</th>
<th>Company 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>a ________ service</td>
<td>5 ________ prices</td>
</tr>
<tr>
<td>staff are ________</td>
<td>6 ________ stocks</td>
</tr>
<tr>
<td>staff are ________</td>
<td>7 ________ delivery</td>
</tr>
<tr>
<td>products are ________</td>
<td>a ________ choice</td>
</tr>
</tbody>
</table>

5 Complete the Language point table for comparative adjectives. Use audio script 9.2 to help you.

<table>
<thead>
<tr>
<th>LANGUAGE POINT</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjective</td>
<td>Comparative form</td>
<td>Examples</td>
</tr>
<tr>
<td>short adjectives (one-syllable)</td>
<td>add ________</td>
<td>fast___, cheap___</td>
</tr>
<tr>
<td>adjectives ending in -y</td>
<td>replace the -y with ________</td>
<td>friendly → ________, easy → ________</td>
</tr>
<tr>
<td>long adjectives (two/three/four/five syllables)</td>
<td>put ________ or less before the adjective</td>
<td>experienced, less expensive</td>
</tr>
<tr>
<td>irregular adjectives</td>
<td>various forms</td>
<td>bad → worse, good → ________</td>
</tr>
</tbody>
</table>

For more information, go to Grammar reference on page 103.

6 Complete this text with the comparative forms of the adjectives in brackets.

WHAT IS MULTICHANNEL SELLING?

Many people choose to shop online because they find it ________ (easier) than going to the high street. Retail websites often have a ________ (wide) selection of products and ________ (cheap) prices than in the shops. But some people think the service in shops is ________ (friendly), and they believe the staff are ________ (experienced) and give them ________ (good) advice than an online shop. That’s why successful modern companies sell their products both in shops and online: multichannel selling.

For more exercises, go to Practice file 9 on page 103.
Unit 9 | Competition

7 Work in groups of three. Make sentences from the words in the table below. **Student A** begins the sentence with any word from A. **Student B** continues the sentence. **Student C** finishes the sentence. Change roles after each sentence.

*Example:* A Supermarkets ...
  B ... have a wider choice
  C ... than small shops.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coffee</td>
<td>wide choice</td>
<td>managers</td>
</tr>
<tr>
<td>English</td>
<td>difficult/easy to learn</td>
<td>sending an email</td>
</tr>
<tr>
<td>Cycling</td>
<td>up-to-date</td>
<td>Japanese</td>
</tr>
<tr>
<td>Tablets</td>
<td>big/small</td>
<td>small shops</td>
</tr>
<tr>
<td>Directors</td>
<td>expensive/cheap</td>
<td>water</td>
</tr>
<tr>
<td>Sending a tweet</td>
<td>fast/slow</td>
<td>driving</td>
</tr>
<tr>
<td>Supermarkets</td>
<td>low/high prices</td>
<td>laptops</td>
</tr>
</tbody>
</table>

8 Work with a partner. Take turns to compare your company with a competitor or another company you know well. Compare things like:

- price
- customer service
- quality
- choice
- staff
- delivery

*Example:* My company’s products are more expensive than our competitor’s, but we offer a higher quality service.

Practically speaking | How to say prices

1 Write these currencies next to the correct country 1–6.

<table>
<thead>
<tr>
<th>euros (€) x2</th>
<th>dollars ($)</th>
<th>yuan (¥)</th>
<th>pounds (£)</th>
<th>yen (¥)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Spain</td>
<td>2 Japan</td>
<td>3 the UK</td>
<td>4 China</td>
<td>5 Germany</td>
</tr>
<tr>
<td>6 the USA</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2 ▶9.3 Listen to three short conversations and tick (✓) the prices you hear.

| ¥2,860       | $26.80      | £500    |
| $500         | $28.60      | €50.75  |
| ¥2,960       | ¥2,960      | ¥11.79  |
| €500         | €7.15       | $30     |

3 Work with a partner. Practise saying all the prices in 2.

4 ▶9.3 Listen again and complete the information in 1–3.

1 Price of phone: ________
   Price of calls per month: ________ for ten hours; ________ for five hours

2 Delivery free on orders of more than ________
   Delivery per item: ________; Delivery for four items: ________

3 Normal price: ________; Discount with customer card: ________
   Final price: ________

5 Work with a partner. How much do these things cost in your town or city?

- a TV
- a pizza
- a bus or train ticket
- a mid-range hotel
- a smartphone

6 Talk about the prices of the things in 5 in the cities below. Do you think they are cheaper or more expensive than in your town or city?

- London
- Beijing
- New York
- Rome
- Tokyo
Business communication | Comparing and choosing

1. Javier Sampedro works for a chain of shops. His company wants to update its website and sell products online. Javier asked two web design companies, Weblines and ITE, for quotes. He compares the quotes for his managing director at their weekly meeting. Listen to the meeting and complete the table. Tick (√) the correct column.

<table>
<thead>
<tr>
<th>Question</th>
<th>Weblines</th>
<th>ITE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lower prices?</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Smaller company?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Older company?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Better quality of work?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>More experience with online businesses?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Faster delivery?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Listen again and complete these sentences.
   a. How do they ________?
   b. ITE is ________.
   c. Are they ________?
   d. The quality is ________.
   e. The ________ of ITE is the two people have experience in the online marketing and sales industry.
   f. The ________ of Weblines is they don’t usually work with online businesses.
   g. There’s no ________.
   h. I ________ ITE.
   i. Let’s ________ them.

3. Put a–i in 2 into categories 1–4.
   1. Asking about differences: a, __
   2. Talking about similarities: __, __
   3. Talking about differences: __, __, __
   4. Choosing: __, __

4. Work with a partner.
   **Student A:** Ask Student B about situations 1–3.
   1. Transportation for work: a motorbike or a bicycle?
   2. Employ a new person for your department: put an advert in a newspaper or use a recruitment agency?
   3. English lessons: in a classroom with a teacher or online?

   **Student B:** Talk about the similarities and differences.
   **Example:** A: I want a motorbike or a bicycle for work. How do they compare?
   B: A bicycle is cheaper, but ...

5. Now change roles and discuss three more situations.
   • Food for a conference: local or foreign dishes?
   • A two-day training course: at work during the week or in a five-star hotel at the weekend?
   • A holiday this summer: at home or abroad?

   **For more exercises, go to Practice file 9 on page 102.**

6. Work with a partner. Discuss some quotes for a courier and a hotel. **Student A,** turn to page 114. **Student B,** turn to page 117.
Supermarket competition

I like Lidl because it’s smaller than my old supermarket, so I can do my shopping much faster. There’s a smaller range of products, but I can buy everything I want.

I like the fact that Aldi sells a lot of local products: British meat, milk, cheese and fruit and vegetables.

It’s easy – at my old supermarket, my weekly shop was about £80; at Lidl it’s only about £60!

I like the products in Aldi: good quality meat and cheese, and excellent German chocolate!

Discussion

1. Read customers’ comments about Aldi and Lidl. Why do they shop there?
2. Listen to an interview about the success of Aldi and Lidl. Which of the reasons in the comments in 1 are mentioned?
3. What areas do you think are important for supermarkets to be competitive?
4. Which foreign stores (e.g. supermarkets, clothes shops, restaurants) are successful in your country? Why?

Task

1. Work in groups of three. You want to set up a new supermarket in your country. You need to compete with the supermarkets which are there now. How can you make your supermarket competitive? Discuss the profile of the supermarkets in your country – is there a gap in the market? Decide on your new supermarket’s:
   - products: range, quality, prices, brands, suppliers
   - stores: location, size and design
   - service: customer service and other services you can offer
   - marketing: how will you advertise? What message will you give to the customers?
2. Present your ideas to the class. Which group’s supermarket is the most competitive?
Focus

1 Work with a partner. Which of the processes 1–5 do you do in your job? Which of the adjectives below do you think describes each process? 

*fast  slow  difficult  simple  long  short*

1 Taking customer orders
2 Recruiting a new employee
3 Arranging team meetings
4 Booking travel arrangements
5 A manufacturing process

2 **01** Watch three people talking about some of the processes in 1. Answer the questions in the table.

<table>
<thead>
<tr>
<th>Speaker 1</th>
<th>Speaker 2</th>
<th>Speaker 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which process are they talking about?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How do they describe the process?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3 Compare your answers in 2 with a partner.

The ordering process

4 Work with a partner. Discuss how food companies deliver fresh food to shops, restaurants and hotels. Think of all the stages in the delivery process and make a list. Begin with: *The customer places the order.*

5 Work with another pair of students in groups of four. Compare your lists of stages. Are there any differences?
The Fresh Direct ordering process

6 You are going to watch a video about the ordering process at a food delivery company. Before you watch, match words 1–10 from the video to definitions a–j.

1 supply chain ___
2 restaurant chains ___
3 system ___
4 scan ___
5 in stock ___
6 key into ___
7 allocate ___
8 assemble ___
9 pallet ___
10 picker ___

a type information into a computer
b a set of things working together
c goods in your warehouse which are ready to sell
d a square wooden object for storing and transporting an order
e the stages in moving an order from the supplier to the customer
f give someone a job to do
g many restaurants in different places, owned by one company
h employee who picks the foods for an order
i check something electronically
j put different parts in one place

7 video James Cartwright is the Operations Manager for the food delivery company Fresh Direct. Watch the video and answer questions 1–3.

1 What kind of food does Fresh Direct supply?
2 Which part of Fresh Direct is the video about?
3 Why is Fresh Direct a successful company?

8 Work with a partner. Number the stages in the process at Fresh Direct in the correct order 1–7.

A ‘picker’ assembles the order onto a pallet. ___
They key the order into the management system. ___
Fresh Direct takes an order from a customer. ___
Another person checks the quantity and quality of the product. ___
The order management system knows if the order is in stock. ___
Lorries deliver it to the customers in different parts of the country. ___
They load the pallet onto the lorry. ___

9 video Watch the video again and check your answers in 8.

10 Work with a partner. Have a conversation using the information in 7 and 8.

Student A: You are the operations manager at Fresh Direct. Welcome Student B to your warehouse and explain the process.

Student B: You are an important customer of Fresh Direct. You are visiting the warehouse for the first time. Ask Student A questions about the process in the warehouse.

Describe a process

11 Work with a partner. Think of a process you and/or your partner has at work. Make notes on all the stages of the process. Ask each other questions to help make each step of the process clear. Then present your process to the class.
Teamwork

Starting point

1. Do you usually work alone or in a team?

2. What are the advantages of working in a team?

3. When you make decisions, do you always ask for other opinions?

4. Do you have your best ideas on your own or with others?

Working with words | Working in teams

1. Read about W.L. Gore & Associates. Write the headings from the list in the correct place in the text 1–4.

   Time to talk  Small teams  Everyone’s a leader  The long view

Who’s my boss?

W.L. Gore & Associates is well known for its GORE-TEX® fabrics. Wilbert and Genevieve Gore started the company in 1958. It has no bosses or job titles. The company’s rules for business are:

1. You work with colleagues in groups and everyone knows each other.

2. There are no job titles and no managers, so everyone in the group makes decisions. You develop ideas to share with your team, and you all plan new projects together.

3. It often takes years to solve problems and find solutions for new products.

4. You attend lots of meetings. Face-to-face communication is better than memos and emails.
2 Tick (✓) the phrases you think people say at Gore.
   1 I don’t like working with other people. □
   2 I don’t know – ask the boss. □
   3 Let’s have a meeting. □
   4 It took a long time, but we have a great product. □
   5 It’s not my job to think of new ideas. □
   6 I need to speak to the team before I make a decision. □

3 Work with a partner. Discuss which of Gore’s working methods are similar in your company.

4 Match verbs 1–7 to nouns a–g, then check your answers in the text in 1.
   1 attend ___
   2 plan ___
   3 make ___
   4 work ___
   5 develop ___
   6 find ___
   7 solve ___
   a decisions
   b problems
   c solutions
   d projects
   e meetings
   f with colleagues
   g ideas

5 Complete these questions with words from 4.
   1 What ______ do you have to make at work?
   2 What meetings did you ______ last month?
   3 Do you ______ with colleagues in a team, or alone?
   4 What do you do when you want to ______ a problem at work?
   5 What is a good time of day to ______ new ideas?
   6 How do you feel when you find a ______ to a problem?
   7 Do you have to ______ any large projects in your team?

6 Work with a partner. Ask and answer the questions in 5.

7 ▶ 10.1 Listen to a conversation about a team problem. What is the problem? What three solutions do they talk about?

8 ▶ 10.1 Listen again and complete the sentences.
   1 I have a ______ problem with the new project team.
   2 There’s a ______ problem with their teamwork …
   3 That’s a ______ problem.
   4 That’s a ______ idea!
   5 That might not be a ______ solution.
   6 I don’t think that’s such a ______ idea.

▶ For more exercises, go to Practice file 10 on page 104.

9 Work with a partner. Discuss these problems using the phrases in 4 and 8.
   • An important customer wants a 20% discount on all orders. You normally offer 10%.
   • Someone in your team is off sick for two weeks. You need to finish your project this Friday.
   • You have to take a new client to dinner. You need to decide where to go.
   • Two people in your team are good at their jobs, but there is a personality problem: they cannot work together and always disagree in meetings.

10 Think of a problem you have, or had, at work. Tell your partner and discuss it. Can you solve the problem?
**Language at work | Superlatives**

1. Richard, Adriana and Pedro all work for an industrial supplies company in Brazil. Adriana is visiting the factory in Recife. She calls her colleague, Richard, in head office to report back. Listen to the phone call. Which problems do they talk about: technical, personnel or supply?

2. Listen again. Are these sentences true (T) or false (F)?
   1. The problem at the Recife factory is small. ___
   2. The new components were the most expensive solution. ___
   3. The new components were the best idea. ___
   4. Pedro thinks the new components are better than the old ones. ___
   5. Personnel problems at the factory are bigger than technical problems. ___
   6. Staff turnover in the Recife factory is the highest of all the factories. ___
   7. The team at the Recife factory is the biggest problem. ___

3. Which sentences in 2 ...?
   a. compare two or more things ___
   b. say something is the maximum or minimum ___

4. The sentences in 3b use the superlative form. Complete the Language point table for superlatives. Use audio script 10.2 to help you.

<table>
<thead>
<tr>
<th>Adjective</th>
<th>Superlative form</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>short adjectives, e.g. small</td>
<td>add __________</td>
<td>the small __________</td>
</tr>
<tr>
<td>add -st.</td>
<td>For adjectives ending in –v, add -st.</td>
<td></td>
</tr>
<tr>
<td>For adjectives ending in vowel + consonant, double the consonant and add + -est.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>adjectives ending in -y, e.g. easy</td>
<td>replace -y with _______ and add -est</td>
<td>friendly → the ________, easy → the ________</td>
</tr>
<tr>
<td>long adjectives, e.g. expensive</td>
<td>put _______ or least before the adjective</td>
<td>the _______ expensive, the least expensive</td>
</tr>
<tr>
<td>irregular adjectives, e.g. good</td>
<td>the + various forms</td>
<td>bad → the worst good → the _______</td>
</tr>
</tbody>
</table>

5. Three days later, Richard and Adriana email each other. Complete their emails with the superlative form of the adjectives in brackets.

**Hi Adriana,**

How was your trip? We have a lot of things to discuss, but _______ (important) decision at the moment is what to do with Pedro. Should we ask him to leave, offer him a different job in Recife or move him to Rio? What’s _______ (good) solution? Perhaps _______ (cheap) solution is to offer Pedro a new job in the Recife factory. What do you think?

Richard

**Hi Richard,**

My trip was fine, except for this personnel problem. Asking Pedro to leave is probably _______ (easy), but also _______ (expensive) solution. Sorry, but I think that offering him a new job in the Recife factory is _______ (bad) solution. You’re right that it’s _______ (expensive) option, but Recife is our _______ (small) factory, so he will still be dealing with the same people. How about transferring him to the new Rio factory? Let’s talk about this when I’m back in the office.

Adriana
6 Work with a partner. You need to find a new line manager for the Recife factory. Discuss and compare the three candidates below. Who is the best candidate?

<table>
<thead>
<tr>
<th></th>
<th>Marcio</th>
<th>Paolo</th>
<th>Lucy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factory</td>
<td>Rio de Janeiro factory</td>
<td>Recife factory</td>
<td>Recife factory</td>
</tr>
<tr>
<td>Work history</td>
<td>• Joined the company in 2008 as a line worker.</td>
<td>• Joined the company as line worker last year.</td>
<td>• Joined the Denver factory in 2006.</td>
</tr>
<tr>
<td></td>
<td>• Became team leader for Production line 1 in 2011.</td>
<td>• Became team leader for Production line 2 this year.</td>
<td>• Became team leader in 2012. Moved to Recife six months ago.</td>
</tr>
</tbody>
</table>

**Comments**

- Marcio: Very popular with his team. He is looking for jobs in other companies.
- Paolo: Next month – training course in management skills.
- Lucy: Her team like her. She is taking Portuguese lessons.

For more exercises, go to Practice file 10 on page 105.

7 Think of two or three answers for the following. Then tell your partner and compare them. Use the superlatives in brackets.

- Current problems you are having at work (smallest? biggest?)
- New products in your home or at work (newest? most expensive?)
- New ideas you had this week (worst? best?)

*Example:* I have a few problems at work … but the biggest problem I have is …

Practically speaking | How to respond to news

1 ▶ 10.3 Which expressions a–f can you use to respond to the sentences 1–6? Listen and check your ideas.

1. I got a promotion to section manager.
2. I didn’t get that sales job that I applied for.
3. I left my phone on the train.
4. Our boss got a new job with our biggest competitor.
5. Our company won retailer of the year.
6. We won the contract for the new shopping centre.

a. Oh no. That’s terrible.
b. Really? How amazing!
c. Great. That’s fantastic!
d. Wow. That is surprising.
e. I’m sorry. How disappointing.
f. Good. That’s excellent news!

2 Put the expressions a–f in 1 into categories 1–3.

1. Responding to good news: ___, ___
2. Responding to bad news: ___, ___
3. Showing surprise: ___, ___

3 ▶ 10.3 Listen again and underline the stressed words and syllables in the expressions a–f in 1. Then practise the conversations with a partner.

4 Work with a partner. Student A, turn to page 114. Student B, turn to page 110. Respond to each other’s news.
Business communication | Giving opinions

1 Papotech, an office supply company, is currently having two problems: staff are leaving and customers are complaining. The Director at Papotech asked for this report. It compares his company with some competitors. Work in groups. Read the report and discuss possible reasons for the problems.

*Example:* Staff probably leave because Papotech pays the lowest salaries.

<table>
<thead>
<tr>
<th>CONFIDENTIAL REPORT</th>
<th>Comparison of Papotech and its competitors</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PAY</strong></td>
<td><strong>PRICES</strong></td>
</tr>
<tr>
<td>Average salary per month</td>
<td>Average price of popular products</td>
</tr>
<tr>
<td>Papotech</td>
<td>€1,420</td>
</tr>
<tr>
<td>Office First</td>
<td>€1,830</td>
</tr>
<tr>
<td>TMP</td>
<td>€1,560</td>
</tr>
</tbody>
</table>

2 **10.4** The Director is discussing the report with a line manager. Listen and answer questions 1–2.
   1 Which parts of the report do they discuss? What don’t they discuss?
   2 What reasons does the line manager give for the two problems?

3 **10.4** Listen again. Put expressions a–h into categories 1–4.
   1 Asking for an opinion: ___, ___
   2 Giving an opinion: ___, ___, ___
   3 Agreeing: ___
   4 Disagreeing: ___, ___

   a What’s your opinion?
   b In my opinion ...
   c I think ...
   d I agree.
   e Do you think ...
   f I don’t think so.
   g I’m not so sure.
   h I think we should ...

> For more exercises, go to Practice file 10 on page 104.

4 Work with a partner. Discuss 1–4 below. Follow this model.

*Ask B’s opinion.* ➔ *Give your opinion.* ➔ *Agree or disagree.*

   1 Teams are always better than people working alone.
   2 Meetings are never useful.
   3 The best offer is usually the cheapest.
   4 Employees prefer more pay than more training.

5 Work in small groups. Look at the ideas in the table. Discuss what you should do to solve the problems at Papotech. You have a maximum budget of €200,000.

<table>
<thead>
<tr>
<th>PAPOTECH</th>
<th>Possible solutions</th>
<th>Cost in €</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prices</td>
<td>Offer 10% lower prices on 100 most popular products</td>
<td></td>
</tr>
<tr>
<td>a) to all customers</td>
<td></td>
<td>100,000</td>
</tr>
<tr>
<td>b) to our biggest customers</td>
<td></td>
<td>45,000</td>
</tr>
<tr>
<td>Pay</td>
<td>Increase salaries</td>
<td></td>
</tr>
<tr>
<td>a) by 10%</td>
<td></td>
<td>50,000</td>
</tr>
<tr>
<td>b) by 5%</td>
<td></td>
<td>25,000</td>
</tr>
<tr>
<td>Training</td>
<td>Give more training to call centre staff</td>
<td>10,000</td>
</tr>
<tr>
<td>Jobs</td>
<td>a) Recruit two new staff for the call centre</td>
<td>60,000</td>
</tr>
<tr>
<td></td>
<td>b) Offer three staff the post of team leader</td>
<td>20,000</td>
</tr>
<tr>
<td>IT</td>
<td>a) Buy a new computer system</td>
<td>100,000</td>
</tr>
<tr>
<td></td>
<td>b) Train staff to use the new system</td>
<td>15,000</td>
</tr>
</tbody>
</table>
Teamwork and personality types

What makes a good team? Some companies use tests to help them choose the right people to work together and to improve teamwork. The MBTI® (Myers-Briggs Type Indicator) is one of the most popular. It is used by 89 of the biggest companies in the USA.

In the MBTI® employees answer a lot of questions in four different categories. The result of the test tells employees that they have one of 16 different personality types. In this way, employers hope that employees will understand themselves and their colleagues better.

Case study: Kaiser Permanente, a large health-care provider in the USA.

Situation: A large administrative team working in two different offices in Northern and Southern California didn’t work well as a team. Communication wasn’t good and employees were stressed. They didn’t agree on how to do things.

Action: Team-building training which used the MBTI® test.

Results: The team understood themselves and each other better. They organized their tasks differently, so their work became more efficient and they felt less stressed. ‘It became much easier to understand why others act and communicate the way they do,’ said one member of the team.

Discussion

1. Do you think using tests like the MBTI® is useful for companies? Why/Why not?
2. Are personality tests used by companies in your country? Does your company use them?
3. In what other ways do companies try to improve teamwork?
4. How does your company try to improve teamwork?

Task

1. Work with a partner. Ask and answer the questions.

Are you a team player?

1. Do you prefer ...
   a. to work in your own office  b. to work in a shared office

2. When you have a big problem at work, do you ...
   a. usually discuss it with your colleagues  b. prefer to think about it alone

3. Do you prefer ...
   a. to play a team sport, like football  b. to exercise alone, like running

4. When your colleagues have a question or problem, do they ...
   a. often ask you for help  b. usually ask other people for help

5. At work, is it most important for you to ...
   a. do work that gets results  b. work with people you like

6. Imagine your company has a team-building weekend. Do you think ...
   a. ‘Great! More fun with my colleagues!’  b. ‘Oh no! Another team-building event’

2. With your partner, discuss what you think your answers say about your personality type. How is this important for your work in a team?
Travel

Starting point
1. Do you often travel on business/holiday?
2. What is your favourite destination? Why?
3. How do you travel?

Working with words | Staying at a hotel

1. When was the last time you stayed in a hotel? Was it a work or leisure trip? Which of these facilities and services did the hotel have?
   - restaurant
   - gym
   - car park
   - Internet access
   - swimming pool
   - room service
   - other services

2. Jenny Chiang is on a business trip to Dublin. She needs to book a hotel room. Listen to her phone conversation with the receptionist and choose the correct words from 1–5 on the reservation form.

   **RESERVATION FORM**

   Name: Jenny Chiang
   Date: 24th October
   Room type: single / double
   Price: €120 (bed and breakfast)
   Credit card / Passport details: Mastercard / Visa
   Phone / Card number: 0674 8596 8374 6374
   Expiry / Start date: 03/2019

3. Match 1–5 to a–e to make phrases from the conversation. Then listen again and check.
   1. I’d like to book ____
   2. Do you have ____
   3. Does that include ____
   4. You can check in ____
   5. There’s a free bus from ____

   a. the terminal.
   b. breakfast?
   c. any vacancies?
   d. a room for the night.
   e. anytime now.

4. Now listen to Jenny’s conversation when she arrives at the hotel. Answer questions 1–3.
   1. What is Jenny’s room number?
   2. What time can she have breakfast?
   3. Does she need to make a reservation for dinner?

5. Listen again and complete these phrases from the conversation.
   1. I have a ____ for tonight.
   2. Your room is on the fifth ____.
   3. The ____ is over there.
   4. What time is breakfast ____?
   5. Do I need to ____ a table?
6  ▶ 11.3 Jenny calls Reception. Listen and tick (✓) the things she asks about.
   towels ☐  a safe ☐
   room service ☐ Internet access ☐
   a taxi ☐ a wake-up call ☐
   a hairdryer ☐

7  Complete the sentences with the words from 6.
   1. Can I have _____________ at 6 a.m. please?
   2. Do I need a password for the _____________ in my room?
   3. Can you order _____________ to the airport for me?
   4. There is _____________ on the wall in the bathroom.
   5. Can I have some more _____________ for my room, please?
   6. Is there _____________ in the room for valuables?
   7. The restaurant closes at 10 p.m. but _____________ is available until midnight.

   ➤ For more exercises, go to Practice file 11 on page 106.

8  Work with a partner.
   Student A: You are a hotel receptionist at Metro Hotel. Look at the information below and answer questions about the services.
   Student B: Turn to page 118 and ask questions about the services. Use the phrases in 3, 5 and 7 to help you.

---

**METRO HOTEL**

**SERVICES**

We are pleased to offer guests many services:

**ROOM SERVICE (310)**
Order food in your room from 07.00–00.00.

**WAKE-UP CALL (311)**
Phone for an early morning wake-up call.
We can also order taxis to the airport.

**BREAKFAST (313)**
Served in the restaurant from 07.00–09.30.
(Also available in rooms.)

**RESTAURANT (313)**
Book a table for dinner this evening at our French restaurant.

**BUSINESS SERVICES (314)**
One meeting room is available.
Please book in advance.

**GYM AND SAUNA**
On basement floor. Open 24 hours a day.

**ALL ROOMS HAVE:**
  • wireless Internet access
  • pay-per-view TV with eight film channels
  • air conditioning

---

9  Change roles and repeat 8. Student A, turn to page 114 and ask questions about the services. Use the phrases in 3, 5 and 7 to help you.
Language at work | Going to | Infinitive of purpose

1 Read this article and answer questions 1–4.
1. What problem do business travellers have?
2. What service does the company offer?
3. Where do they operate?
4. What are their plans?

TOUR GUIDES ON THE RUN

On your next business trip, are you going to have any time for sightseeing? Probably not. Even when it’s a famous destination, most business travellers aren’t going to see outside the airport, hotel or conference room. But City Running Tours has the solution. Go for a run with a tour guide across the city and see all the local places of interest before breakfast. The company now offers tours of 12 US cities, from Atlanta to Washington DC, including Honolulu! And you can cross the border to Canada, too, for a tour of Toronto. It is now so popular with business travellers that they’re going to offer the service in even more cities in the future.

2 Look at the phrases in bold in 1. Are they about the past, present or future? Are they about a general plan or a specific arrangement?

3 Complete the explanations in Language point 1 with be, main verb and going to.

LANGUAGE POINT 1

1. We talk about general plans with _______ + _______ + _______.
2. In negative sentences, we use the negative of _______.

For more information, go to Grammar reference on page 107.

4 Work with a partner. Take turns to ask and answer questions about Mike’s plans for a business trip to Canada. Use the notes below.

Example: A Is he going to see Christophe?
B No, he isn’t, but he’s going to meet Dominic.

* have dinner with colleagues ✓
* see Christophe X (meet Dominic)
* present new product ✓
* open new sales office ✓
* visit Ottawa office X (visit Montreal)
* take train to Montreal ✓
* go sightseeing X (no time)

5 Work with a partner. Ask and answer questions about your next trip or holiday.

<table>
<thead>
<tr>
<th>Are you</th>
<th>going to</th>
</tr>
</thead>
<tbody>
<tr>
<td>I’m</td>
<td>visit</td>
</tr>
<tr>
<td>We’re</td>
<td>open</td>
</tr>
</tbody>
</table>

Have ... | see ... |
|         | offer ... |
|         | take ... |
|         | meet ... |
6 11.4 Listen to a conversation with a business traveller. Where is he going?

7 11.4 Listen again and match 1–4 to a–d.
   1 I’m going to visit Toronto first ___
   2 I’m going to spend a day in Quebec ___
   3 We’re going out in the evening ___
   4 I’m going to take Friday off ___
   a to present the new product to Dominic and his team.
   b to see the old city and have dinner.
   c to see the sales reps there.
   d to have a nice long weekend.

8 Answer the questions in Language point 2.

LANGUAGE POINT 2
What form are the verbs in bold in 7?
Is this form used here to say …?
   1 why something happens
   2 how something happens
   3 when something happens

9 Work with a partner. Make sentences about plans using the prompts.
   1 leave work early → go to the dentist
   2 do a course → learn a new computer program
   3 visit Delhi → see clients
   4 call Sasha → arrange a meeting
   5 come to the office at the weekend → finish my report

Example: I’m going to leave work early to go to the dentist.

For more exercises, go to Practice file 11 on page 107.

10 Write three plans for you or your company. Tell your partner about them.

Practically speaking | How to talk about money

1 11.5 Listen to three conversations about money and match them to places a–c.
   a bureau de change ___
   b taxi ___
   c airport shop ___

2 11.5 How much money does the traveller pay or get in each conversation?

3 11.5 Listen again and complete these sentences.
   1 How _______ is that?  4 I’d like to _______ $500 ...
   2 Keep the _______.  5 The exchange _______ is ...
   3 Can I pay _______ credit card?  6 What’s the _______?

4 Work with a partner. Role-play the three situations in the pictures.
Business communication | Eating out

1 Work with a partner. Read this article and discuss the questions for:
   1 your own country
   2 other countries you visit

Tips for travellers

Eating out

In many countries, the restaurant – not the office – is the real place for business. So make sure you can answer these questions before your next trip abroad.

1 What do you eat for lunch or dinner?
2 Are there any special or local dishes?
3 What are the most popular drinks with dinner?
4 How many courses are there?
5 Who pays the bill?
6 What is the tip in restaurants? 0%? 10%? 20%?

2 ▶ 11.6 Listen to two people at an airport restaurant ordering from the menu below. What do they order? What is their total bill?

![Flying High Restaurant Menu]

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicken salad</td>
<td>8.95</td>
</tr>
<tr>
<td>Spaghetti Bolognese</td>
<td>11.25</td>
</tr>
<tr>
<td>Fish pie</td>
<td>11.25</td>
</tr>
<tr>
<td>Steak and fries</td>
<td>13.50</td>
</tr>
<tr>
<td>Vegetable risotto</td>
<td>8.50</td>
</tr>
<tr>
<td>Giant burger and fries</td>
<td>11.25</td>
</tr>
<tr>
<td>Pizza: tomato and mozzarella / pepperoni / chicken and mushroom</td>
<td>10.50</td>
</tr>
<tr>
<td>Side dishes: mixed salad / french fries / grilled vegetables</td>
<td>4.95</td>
</tr>
<tr>
<td>Bottled water (sparkling or still)</td>
<td>4.50</td>
</tr>
<tr>
<td>Soft drinks / coffee / tea</td>
<td>3.00</td>
</tr>
</tbody>
</table>

3 ▶ 11.6 Listen again and underline the correct words in italics.

1 Would / Do you like pizza?
2 Do / Are you ready to order?
3 Do you like / Would you like to order first?
4 I’d / I’ll have the vegetable risotto, please.
5 I like / I’d like the pepperoni pizza, please.
6 What / How was your meal?
7 Would you like / Do you like a dessert?
8 I’ll just have / I just like a coffee.
9 We’ll / We’d like two coffees, please.
10 Could / Would I have the bill, please?

4 Which of the expressions in italics mean (a) Do you want …?, (b) /We want … or (c) neither?

1 Do you like pizza? ___
2 Are you ready to order? ___
3 We like sparkling water. ___
4 We’d like sparkling water. ___
5 Do you have pizza? ___
6 I’ll have the pepperoni pizza. ___
7 Would you like a dessert? ___
8 Could I have the bill? ___

For more exercises, go to Practice file 11 on page 106.

5 Work in groups of three. Take turns to be customers and a waiter at the airport restaurant. Use the menu in 2 and practise ordering food and talking about the food with your partner. Use the expressions in 3 to help you.

Key expressions

Offering
Would you like …?

Asking for information
Are you ready to order?
Do you have (any) …?

Requesting
Could I have …?
I’d like …, please.
I’ll have …, please.

Responding
Yes, please.
No, thanks.
Not for me, thanks.
Sure.
Of course.

Talking about food
Do you like …?
They have really good … here.
How was your meal?
Delicious / Very nice.
The pizza looks/sounds good.
More efficient business trips

Business trips are important for many companies, but even a short trip can cost a lot: travel, hotels, food – and time! How can you get the most for your time and money?

- Book flights early. They are usually cheaper then.
- Use a business travel agent to save time and get better prices.
- Is there another way to travel? Train tickets are often cheaper than flights, and an overnight train journey can replace a night in a hotel. If the journey isn’t too long, some employees like to drive so that they can choose when to go.
- Are you going to network at a conference or trade fair? Use social media to connect with other people before you arrive.
- Do you have friends or family you can stay with? Or how about Airbnb, where you rent a room or apartment directly from the owner? 1,000 companies already use Airbnb for employees on business trips.
- Meet people for coffee, not dinner, and you will have time for more meetings.
- Use public transport and/or the airport shuttle bus instead of taxis.
- Do you really need to go? Can you hold the meeting by teleconference or videoconferencing instead?

Discussion

1. Do you agree or disagree with each of the ideas above?
2. How do you travel? How can you reduce the time and money you spend on travelling?
3. Do you think people go on fewer business trips these days because of tele- and videoconferencing? How do you think business travel will change in the future?

Task

1. Work in small groups. Look at the travel and meetings plan for a sales manager in a Madrid-based company. Use the travel and accommodation information on page 115 to help plan the manager’s trips. Discuss the options, for example:

- Can some meetings take place using videoconferencing instead of a personal meeting?
- How will they travel? Where will they stay?
- Are there any ways to save time and money?

<table>
<thead>
<tr>
<th>March</th>
<th>MEETING</th>
<th>LOCATION</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>21st</td>
<td>First meeting with a possible customer</td>
<td>Lisbon</td>
<td>10 a.m.</td>
</tr>
<tr>
<td>23rd–24th</td>
<td>European sales and marketing meeting</td>
<td>Paris</td>
<td>two full days</td>
</tr>
<tr>
<td>25th</td>
<td>Meeting with an important customer</td>
<td>Lisbon</td>
<td>to be confirmed</td>
</tr>
<tr>
<td>26th</td>
<td>Hospitality trade fair</td>
<td>Lyon</td>
<td>all day</td>
</tr>
<tr>
<td>before the end of the month</td>
<td>New product training for team (The team come from Barcelona, Bilbao, Lisbon and Malaga. They usually travel by car [4–6 hours] or can fly [1 hour, 25 minutes].)</td>
<td>Madrid</td>
<td>half day</td>
</tr>
</tbody>
</table>
Starting point
1. What’s your busiest month?
2. Which month do you normally take a holiday in?
3. Which is your favourite season: spring, summer, autumn or winter? Why?

Working with words | Calendars and schedules

1. Work with a partner. What do you think the busiest season is for these types of business? Why?
   - delivering flowers
   - department store
   - trade fair industry

2. The graphs below show busy periods in the year for the three businesses in 1. Match the graphs A–C to the three businesses.

A  B  C

3. ▶ 12.1 Listen to three people who work in these businesses. Check your answers in 2 and answer questions 1–3.
   1. Which months are busiest for Katrina?
   2. Why is January a good month for department stores?
   3. Which days are very important in the flower delivery business?
4 Complete word pairs 1–7 with words from the list. Use audio script 12.1 to help you.

<table>
<thead>
<tr>
<th>holiday</th>
<th>period (x2)</th>
<th>off</th>
<th>schedule</th>
<th>deadline</th>
<th>leave</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 tight</td>
<td>5 busy</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 busy</td>
<td>6 quiet</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 annual</td>
<td>7 time</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 public</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5 Complete these questions with words from 4.

1. Do you have a busy _______ and a _______ period during the day?
2. Do you have any time _______ this month? When is your annual _______?
3. Many companies have _______ deadlines around Christmas. Is this true for your company?
4. What happens if a _______ holiday is at the weekend?

6 Work with a partner. Ask and answer the questions in 5.

7 Look at the schedule and note below. Whose schedule is this from 3? Are they busy all week?

<table>
<thead>
<tr>
<th>Wednesday 27th</th>
<th>Final day for annual conference registrations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday 28th</td>
<td>8 p.m. Dinner with Franco at Nara Sushi at Friesenstrasse 70</td>
</tr>
<tr>
<td>Friday 29th</td>
<td>10 a.m. Open trade fair stand</td>
</tr>
<tr>
<td></td>
<td>2 p.m. Meet association members</td>
</tr>
<tr>
<td></td>
<td>Day off – Long weekend in Paris!</td>
</tr>
</tbody>
</table>

8 Find four words or phrases in the schedule and note in 7 for definitions 1–4.

1. time off on Saturday, Sunday and one extra day (Friday or Monday) _______
2. a note to tell you to do something _______
3. a plan or schedule with times for each stage _______
4. meeting for a group of people once a year _______

>> For more exercises, go to Practice file 12 on page 108.

9 Which are the busy periods in your company? Draw a line in the graph below to show your busier and quieter months. Work with a partner. Use your graph to talk about the following:

- the busier and quieter seasons
- time off and holidays this year
- deadlines this month

Example: I have a very busy schedule this month because …
Language at work | Present perfect

1 Greta Helsing works for Original Oils. Read the information about the company and her email below and answer questions 1–3.
1 Where does Original Oils sell its products?
2 Where does it buy its materials?
3 What is Greta’s deadline?

Original Oils

Original Oils imports and sells natural cosmetic products (soap, lotions) to high street shops in Western Europe. Usually, the company buys raw materials from Pakistan and India, but this year Original Oils has ordered Palmarosa oil from a new supplier in Nepal. It wants to produce a new soap with the oil for Valentine’s Day but the delivery hasn’t arrived yet.

Subject: Palmarosa soap

Dear Barati,

How are you? Can you update us on our order? I have checked our system, but it hasn’t arrived yet. Have you shipped the oil yet? We need the delivery by 20th October.

Greta Helsing
Original Oils

2 Answer the questions in the Language point.

LANGUAGE POINT

Look at the verbs in bold in 1.
1 Are they talking/asking about a past, present or future action?
2 Does the action affect the present or the past?

Complete these explanations for forming the present perfect.
   a To make positive statements use have/_________ + past participle.
   b To make negative sentences use haven’t/_________ + past participle.
   c To make questions use ________/_________ + subject + past participle.
   d To form the past participle of regular verbs (order, arrive, etc.) add _________
   to the verb.

▷ For more information, go to Grammar reference on page 109.

3 Work with a partner. Look at Barati’s list. Take turns to ask what he has done.

Example: A Has he checked the database? B Yes, he has.

Check database ✓
Contact shipping firm ✓
Email producer ✓
Call Greta ✗
Arrange next visit to producers ✗
Update website with product details ✓
4 **12.2** Listen to the phone call. Is the delivery going to be late? What is Greta going to change?

5 **12.2** Listen again and complete sentences 1–6 with the present perfect of the verbs in brackets.

1. We ______ (send) it …
2. We ______ (have) a few problems here.
3. ______ you ______ (take) lots of orders for the soap?
4. There ______ (be) a lot of interest.
5. ______ you ______ (see) some of the other products on our website?
6. ______ you ever ______ (be) to Nepal?

6 Read the final part of audio script 12.2 on page 126. How does Greta give short answers in the present perfect?

For more exercises, go to Practice file 12 on page 109.

7 Work with a partner. You each have some tasks to complete before the end of the week. Ask each other about your progress on the tasks. Student A, turn to page 115. Student B, turn to page 112.

**Practically speaking | How to use prepositions of time**

1 **12.3** Listen to two people talking about their jobs. What industry do they work in? When are they busiest?

2 **12.3** Complete sentences 1–6 with the correct prepositions from the list.

   *on* (x2) *in* (x2) *at* (x2)

1. My busiest period is ______ spring.
2. My flight is ______ ten.
3. The conference starts ______ the 13th.
4. What are you going to do ______ the weekend?
5. We are open ______ public holidays.
6. The restaurant is closed ______ May.

3 Put the prepositions from 2 into the table.

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>... Monday</td>
<td>... February</td>
<td>... nine-thirty</td>
</tr>
<tr>
<td>... 21st of November</td>
<td>... winter</td>
<td>... midday</td>
</tr>
<tr>
<td>... New Year’s Day</td>
<td>... spring</td>
<td>... the weekend</td>
</tr>
<tr>
<td></td>
<td>... an hour</td>
<td></td>
</tr>
</tbody>
</table>

4 Ask your partner about these times. Ask about the past, present and future.

- in spring/summer/autumn/winter
- in (month)
- at (time)
- at the weekend
- on public holidays
- on the (date)

*Example:* What did you do at the weekend? What do you usually do on public holidays? What are you going to do in the summer?
Business communication | Planning a schedule

1. Greta Helsing is meeting with Soledad and Martin at Original Oils. They are discussing and planning the schedule for the new Palmarosa Soap. Martin is coordinating production and Soledad deals with sales to the high street shops. Listen to the meeting. Complete Greta’s notes with the dates.

<table>
<thead>
<tr>
<th>Palmarosa Soap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must be on the shelves by 1 ________</td>
</tr>
<tr>
<td>Launch date 2 ________</td>
</tr>
<tr>
<td>Packaging ready by 3 ________</td>
</tr>
<tr>
<td>Final product ready by 4 ________</td>
</tr>
<tr>
<td>Start delivery to shops on 5 ________</td>
</tr>
</tbody>
</table>

2. Listen again and match 1–12 to a–l to make sentences.

| ... the schedule is ____ | a) taken it to the warehouse. |
| ... the situation is ____ | b) for this? |
| ... we’ve already ____ | c) to launch it on January the 20th. |
| The aim is to ____ | d) deliver the product ...? |
| What’s the deadline ____ | e) get the soap on the shelves ... |
| What date is ____ | f) with that date? |
| We plan ____ | g) do we need for production? |
| How much time ____ | h) about a week late. |
| Why don’t we ____ | i) delivery from the warehouse ... |
| Let’s start ____ | j) going to call our packaging people ... |
| Is everyone happy ____ | k) that the raw material from Nepal has just arrived. |
| So, to summarize, I’m ____ l) the launch? |

3. Put the sentences in 2 into categories 1–5.

1. Stating the current situation: ____, ____
2. Saying what needs to be done: ____, ____
3. Asking about dates and times: ____, ____
4. Proposing a plan: ____, ____
5. Summarizing and confirming the plan: ____, ____

4. Work in groups of three. You are preparing a company brochure for next year. Today’s date is 1st July. Student A turn to page 115. Student B turn to page 113. Student C turn to page 112.

5. Present your schedule to another group. How similar are your schedules?

6. Make a list of the stages in a typical schedule in your company.

Example: • invoicing customers each month
          • arranging the weekly staff meeting
          • the stages for a new product
          • arranging the annual conference

7. Present the stages in 6 to the class and say how long each stage usually takes.
## Talking Point

### The revision game

Work with a partner. Take turns to choose a square.
- On a yellow square, have a role-play with your partner; on a blue square, follow the instruction; on a pink square, answer the question(s).
- If you are correct, or if you complete the role-play, you win the square.
- If you are not correct, the square stays open.
- The winner is the first person to win five squares in a row, across ⬇️, down ⬇️ or diagonally ⬇️.

<table>
<thead>
<tr>
<th>Question:</th>
<th>Instruction:</th>
<th>Question:</th>
<th>Instruction:</th>
<th>Instruction:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where are you from? What is your nationality? What is your job?</td>
<td>Find the mistake: Are you from Peru? Yes, I from.</td>
<td>When you check in to a hotel, what is the procedure?</td>
<td>Explain how to use the photocopier.</td>
<td>Talk about your last phone call. Who was it with? What was it about?</td>
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<td><strong>Role-play:</strong></td>
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<tr>
<td>A Call a hotel and ask about its services, then book a room.</td>
<td>Which words go together? tight / leave / annual / schedule / busy / deadline</td>
<td>A Introduce yourself to B – you’ve never met. B Respond.</td>
<td>Compare your company to its competitors.</td>
<td>Can I join you? Do you come here often?</td>
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<tr>
<td>B Answer B’s questions.</td>
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<tr>
<th>Instruction:</th>
<th>Role-play:</th>
<th>Instruction:</th>
<th>Question:</th>
<th>Role-play:</th>
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<tbody>
<tr>
<td>Ask your partner three questions about his/her job.</td>
<td>Give your opinion on this then ask for B’s opinion: Your CEO wants to move your offices to a city 500 km away.</td>
<td>Talk about your job and your responsibilities.</td>
<td>What’s your company working on at the moment?</td>
<td>A You want to speak to a colleague but he/she isn’t there. Leave a message. B Answer the call.</td>
</tr>
<tr>
<td><strong>Role-play:</strong></td>
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<tr>
<td>A Call your partner and ask for his/her email address. B Respond.</td>
<td>What have you done today?</td>
<td>What is the location of your company and what is near it?</td>
<td>Think of three qualities that these jobs need: airline pilot, administrator</td>
<td>What do you do if you work in real estate?</td>
</tr>
<tr>
<td><strong>Instruction:</strong></td>
<td>Role-play:</td>
<td>Instruction:</td>
<td>Question:</td>
<td>Instruction:</td>
</tr>
<tr>
<td>Describe your favourite restaurant using superlatives, e.g. best, most expensive, etc.</td>
<td>Plan a party for your English group next week. Discuss with B your plan and the schedule.</td>
<td>Describe a typical day at work. Use these words: always, often, rarely, sometimes, usually, and never</td>
<td>Where is your head office? What other workplaces does your company have?</td>
<td>Give a visitor to your company directions from Reception to your office.</td>
</tr>
<tr>
<td><strong>Role-play:</strong></td>
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</tr>
<tr>
<td>A Arrive at a hotel and check in. Ask about breakfast and dinner. B Respond.</td>
<td>Talk about your last trip. Where did you go? How long did you stay? When did you leave/arrive?</td>
<td>What are your plans for the next year / few months? Why are you doing this?</td>
<td>A Call and arrange a meeting for next week. B Respond.</td>
<td>Ask for help to print a document.</td>
</tr>
</tbody>
</table>
Focus

1. Work with a partner. Have you ever been on a business trip and had problems? Look at the list of problems. Have these ever happened to you? What did you do?
   - You missed the plane.
   - The plane was cancelled.
   - Your bags didn’t arrive at the airport.
   - The hotel didn’t have a room for you.
   - A member of the hotel staff was rude.
   - The food in the hotel restaurant was terrible.
   - There was something wrong with your room.
   - Something else?

2. You are going to watch two videos about a business trip. One video is in a hotel reception and the other video is in a restaurant. Before you watch, look at sentences 1–12. Do you think the sentences are in a hotel reception (H) or in a restaurant (R)? Which can be in both places (H/R)?

1. I have a reservation. H/R
2. Are you ready to order now? ___
3. Would you like a wake-up call? ___
4. Table for two? ___
5. Can someone check the air conditioning? ___
6. What do you recommend? ___
7. Would you like help with your bags? ___
8. Do you need another moment with the menu? ___
9. Could you just sign here? ___
10. Do you need a taxi? ___
11. I’ll get this. ___
12. If you could check the amount and enter your pin number please? ___

Checking into a hotel

3. Patricia Reyes is a consultant in market research. She is on a business trip to do some work for a company in a different city. Watch Patricia Reyes checking into a hotel. Tick (✓) the phrases you hear in 2.

4. Watch the video again. Are these statements true (T) or false (F)?

1. Patricia is staying for three nights. ___
2. Patricia is on the first floor in Room 115. ___
3. Breakfast is between 7.00 and 9.45. ___
4. She’d like a wake-up call at 7.00. ___
5. She doesn’t need a newspaper. ___
6. She has a problem with the Internet password in the room. ___
7. She couldn’t find the dial for the air conditioning. ___
8. The receptionist will order a taxi for her. ___
A business lunch

5 Watch the video again. Answer questions 1–10.
1 Who gave the presentation in the morning?
2 Why is Marcus pleased with Patricia?
3 Do they both order sparkling water?
4 Do they order their food straightaway?
5 How long has Marcus worked for his company?
6 What do they order?
7 How is Patricia’s hotel?
8 What is the problem with Marcus’s order?
9 Who pays for the meal?
10 What is Patricia going to do later in the day?

Business trip problems

7 Work with a partner. Read problems 1–9. What can you say to the hotel receptionist or waiter in each situation?
1 You check into a hotel. You reserved a double room at the hotel but the receptionist only has a single room available.
2 Your bags are very heavy. You need help with them.
3 The TV in your hotel room isn’t working.
4 The hotel room is cold and you don’t know how to turn the heating on.
5 You booked a taxi with the hotel reception for 7.00 p.m. Now you are waiting in reception and it’s 7.15 p.m.
6 Finally, you arrive at the restaurant and meet a friend. You sit down but no one gives you a menu.
7 You order your meal but the waiter brings you the wrong dish.
8 You ask for the bill. It has an extra $20 for wine but you didn’t have any wine.
9 You want to pay by credit card but the restaurant doesn’t take your type of card.

8 Practise the conversations in each situation in 7.
Student A: You are the visitor. Explain each problem.
Student B: You are the hotel receptionist or the waiter. Try to solve Student A’s problems.

9 Swap roles in 8 and repeat the conversations.
Working with words

1 Match products 1–8 to their nationalities a–h.
   1 Coca Cola ___ a American
   2 De Beer diamonds ___ b Indian
   3 British Airways airline ___ c Japanese
   4 Sanyo electronics ___ d British
   5 LOT airline ___ e Polish
   6 Andhra Rice ___ f Brazilian
   7 Fiat cars ___ g South African
   8 Cachaça rum ___ h Italian

2 Complete the job titles 1–6.
   1 P__r__o__ A__s__a__t
   2 S__l__p
   3 F__n__i__ D__c__o__
   4 H__n__ R__u__c__s
   5 T__a__ L__a__e
   6 T__c__n__a__
   7 R__c__p__i__n__s

3 Read the business cards and complete each business person’s profile.

Haruo Ogawa
Financial Director

TOYOTA JAPAN

I’m ____________ (name).
I’m from ____________ (country) and I’m a ____________ (job).
My company is ____________ (nationality).

Isadora De Souza
Receptionist

PETROBRAS BRASIL

Her name is ____________.
She’s ____________ (nationality).
She’s a ____________ (job).
Her company is in ____________ (country).

Jade Botha • Team Leader

SA Airlink

I’m ____________ (name).
I’m from ____________ (country) and I’m a ____________ (job).
My company is ____________ (nationality).

Business communication

1 Put these conversations in the correct order.
   1 a ___ I’m fine. This is my colleague, Martin Altenberg.
       b ___ Hello. Pleased to meet you, Gundula. How are you?
       c ___ How do you do, Martin?
       d ___ Hello. My name’s Gundula Bauer.
   2 a ___ No. How do you do? I’m Stefani.
      b ___ Do you know Ariadne?
      c ___ And you.
      d ___ Pleased to meet you, Stefani.
   3 a ___ Thanks. Nice meeting you and your colleague.
      b ___ Bye.
      c ___ Yes, have a good journey.
      d ___ It’s time to leave. See you soon.
      e ___ Goodbye.

2 Underline the correct words in italics to complete the three conversations.

A 1 This is Pietre. / How are you? He’s my assistant.
   B 2 How do you do? / Nice to meet you, too. Pleased to meet you.
   A 3 I’m fine. / And you.

C 4 Do you know Franziska? / How do you do?
   D Yes! 5 I’m fine. / It’s good to see you again.
   C 6 Yes, you too. Nice meeting you. / How are you?
   D I’m fine. And you?

E Good morning. I have an appointment with Ms Cernoskova. 7 This is / My name’s Ludmilla Osmik.
   F 8 How do you do? / It’s good to see you again. I’m Timo, Ms Cernoskova’s assistant.
   E Oh, 9 nice to meet you. / have a good journey.

3 Complete the conversation with the expressions from the list.

Nice meeting you see you soon How do you do? Do you know Bye Nice to meet you my name’s Have a good journey

A Hello, ____________ Geraldine.
   B Hi, ____________ I’m Vincenz.
   A ____________ Alessandro, my colleague?
   B No. How do you do?
   C ____________ Nice to meet you.
   ... C Our flight leaves soon. ____________ Vincenz.
   B Yes, nice meeting you, too.
   6 ____________
   A Bye, and ____________.
   B ____________.
Language at work

GRAMMAR REFERENCE

To be

Form
Positive:  
I am/*m a receptionist.
You/We/They are/*re Polish.
He/She/It is/*s from Brazil.

Negative:  
I am not/*m not a team leader.
You/We/They are not/aren’t Italian.
He/She/It is not/Isn’t from South Africa.

Questions:  
Are you/We/They Brazilian?
Is he/she/it from Italy?

Short answers:  
Yes, I am.
Yes, you/We/They are.
Yes, he/she/it is.
No, I’m not.
No, you/We/They aren’t.
No, he/she/it isn’t.

A Are you a financial director?
B No, I’m not. I’m a receptionist.

A Is he a technician?
B Yes, he is.

A Are they team leaders?
B No, they aren’t. They’re personal assistants.

A Is it an American product?
B Yes, it is.

Possessives

Form
I → my
you → your
he → his
she → her
it → its
we → our
they → their

Use
To say who has or owns something,
I have a personal assistant. Greta is my personal assistant.
Jonas has a company car. His car is a BMW.
We have a good team. Our team is very small.

1 Complete the sentences, questions and answers.
1 ________ he Italian?
   No, he _________. He’s Japanese.
2 ________ they Italian?
   No, they _________. They _________ Polish.
3 ________ Mirelle Brazilian?
   Yes, she _________.
4 The company ________ South African, it’s British.
5 We ________ in Warsaw, in Poland.
6 ________ they technicians?
   Yes, they _________.
7 ________ you a personal assistant?
   Yes, I _________.
8 ________ Awad the CEO?
   No, he _________. He _________ the Financial Director.

2 Underline the correct words in italics to complete the sentences.
1 This is my department – Customer Service. Lawrie is my / his boss.
2 She has an assistant and her / my name is Pauline.
3 Your / You desk is next to Pauline’s.
4 Next to you is Harald and those are her / his biscuits on his desk from a client.
5 The coffee machine is for our / their office only – not the whole department.
6 They have their / my coffee machine in the HR kitchen.

3 Complete the email with the words from the list.

Subject: my new company

Hi Abdul,
Here’s the information about us:
The name of the company is IT-express.
It 1 ________ a computer company. I
2 ________ the CEO, and my four colleagues
3 ________ the technicians. Pascale is
4 ________ personal assistant.
5 ________ office is in Tunis, but the
   customers 6 ________ in Spain.
Yolanda 7 ________ the new Sales Rep. She
8 ________ Spanish, but 9 ________ French
   and English are very good.
Send me 10 ________ phone number so we
can meet.

Regards,
Kashyar
Working with words

1 Match 1–4 to a–d, then 5–7 to e–g to make sentences.
   1 We employ __________
   2 We export to __________
   3 We produce __________
   4 Customers buy __________
      a the Asian market.
      b our financial services from banks.
      c 6,000 people at our company, worldwide.
      d electronic components for computers.
   5 We provide __________
   6 We sell __________
   7 We develop __________
      e new technology for telecommunications.
      f training for our software.
      g our products to supermarkets.

2 Complete this crossword.

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
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<td>7</td>
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</tbody>
</table>

1 A __________ company finds new employees. (11 letters)
2 This company sells houses and offices. (4, 6 letters)
3 Banks provide us with __________ services. (9 letters)
4 Hotels and restaurants are in the __________ industry. (11 letters)
5 Samsung is an __________ company. (11 letters)
6 Microsoft produces this. (8 letters)
7 Car production is part of the __________ industry. (10 letters)

Business communication

1 Choose the correct answer, a or b.
   1 Hello. Shen’s Cars ...
      a … What do you want?
      b … How can I help you?
   2 Thanks for your help.
      a You’re welcome.
      b Please.
   3 Charlie Tieng speaking.
      a Hello Charlie. I am Matt.
      b Hello Charlie. It’s Matt.
   4 See you soon.
      a Yes, thanks.
      b See you.
   5 Is Jo Harkett there, please?
      a Yes, I’ll put you in.
      b Yes, I’ll put you through.

2 Put each part of the phone conversation in the correct order 1–4.
   1 a __________ Good afternoon. This is Clive Patrull from BHH. Is Rosa Barrera there, please?
      b __________ Thank you.
      c __________ Good afternoon. YC Windows. How can I help you?
      d __________ Yes, I’ll put you through.
   2 a __________ Hi, Clive. How are you?
      b __________ Hello. Rosa Barrera speaking.
      c __________ Fine, thanks. I’m calling about our meeting.
      d __________ Hi, Rosa. It’s Clive Patrull.
   3 a __________ OK, thanks. See you there.
      b __________ That’s right.
      c __________ See you. Bye.
      d __________ So, it’s conference room 2?

3 Complete the conversation with the correct words.
   A Hello, Fast Training Solutions. __________ can I __________ you?
   B Hello. __________ is Madeline Roux from Mercier Insurance. I’m __________ your IT training ...
   A … and I’ll email you the price list.
   B That’s great. Thanks __________ your __________.
   A __________ welcome.
   B Goodbye.
   A Goodbye.
Language at work

GRAMMAR REFERENCE

Present simple
Form
Positive:
Subject + verb
They work for Vodafone.
She works for Vodafone.
Negative:
Subject + do/does not + verb
I don’t/does not work for IBM.
He doesn’t/does not work for IBM.
Questions:
Do/Does + subject + verb?
Do I/you/we/they work for Unilever?
Does he/she/it work for Unilever?
Short answers:
Yes/No + subject + do/does/don’t/doesn’t.
Yes, I do.
Yes, he does.
No, they don’t.
No, it doesn’t.
Careful: if/he/she/it: No -s on main verb in negative and question forms.

Spelling
Most verbs: He/she/it + verb + -s
He works, imports, sells, buys
Verbs ending in -o, -ch, -ss, -sh, -x: He/she/it + verb + -es
She goes, watches, misses, washes, fixes
Verbs with consonant + -y: replace the -y with -ies
Apply → he applies, try → she tries, fly → it flies

Exceptions: Have → has

Use
To talk about general facts.
Glaxo produces pharmaceutical products.
BMW doesn’t provide financial services.
Do you produce electronics? No, I don’t. I work in the service industry.

1 Complete the questions with the correct form of the verbs in brackets. Then add a short answer.
1 A ______ you _______ (export) your products to France?
   B Yes, we ________.
2 A ______ they _______ (work) for GM?
   B Yes, they ________.
3 A ______ Remax _______ (sell) real estate?
   B Yes, it ________.
4 A ______ she _______ (provide) training for us?
   B No, she ________.
5 A ______ we _______ (employ) more than 10 nationalities in our company?
   B Yes, we ________.
6 A ______ you _______ (buy) products from your country?
   B No, I ________.

2 Complete the email with the correct form of the verbs from the list.
employ have produce (not) work sell (not) export

To: Klaudia@bm.com
From: s.field@bm.com
Subject: New customer information

Hello Klaudia,

Here’s some information about your new customer: The company ________ computer components. It ________ 800 people in Europe. Its head office is in Toulouse. It ________ to America, but it ________ to most of Asia. We ________ with their offices in the UK, but we ________ contact with their factories in France and Italy.

Good luck with your meeting on Tuesday.
Sandy

3 Correct the mistakes in 1–7.
1 You do work for Terranova?
   ________
2 We imports most of our products.
   ________
3 Nokia doesn’t works in the automobile industry.
   ________
4 Does Jane work for HSBC? Yes, she do.
   ________
5 Do you work in the recruitment industry? Yes, I work.
   ________
6 Max doesn’t develops software. He provides software training.
   ________
7 Your company employs 500 people?
   ________
Working with words

1. Match the countries in the list to regions 1–6.
   - Iran        France        Colombia        Morocco        Peru
   - Australia    Qatar        Singapore       The United States
   - Canada       Hungary        Botswana
   1. Latin America ,
   2. Europe ,
   3. North America ,
   4. Africa ,
   5. The Middle East ,
   6. Asia-Pacific ,

2. Complete the text with words from the list.
   - distribution centres factories sales offices
   - R&D centre head office

   I work for an international company. Our is in Sweden – that’s where the management team works. Our reps work from around the world, but we only have six for our stock.
   We make the products in the Far East – our are in China, but our is in India – this is where we develop new products.

3. Match the words from 2 to definitions 1–5.
   1. We make our products here.
   2. This is where we test the products and do research and development.
   3. When our sales reps aren’t with a customer, they work here.
   4. The Management Department of the company works here.
   5. We deliver the products to customers from this location.

Business communication

1. Put the conversation in the correct order 1–8.
   a. Can I order some safety helmets, please?
   b. Of course. It’s Castell & Co.
   c. Sorry, is that 40?
   d. Good afternoon. Bentons Safety. How can I help you?
   e. Yes, of course. Can I have your company name, please?
   f. That’s right. Can you deliver this week?
   g. Sure. It’s Y5-5S. And we’d like 40.
   h. Castell & Co. And can you tell me the product code, please?

2. Put the words in italics in the correct order to continue the conversation from 1.
   A. but / in stock / I’m / don’t / sorry / we / the Y5-5S / have
   B. OK, thanks. And price / I / the / check / can
   C. ___? Is it $5.35 for one?
   D. That’s right. address / delivery / your / What’s
   E. ___, please?
   F. It’s 97 Light Avenue, Baltimore MD 21202.
   G. Sorry. again / you / that / Can / say
   H. ___, please?
   I. 97 Light Avenue, Baltimore MD 21202.
   J. Thanks. We’ll deliver to that address on Monday.
   K. Great. email / Can / my / order / confirm / by / you
   L. ___, please?
   M. Of course. email address / give / Can / me / you / your
   N. ___, please?
   O. Yes. It’s Phillipa underscores Wainwright at castelco dot com.
   P. that / say / you / slowly / more / Can
   Q. ___, please?
   R. Sure. It’s Phillipa underscores Wainwright at castelco dot com.
   S. Thanks. I’ll send an email to confirm your order.
   T. Thanks very much.
   U. for / Thanks / order / your

3. Choose the correct answer, a or b.
   1. MMW. Can I help you?
      a. Hello. Can I order two laptops, please?
      b. Can you tell me your name, please?
   2. Can you give me the prices, please?
      a. Can you spell that?
      b. Yes, of course.
   3. Can you confirm by email, please?
      a. Sure, can you give me your email address?
      b. Can you speak more slowly?
   4. My name’s Wiktor Poslaski.
      a. Sure, that’s right.
      b. Can you spell that, please?
   5. My phone number’s 08392739.
      a. I’m sorry, but we don’t have that in stock.
      b. Can you speak more slowly, please?
**Language at work**

**GRAMMAR REFERENCE**

**There is / There are**

There is / there isn’t + singular noun

There’s a factory in Beijing.

There isn’t an office in Africa.

there are / there aren’t + plural noun

There are factories all over the world.

There aren’t any offices in Asia and Europe.

**Questions:**

Invert is / are and there.

Is there a factory in America?

Are there offices in Croatia?

**Short answers:**

Don’t repeat the subject.

A  Is there an office in Bahrain?

B  Yes, there is.

A  Are there a lot of employees?

B  No, there aren’t.

**Some/any**

Use some / any with plural nouns.

Use some in positive sentences.

There are some products in the distribution centre.

Use any in negative sentences and questions.

There aren’t any products in the sales office.

Are there any managers in the technical centre?

---

**1 Read the information and complete the questions and answers 1–7.**

<table>
<thead>
<tr>
<th>In Cairo Conference and Exhibition Centre</th>
<th>Near to Cairo Conference and Exhibition Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,200 parking spaces</td>
<td>Shops</td>
</tr>
<tr>
<td>Chinese garden</td>
<td>Banks</td>
</tr>
<tr>
<td>3 large meeting rooms</td>
<td>5-star hotels</td>
</tr>
<tr>
<td>Restaurants</td>
<td>Airport</td>
</tr>
</tbody>
</table>

1 Are there any restaurants in the Conference Centre? Yes, ________.

2 Are there any shops in the Conference Centre? ________.

3 ________ hotels near the Conference Centre?

4 Is there a bank in the Conference Centre? ________.

5 ________ meeting rooms? ________.

6 ________ parking spaces? ________.

7 Is there an airport near the Conference Centre? ________.

**2 Complete the email with some/any or a/an.**

Dear Brioni,

Our visitors arrive on Thursday. Please check we have everything ready.

**FOOD:**

There are ________ drinks in the meeting room – are there ________ biscuits? There aren’t ________ sandwiches for lunch, but there is ________ restaurant near the office.

**MEETING ROOMS:**

There’s ________ video projector and ________ pens and paper. There isn’t ________ laptop and there isn’t ________ wireless connection.

**ARRIVING:**

Are there ________ parking spaces in the car park for them? There are ________ name cards for them and ________ info pack about the company at Reception.

Thanks,

J

**3 Tick (✓) the correct sentence, a or b.**

1 a There are three factories in Europe and one in Asia.

b There’s three factories in Europe and one in Asia.

2 a There aren’t any sales reps in China.

b There are any sales reps in China.

3 a There are some managers in the technical centre and some in head office.

b There is some managers in the technical centre and some in head office.

4 a There isn’t some distribution centre in the UK.

b There isn’t a distribution centre in the UK.

5 a There isn’t any sales office in Dubai.

b There isn’t a sales office in Dubai.

6 a Are there a computer programmer here?

b Are there any computer programmers here?

7 a Is there a receptionist in the technical centre? Yes, there are.

b Is there a receptionist in the technical centre? Yes, there is.

8 a Is there a car park at the distribution centre? Yes, there isn’t.

b Is there a car park at the distribution centre? No, there isn’t.
Working with words

1. Complete the sentences with words from the list.
   battery  contact  select  username
   password  button  mobile
   1. Key in the phone number and press the green ______.
   2. First, ______ an account to send the money from.
   3. Your ______ for the website is the same as your email address.
   4. A. Can I recharge my phone ______ here?
   B. Sure, there’s a power point over there.
   5. You aren’t in my ______ list. Can you tell me your phone number, please?
   6. You can use someone’s phone number to send money with ______ banking.
   7. Do you know the Wi-fi ______ to get Internet access in the hotel room?

2. Match 1–6 to a–f to make sentences.
   1. To begin, click __.
   2. It’s easy to access __.
   3. I can’t log __.
   4. How do I link __.
   5. To start, download __.
   6. You need to register __.
   a. in to my emails.
   b. my phone to my laptop.
   c. your device to use mobile banking.
   d. the app to your smartphone or tablet.
   e. your bank account on your mobile phone.
   f. on ‘start’.

3. Cross out one noun in italics which you cannot use with the verb in bold.
   1. I need to charge my battery / laptop / screen / smartphone / tablet / device.
   2. I can’t access the Internet / my username / my emails / my bank account / our website.
   3. I want to send Wi-fi / money / a text message / payment / an SMS.
   4. Press the button / your account / ‘confirm’.
   5. Please key in your username / your order number / your device / your password.

Business communication

1. Complete the missing words in the four conversations.
   A. Can you ______ m_______ a h_______?
   B. Sure.
   A. I ______ k_______ h_______ t_______ put these photos onto CD-ROM. I’m t_______ t_______ copy them for Bob. Can you ______ m_______?
   C. Yes, o_______ c_______.
   D. ______ d_______ I send a file to Sandy?
   C. Let me see.
   E. Do you ______ a h_______?
   F. That w_______ b_______ g_______ I don’t know how to log on.
   G. I’m trying to download a document.
   H. Can I ______?
   G. Oh, ______, p_______.
   H. Click on that icon and …

2. Put the conversations in the correct order.
   A
   a. __. Sure.
   b. __. I’ve got a problem. I’m trying to book a flight on the Internet, but it doesn’t work.
   c. __. John, can you help me?
   d. __. Yes, but I don’t know how to enter it.
   e. __. Do you have a username for the website?
   f. __. Click here, then key it in.
   B
   a. __. That would be good.
   b. __. What’s the problem?
   c. __. How do I print this document?
   d. __. Let me see …
   e. __. Are you OK, Galina? Do you want a hand?

3. Underline the correct responses in italics.
   1. A. Do you want a hand?
      B. That would be good. / Yes, of course.
   2. A. Can you give me a hand?
      B. Yes, please. / Sure.
   3. A. Can you help me?
      B. Yes, of course. / That would be good.
   4. A. Can I help?
      B. Yes, of course. / Yes, please.
Language at work

GRAMMAR REFERENCE

Adverbs of frequency

Form
The adverb of frequency goes before the main verb.
I never work 10 hours a day.
He always takes a break.
The adverb of frequency goes after the verb be.
I am never late.
He is always late.
You are sometimes sick.

Use
To describe how regularly someone does something.
never rarely sometimes often usually always

Questions (present simple)

Form
Question word + do/does + subject + verb phrase.
Who do you work for?
What does she do?
Where do they live?

See also Practice file 2 for other question forms in the present simple.

Meaning
To ask about:
The way/method
How do you travel to work? By train.
People/a company you work for
Who does she work for? Philips.
General information
What do they do? They sell electronics.
Frequency
How often does he take a holiday? Once a year.
A place
Where do you work? In Singapore.
The reason
Why do they like the company? The pay is very good.
A time
When do we start work? At 8.00 a.m.

1 The chart shows the number of days the employees were late for work last month. Complete the sentences about the employees with the words from the list.

2 Put the words in italics in the correct order.

3 Match questions 1–6 to answers a–f.

1 When do you have lunch? __________
2 How often do you go to work by train? __________
3 What does your company do? __________
4 Who do you work with? __________
5 Where do you take a break? __________
6 Why do you like your job? __________

a I usually go to the canteen for a coffee.
b At 12.00.
c It’s very interesting.
d Never, I always drive.
e I have three colleagues in my team.
f It develops software.
Working with words

1 Underline the correct words in italics to complete the sentences.
1 We receive a letter / an invoice every month for the products we buy.
2 When we send a customer his order, we always include a delivery note / business card.
3 We print a hard copy / CV of every order we receive.
4 When I want a new job, I send my business card / CV to companies that interest me.
5 When I meet people in my job, we usually exchange business cards / order forms.
6 We send a hard copy / an order form with our brochure to all new customers.
7 When I take a taxi, I pay, then ask for a letter / receipt for my company.
8 If you are interested in working for our company, please fill in our online application form / contract.

2 Complete the email with words from the list.

To: José_Pablo@blc.com
From: Tiler.macyntyre@blc.com
Subject: Organizing paperwork / PC problems!

Hello José,

There are a few IT problems in our office today, so can you do me a favour?
Can you 1 ________ a hard copy of the report from the meeting and give it to Amanda? I also need a copy – can you 2 ________ the document to me in your next email?

Also, I can’t 3 ________ our customer correspondence folder. If you can, please 4 ________ the order forms in this folder.
Can you 5 ________ me the invoice from Bertrands so I have their contact details, please?

Finally, can you call me when you 6 ________ this email?

I don’t know if my email is working!

Thanks,

T

Business communication

1 Complete the conversations with expressions from the lists.

A You need to 1 ________ to speak to. There are some problems with the equipment and the products aren’t ready for the Polish order. Can you help?
B 2 ________ the customer and 3 ________ .
A OK.
B 4 ________ the service engineers.
A 5 ________ .
B We did, but I’ll call. You need to 6 ________ for help.
A No problem. We can’t 7 ________ or return the goods.
B We can’t 8 ________ the customer then. Do they normally have a special price?
A No, not usually.
B OK. 9 ________ the situation.
A That’s great. Thanks a lot.
B 10 ________ .

2 Complete the expressions and find the hidden message.

1 We n ________ to fix the problem.
2 Don’t w ________
3 I’ll e ________ the situation.
4 That would be g ________

5 We’ve got a ________ with the order.
6 I’ll c ________ the customer now.
7 We c ________ deliver in time.

8 We changed the software, but it d ________ work.
9 I’ll let you know as soon as I ________ .

3 Cross out the verb in 1-4 that doesn’t match the noun in bold.
1 receive / attach / print an email
2 receive / print / open a business card
3 forward / print / receive a hard copy
4 open / save / print a folder
Language at work

GRAMMAR REFERENCE

Past simple: be

Form
Positive: Subject + was/were ...
I/He/She/It was at the presentation.
You/We/They were at the presentation.
Negative: Subject + was not / were not ...
I/He/She/It wasn’t in the office.
You/We/They weren’t in the office.
Questions: (Question word*) + was/were/wasn’t/ weren’t + subject ...
Was she in the office?
Why weren’t you at work?

Past simple: regular verbs

Form
Positive: Subject + verb + -ed ...
I worked for Vodafone.
They talked about branding.
Negative: Subject + did not / didn’t + verb ...
They didn’t like the presentation.
You did not ask any questions.
Questions: (Question word*) + did/didn’t + subject + verb ...
Did she work for Unilever?
When did you leave your last job?

Short answers: Don’t repeat the main verb.
A Did she work for Unilever?
B Yes, she did.
*See Practice file 4 for question words.

Spelling
Most regular verbs: verb + -ed
start → started
Verbs ending in -ed verb + -ed
decide → decided
Verbs ending in consonant-vowel-consonant: double the last letter + -ed
stop → stopped
Verbs ending in consonant + -y: replace -y with -ied
try → tried

Use
To talk about a finished action in the past. We usually know when the action/event happened or didn’t happen.
I was at the meeting last week.
I received your message yesterday.
You didn’t send me the document.
To ask when an action in the past took place.
When did the conference start?

1 Underline the correct words in italics to complete the conversation.
A How was / were the meeting?
B I don’t know; I wasn’t / weren’t there. I was / were on holiday, but John emailed me the notes from the meeting. It was / were very long!
A I’m glad I was / were off sick then! Remi and Anna were / was also away. They were / was on a skiing holiday, but there wasn’t / weren’t any snow!

2 Put the words in 1–5 in the correct order to make questions, then match them to answers a–e.
1 they / weren’t / why / the / at / meeting

2 interesting / was / it

3 questions / were / many / there

4 was / last / your / when / business trip

5 at / who / the / meeting / was

a Yes, it was.
b Last Friday.
c They were in Los Angeles.
d Max and Yolanda.
e No, there weren’t.

3 Complete the text with the past simple form of the verbs in brackets.

Report: Seminar Hotel Booking

We 1 decided to use Travel Inn. I 2 called to ask for a special price and they 3 emailed me back to say it 4 (not be) possible. We 5 (not contact) them again and 6 tried another hotel. Two days later, we 7 received an email from Travel Inn. They 8 (be) sorry about the prices and 9 offered us a 10% discount. I 10 booked the meeting room immediately and they 11 confirmed this in writing. It 12 (be) exactly what we 13 wanted.

4 Make questions in the past simple using the prompts.
1 When / you / start work?

2 Where / she / go on holiday?

3 Why / you / not email / me?

4 How / you / contact her?

5 Who / they / speak to?

6 Why / we / not call / him?
Working with words

1. Match 1–6 to a–f to make questions and sentences.
   1. Are you ___
   2. I like to comment ___
   3. You can build ___
   4. I want to connect ___
   5. You can search ___
   6. Why don’t you join ___
      a. for the HR Manager’s profile.
      b. a network of useful contacts.
      c. on LinkedIn?
      d. a professional group?
      e. on interesting posts.
      f. with old friends from school.

2. Complete the conversation with the words from the list.
   posts bio on follow networking
   add tweets search
   A: Are you ___ Twitter?
   B: No, I don’t have time for social ___
   A: But it’s easy to join and fast to use. You just write your ___
      so everyone knows who you are.
      Then you can send ___
   B: What are they?
   A: Short messages – like ___
      on other social
      networks – but you can only use a maximum of 140 characters. That’s why it’s fast!
   B: And who reads my tweets?
   A: Anyone who ___
      you. You can ___
      for people and ___
      them to the list of people
      you are following.
   B: Mmm. I’m not sure …

3. Cross out one noun in italics which you cannot use with the social media verb in bold.
   1. You can join a conversation / profile / group / social network.
   2. You can update your status / chat / bio / profile.
   3. You can add a status / link / friend / comment.
   4. You can like a post / page / search / photo.
   5. You can share a photo / post / link / friend.

Business communication

1. Underline the correct expressions in italics to complete the conversation.
   A: Hello, I’m Rachel. ___Can I join you? / Can I help you?
   B: ___Yes, of course. / No, I don’t.
   A: ___I hear you work for / Is this your first time at the congress?
   B: No, I was here last year. ___What do you think of it? / Please take a seat.
   A: It’s really interesting and nice to meet new people.

2. Cross out the extra word in each expression in italics.
   A: Hi, I’m Mia Pieczek from Slovakia. ___I hear you do work for Motorola.
   B: ___Yes, that’s right.
   A: You’re my customer in Slovakia! ___Would you like get another coffee?
   B: ___No, you’re thanks. I’m fine.
   A: OK. Well, I’d like one, so I’ll ___see you later.
   B: Yes. ___Nice to talking to you.

3. Put the words in the correct order to make questions and sentences.
   1. join / can / you / 1
      _______________
   2. you / hear / 1 / for / KPMG / work
      _______________
   3. something / get / can / you / 1
      _______________
   4. you / think / exhibition / what / of / the / do
      _______________
   5. me / please / excuse
      _______________
Language at work

GRAMMAR REFERENCE

Past simple: irregular verbs
Many verbs are irregular and don’t take -ed in the past simple.

- go → went
- come → came
- have → had
- take → took

For how to form sentences and questions in the past simple, see Practice file 5 on page 95.

Time expressions
Use time expressions to say when something happened in the past.

- last night
- last Tuesday
- last week
- yesterday
- two days ago

Time expressions are usually at the end of the sentence.

- I left my job in 2007.
- I flew to Milan yesterday.
- We didn’t finish the report last week.

Time expressions can go at the beginning of the sentence to give it more importance.

- Yesterday I was so busy, I didn’t have a break.

1 Match verbs 1–10 to their past simple forms a–j.

1. do ___  a. went
2. take ___  b. took
3. give ___  c. met
4. spend ___  d. left
5. meet ___  e. gave
6. go ___  f. had
7. fly ___  g. spent
8. have ___  h. did
9. leave ___  i. saw
10. see ___  j. flew

2 Complete the email using the past simple form of the verbs in brackets.

Subject: Trip to Hawaii – I’m back!

Hi Timo,

I’m back from the trip. It was great. We _______ (fly) with United Airlines in Business Class! Julio _______ (meet) us at the airport when we arrived. We _______ (spend) two weeks visiting customers, which was very interesting. Then we _______ (have) a short holiday and _______ (do) some sightseeing. We _______ (not see) Heike unfortunately – we _______ (leave) before she _______ (come) back from her holiday.

Anyway, can you tell me what happened in the company in the last three weeks?

Thanks,

Clio

3 Look at the diary. Complete the sentences using the past simple and the time expressions from the list.

Today is Wednesday 11th.

MON 2 | TUES 3 | WEDS 4 | THURS 5 | FRI 6
---|---|---|---|---
Leaves Warsaw | Go to Warsaw | Give presentation to the Board | Meet Jakob for lunch | B. p. m. see the new Bond film

| MON 9 | TUES 10 | WEDS 11 | THURS 12 | FRI 13 |
---|---|---|---|---|
Leave Warsaw | | | | |

1 I ___________ to Warsaw.

2 I ___________ a presentation to the Board.

3 I ___________ Warsaw.

4 I ___________ Jakob for lunch.

5 I ___________ the new Bond film.
Working with words

1. Complete the text with the correct option (a, b or c).
   This is my department. We 1 ___ customer orders.
   Ahmed 2 ___ the team and he 3 ___ our work. Our
   department helps to 4 ___ our products. We tell
   customers about new products when we receive
   orders. I 5 ___ the financial side: invoices and payment.
   I 6 ___ the invoices are correct and 7 ___ customers
   about problems with payment. The Logistics
   Department 8 ___ our work. They deliver the orders to
   the customers.
   a develop
   b deal with
   c promote
   5 a deal with
   b contact
   c develop
   6 a support
   b contact
   c responsible for
   7 a contact
   b promote
   c responsible for
   8 a checks
   b supports
   c develops

2. Complete the crossword with the names of
   departments.

   1 is responsible for deliveries (9 letters)
   2 makes the products (10 letters)
   3 deals with questions and problems from customers:
      Customer ________ (8 letters)
   4 promotes the company’s products (9 letters)
   5 develops new products: ________ and
      Development (8 letters)
   6 is responsible for the money in the company
      (7 letters)
   7 deals with the employees: ________ Resources
      (5 letters)
   8 is responsible for the computer network:
      Information ________ (10 letters)

Business communication

1. Who says these expressions? Write caller (C) or
   receiver (R).
   1 Can she call me back? ___
   2 Can I take a message? ___
   3 My number is 759 3810. ___
   4 Can I have a contact number? ___
   5 Could I leave a message? ___
   6 I’d like to speak to Lena-Maria, please. ___
   7 I’m sorry, but he isn’t here today. ___
   8 I’ll give him your message. ___

2. Complete the conversation with the questions from
   the list.
   Can I take a message?       Can I have a contact number?
   Can she call me back?       So that’s 0747 58360?
   Is Galina there, please?
   A Jocelyn speaking. Can I help you?
   B Hi, ___
      ___ I’m sorry, but she isn’t available.
   2
   B Yes, please. I’m calling about our order.
   ___
      ___
   A Sure.
   B Yes, it’s 07747 58360. The name’s Tiernan.
   A ___
   B No, it’s 077 – double 7.

3. Put the words in italics in the correct order to
   complete the conversation.
   A ADAC. Good morning.
   B Hello. Could / 1 / to / speak ___ Adira Chen, please?
      in a meeting.
   A I’m / she’s / but / sorry ____
   B Oh. Could / leave / a / 1 / message ____?
      ___
   A Sure.
   B My name’s Vrajkishore Kundu and my number
      is 08274 38573. Can / back / call / me / she
      ____ as soon as possible?
   A So that’s Mr Kundu, phone number 08274 38573.
      Is / right / that ____?
   B That’s right.
   A I’ll / message / her / give / your ____.
1 You are on the stairs. Look at the plan and complete the sentences with the words from the list.

- on the right
- on the left
- behind
- in
- next to
- between
- in front of

1 Production is ______ HR.
2 Finance is ______ Logistics and IT.
3 You are ______ the first floor.
4 The water fountain is ______ the cafeteria.
5 Logistics is ______.
6 Marketing is the last door ______.
7 The lift is ______ the cafeteria.
8 Marketing is ______ Sales.

2 Read these directions and look at the plan and information in 1. Where do the directions take you?

1 Start at the stairs. Go past HR and then turn left. ______
2 Go left out of IT and along the corridor. They are in front of you. ______
3 Go out of the cafeteria, turn right and go into the room. ______
4 Go into the lift and up one floor. ______

3 Correct the mistakes in italics.

Business Tower. JEB Electronics. Our offices:

We are ______ the 15th floor. Lifts are in front ______ Reception. Take the lift to the 15th floor and turn left – in ______ the right is a coffee area. Next ______ the coffee area is a meeting room. Go ______ the meeting room on your right. We are between ______ the meeting room and the stairs. Finance and HR are ______ on the 16th floor.

Car parking is underground – ______ the offices. Ask for a pass at the security desk ______ before you drive in.
**Working with words**

1. Complete the sentences and use the answers to complete the crossword.

1. As a doctor, I must be _______ about the medicines I give to my patients. (7 letters)
2. My project manager often has problems to deal with, but she is very _______, and usually solves them. (9 letters)
3. I spend a lot of time looking at numbers and budgets. It’s not always easy to stay _______. (7 letters)
4. When I started in my company six years ago, I wasn’t very ________, but now I know all about the job. (11 letters)
5. In my job, you have to think quickly and be really _______. (9 letters)
6. It is important to stay _______ with the customers. (8 letters)
7. People don’t always understand about IT, so I have to be _______ when I try to explain how things work. (7 letters)
8. When we interview for new advertising executives, we look for people who are _______. (11 letters)

2. Complete the conversation with the phrases from the list.

* isn’t very good * has a lot of experience in * good at * doesn’t have any experience in * a qualification in

A. We’re looking for an advertising assistant and we have a strong candidate. She has _______ marketing.
   She is imaginative and energetic, but she _______ our product range.
B. I don’t think that’s a problem – she can learn that. She’s _______ organizing and planning. I saw some of her work at the interview. She also _______ managing people.
A. Yes, but she _______ at presenting – she was terrible at the interview.
B. She can do a presentation course to help her though.

**Business communication**

1. Match 1–6 to a–f to make questions and sentences.
   1. Can we arrange ___ a Monday.
   2. What time ___ b good for you?
   3. I’m free on ___ c a meeting?
   4. Sorry. ___ d at lunchtime?
   5. Is 10.00 a.m. ___ e are you free?
   6. Are you free ___ f I’m busy then.

2. Underline the correct expressions in italics to complete the conversation.
   A. We need to discuss the sales conference. *Can we arrange a meeting? / I can’t meet on Tuesday.*
   B. OK, *2* is Thursday OK? / I can’t meet then.
   A. Oh, no, *3* are you busy at 5:00 p.m.? / sorry, I’m busy then.
   B. OK, well Wednesday’s no good for me, but *4* I can’t meet then. / are you free on Friday?
   A. Yes. Friday’s fine for me. *5* is 11:00 a.m. OK? / 12:00 is good.
   B. 11 a.m. is good.
   A. Great. See you on Friday, then.

3. Complete the conversation with the expressions from the list.
   * can’t meet * Wednesday’s good * Wednesday OK
   * Are you busy on * What time are you free
   * We need to meet about * is fine

A. *1* _______ the problem with the product design.
   B. Yes, of course. *2* _______
   A. Yes, in the morning. *3* _______ until 2.00 p.m.
   B. 2.00 p.m. is a bit late. *4* _______?
   A. Yes, _______.
   B. *6* _______?
A. From 11.00 a.m.
B. *7* _______ for me.
Language at work

GRAMMAR REFERENCE

Present continuous

Form
Positive: Subject + am/is/are + -ing
I am/is writing the monthly report.
He is/’s working from home.
They are/’re meeting the MD.
Negative: Subject + am/is/are not + -ing
I am not/’m not working at home today.
She is not/isn’t having her lunch.
You are not/aren’t talking to Security.
Questions: (Question word) + am/is/are + subject + -ing?
Am I working with the new customer today?
Is it raining today?
Are we looking at the right report?
Short answers: Don’t repeat the main verb.
A Am I working with the new customer today?
B Yes, you are.
A Are we looking at the right report?
B No, we aren’t.

Spelling
Most verbs: add -ing to the verb
study → studying / start → starting
Verbs ending with -e: replace -e with -ing
arrive → arriving
Verbs ending with vowel + consonant: double the last consonant and add -ing
stop → stopping

Use
To describe an action or event in progress around the time of speaking.
Are you working on any interesting new projects?
To describe an action happening at the moment of speaking.
A What are you doing?
B We’re checking all the new application forms.

1 Complete the email using the present continuous form of the verbs in brackets.

Subject: New position questions/update

Hi Max,

Here’s some information about the new position:
Talvinder can’t take the new job because she 1 (finish) her university studies. We
2 (contact) some of the other applicants from the interviews last week.
Janis 3 (check) their qualifications again and I
4 (arrange) second interviews. We 5 (not invite) applicants from abroad – this
takes too long.
I need some help from you with the 6 (you plan) the HR
conference at the moment? Please let me
know.

Regards,
F

2 Put the conversation in the correct order 1–7.

a ___ I know, but Konrad is waiting for this.
   Anyway, what’s Abi’s news?
b ___ Are you coming to the meeting now?
c ___ He’s helping set up a new sales office in
   Cape Town.
d ___ No, sorry. I’m working on this presentation.
e ___ Well, he isn’t managing the sales team any
   more.
f ___ But Abi is here from South Africa – he’s only
   staying three days.
g ___ What’s he doing now, then?

3 Correct the mistakes in 1–6.

1 Where Zoran and Judith going?

2 They’re do a course on presentations at the
   InterContinental today.

3 Are you go to the party?

4 Does he working in Paris this month?

5 We training to become software engineers.

6 Are they stay at the Dorchester Hotel?
**Working with words**

1. Complete the email with the words from the list.
   *up-to-date, fast, wide, low, friendly, high*

Our **1.** **range** of products is of **2.** **quality** and we always offer **3.** **prices.** We produce our products using modern machines and **4.** **technology.** You can see all the products in our brochure and read about our **5.** **delivery times** and **6.** **customer service.**

Please call us or order online.

2. Choose the correct adjective (a, b or c) to complete 1–6.

   1. We use **a.** friendly, **b.** low, **c.** up-to-date technology to build our systems.
   2. Don’t buy from BNS, their prices are too **a.** high, **b.** fast, **c.** bad.
   3. We have a **a.** up-to-date, **b.** wide, **c.** high choice of products.
   4. Our new offices are in a **a.** slow, **b.** good, **c.** wide location.
   5. We offer a **a.** fast, **b.** expensive, **c.** good delivery time for urgent orders.
   6. They are expensive, but they produce **a.** wide, **b.** bad, **c.** high-quality products.

3. Put the letters in italics in the correct order to make words to complete the presentation.

   We are very competitive and are number two in the market. Why? We offer **findlrey** **1.** **customer service.** We can guarantee a fast **dycoret tmie** **2.** for our products and, although they are sometimes **eprisev** **3.**,**

   the products are high **gyultai** **4.** and there is a wide **cohtie** **5.**. The customer service office is also in a **odog** **6.** location for our customers.

**Business communication**

1. **Underline** the correct words in italics to complete the conversation.

   A I have two quotes here for office printers. It’s difficult to choose one.
   B How do they **compaire / better**?
   A Lexi is **difference / similar** to Samsonic.
   B So what’s the **difference / compare**?
   A The **advage / better** of the Lexi is it works with a wireless network.
   B That sounds good.
   A Yes, but it’s more expensive.
   B The Samsonic is cheaper, but the **comparison / dadvantage** is it is more difficult to use and isn’t wireless.
   A I **choise / prer** the Lexi – it’s a higher price but better for our office.
   B OK.

2. Put this conversation in the correct order 1–7. The first and last lines are correct.

   a **1.** A I have two hotels that look good. Which should we book?
   b **2.** B Let’s choose Mercure – breakfast is included, we have transport and we can get a taxi to the centre of town.
   c **3.** A Well, Mercure is similar to Ibis. Mercure has breakfast included, but Ibis doesn’t.
   d **4.** B How do they compare?
   e **5.** A Exactly. But the disadvantage of Ibis is it only has a suite free – no single rooms.
   f **6.** B So we don’t need a hire car?
   g **7.** A Yes, breakfast is good, but the advantage of Ibis is its location. It’s more central.
   h **8.** B Well, I’d like breakfast in the price.
   i **9.** B Oh, does Mercure have single rooms?
   j **10.** A Yes, and the advantage of Mercure is we can have free pick up from the airport.
   k **11.** A OK – I’ll book it.
Language at work

GRAMMAR REFERENCE

Comparatives

Form
One-syllable adjectives (also some two-syllable adjectives)
Adjectives ending in a consonant: add -er
fast → faster
Adjectives ending in -e: add -r
wide → wider
Adjectives ending in a vowel + consonant: double the consonant and add -er
big → bigger
Adjectives ending in -y: replace the -y with -ier
easy → easier

Long adjectives – two syllables or more
Put more before the adjective. The adjective doesn’t change.
difficult → more difficult

Irregular adjectives

good → better
bad → worse

Use
Use comparatives to compare two or more things or people.
Shopping online gives you a wider choice of products and cheaper prices than shopping on the high street.

Than
To compare two things use than after the adjective.
A Daewoo is cheaper than an Audi.
Softel is more expensive than Novotel.
Express delivery is faster than standard delivery.

1 Put the adjectives from the list in the correct category 1–3. Then add their comparative forms.
friendly expensive low experienced easy difficult fast cheap

<table>
<thead>
<tr>
<th>Adjective</th>
<th>Comparative</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>+ -er</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>+ -ier</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>+ more</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2 Correct the mistakes in 1–8.
1 easyjet is often more cheap than British Airways.
2 Vodafone offers a gooder service than my phone provider.
3 Our office is in a more expensive location like our competitor’s.
4 Spanish is easier to learn than Japanese.
5 Our customers are often more experienced that our technicians.
6 The competitors offer more lower prices than us.
7 The new mobile phone is more difficult to use than the old model.
8 Their customer service is worser than before.

3 Complete the text with the words from the list.
friendlier higher expensive wider than more (x2) easier better worse

Report: Our market position in comparison to our competitor in the supermarket business.

- Our products are often 1________ expensive, but we offer a 2________ choice 3________ them.
- Quality of our products is always 4________ than theirs.
- Their sales staff are well trained and 5________ experienced than our shop assistants.
- Customers say our staff are 6________ than the competitor’s.
- Our stores are in more 7________ locations, but we are 8________ to find than the competitor.
- In conclusion, it’s not possible to say we are 9________ or 10________ than our competitor. We have different qualities.
**Working with words**

1. Complete the email with the words from the list.
   decisions ideas solutions
   problems in a team meetings
   
   **Subject: My new job!**

   Hi Xander,

   My new job is great – I’m so glad I moved departments. In this job we work _______.
   I’m the assistant to the technicians who find _______ for our customers. I don’t make _______ or solve _______ , but it’s my job to tell the team about changes and new systems. Sometimes I attend _______ where we work together to develop _______ for the future. It makes a nice change to be part of a team.

   How’s your job?

2. Complete the sentences, then find the words in the word search.

   1. I usually _______ a meeting every Tuesday.
   2. It was a _______ decision to close the factory.
   3. I called the Helpdesk because I had a _______ problem.
   4. Our bosses want us to _______ solutions to our customers’ problems.
   5. We have more ideas when we _______ in a team.
   6. At the brainstorming meetings we _______ ideas for marketing campaigns.
   7. Lenny had some _______ ideas for the team-building weekend.
   8. Roberto must _______ the right decisions so the project doesn’t cost more money.
   9. We have ten urgent orders and there’s a transport strike – we don’t know how to _______ the problem.
   10. The company doesn’t allow Internet surfing – that’s HR’s _______ decision.

   **Word Search**

   I G H L F D L J A
   H V E U X E I A O U
   W B E E V W F N H E
   X Q K E Z A F I D Q
   U A L Z E C I F G Y
   M O X F E S C D O U
   P W O R K V U R O H
   D N E T T A L T D B
   B V J J U W T O I L
   N I P T S W U G S Y

**Business communication**

1. Complete the conversation with the expressions from the list.
   Do you think I think What do you think
   my opinion yes, I agree

   A _______ about our new advertisement?
   B _______ it’s the best one so far.
   A _______.
   B _______ the picture is big enough?
   A Oh yes, but in _______, the logo should be smaller.

2. Put the words in italics in the correct order to continue the conversation from 1.

   B _______
   The logo is the most important thing. I like the colours of the packaging – opinion / your / what’s _______?
   A _______.
   B _______ make the packaging more interesting with the same colours.
   A _______.
   B _______. It’s not the most attractive box for such a great product.

3. Underline the correct words in italics to complete the conversations.

   1. A What’s your opinion?
      B _______.
      A I think we should change suppliers.
      B _______.
      A I don’t think that’s a good idea.
      B _______.
      A _______.
      B _______.
      A _______.
      B _______.
      A _______.
      B _______.


   1. What you think?
   2. That true.
   3. Do think our company is the best?
   4. I not so sure.
   5. My opinion, we should stop production.
Language at work

GRAMMAR REFERENCE

Superlatives

Form

One-syllable adjectives (also some two-syllable adjectives)

Adjectives ending in a consonant: add -est

fast → the fastest

Adjectives ending in -c: add -st

wide → the widest

Adjectives ending in a vowel + consonant: double the consonant and add -est

big → the biggest

Adjectives ending in -y: replace the -y with -iest

easy → the easiest

Long adjectives – two syllables or more

Put the most or the least before the adjective. The adjective doesn’t change.

difficult → the most difficult

expensive → the least expensive

Irregular adjectives

good → the best

bad → the worst

Remember: the is always used before the superlative. Alternatively, a possessive form can be used instead of the.

This is our smallest factory.

Use

Use superlatives to describe the maximum or minimum.

John’s idea was good. Ingrid’s idea was better. But, of the three, Ling’s idea was the best.

1. Complete the conversation with the superlative form of the adjectives in brackets.

A We need to book the hotel. We’ve got a few to choose from. Which one do you think is 1__________ (good)?

B Well, the Meridian is 2__________ (easy) to get to, and it’s 3__________ (modern).

A Yes, but it’s also 4__________ (expensive).

B True, but this is a very important event. Price isn’t 5__________ (important) thing. The Meridian has 6__________ (high) quality service, 7__________ (big) meeting room and 8__________ (wide) choice of food.

A OK, let’s book it.

2. Put the adjectives from the list in the correct row 1–13 in the table and then add their superlative forms.

fast good friendly high nice expensive big up-to-date wide small bad easy old

<table>
<thead>
<tr>
<th>Adjective</th>
<th>Superlative</th>
</tr>
</thead>
<tbody>
<tr>
<td>fast</td>
<td>the fastest</td>
</tr>
<tr>
<td></td>
<td>+ -est</td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>+ -st</td>
</tr>
<tr>
<td>6</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>double consonant + -est</td>
</tr>
<tr>
<td>8</td>
<td>y + -iest</td>
</tr>
<tr>
<td>9</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>irregular</td>
</tr>
<tr>
<td>13</td>
<td></td>
</tr>
</tbody>
</table>

3. Tick (✓) the correct sentence, a or b.

1 a That was the most important decision of my whole career.

b That was most important decision in my whole career.

2 a I think Gina has the gopest marketing idea.

b I think Gina has the best marketing idea.

3 a My mobile phone is the most up-to-date I could find.

b My mobile phone is the most up-to-date I could find.

4 a Our competitor is the biggest company in the market.

b Our competitor is the biggest company in the market.

5 a That Internet provider is the most expensive, but offers the bestest service.

b That Internet provider is the most expensive, but offers the best service.

6 a The German manufacturer makes the highest-quality goods in our field.

b The German manufacturer makes the most highest-quality goods in our field.
Working with words

1. Match 1–6 to a–f to make phrases.
   1. credit ___ a. service
   2. expiry ___ b. call
   3. room ___ c. card
   4. wake-up ___ d. number
   5. Internet ___ e. date
   6. card ___ f. access

2. Complete the missing words in the conversation.
   A. Good evening. Do you have any ___1___? __
   B. Yes. Would you like a ___2___ or double room?
   A. Double, please.
   B. OK, we have a double room on the tenth ___3___.
   A. That’s fine, thanks. I’ll take it.
   B. OK, do you have a credit card? We need one to ___4___ the room.
   A. Of course. Here you are.
   B. Thanks. Please sign here. Here’s your keycard. Is there anything else I can help you with?
   A. I need to get to the airport for 8.00 a.m. tomorrow morning. Can you order me a ___5___?
   B. Of course. Which ___6___ at the airport?
   A. Number 2.
   B. OK. The taxi will be here at 7.30 a.m.
   A. What time do you ___7___ breakfast?
   B. From 6.00 a.m.
   A. Thanks.
   B. There are towels and a ___8___ in the bathroom, and there’s a ___9___ in the wardrobe.
   A. Great, thanks. And where’s the ___10___?
   B. It’s just over there on the left.
   A. Thanks.
   B. Have a nice evening!

Business communication

1. Cross out the one incorrect response in 1–4.
   1. A. How was your meal?
      B. Very nice, thanks. / Very delicious. / Delicious, thanks.
   2. A. Could I have the bill, please?
      B. Sounds good. / Certainly. / Sure.
   3. A. Would you like a dessert?
      B. No, thanks. / Yes, please. / No, I don’t.
   4. A. Do you like sushi?
      B. Yes, I do. / Yes, please. / Yes, I love it.

2. Complete the conversation with the correct words.
   A. Hello. Are you ___1___ to ___2___?
   B. Yes, thanks. I ___3___ have the spaghetti bolognese, please.
   C. Mmm. The steak ___4___ good. I ___5___ like the steak and fries, please.
   A. ___6___ you like any side dishes?
   B. Do you ___7___ any salads?
   A. Yes, we have a green salad.
   B. OK, I’ll ___8___ one of those, please.
   C. And ___9___ we have two colas, please?
   A. ___10___.
   B. ___11___ me?
   A. Yes?
   B. Could I have the ___12___, please.
   A. ___13___, One ___14___, please.

3. Put the conversations in the correct order.
   1. a ___ Would you like a side dish with that?
      b ___ Yes, I’ll have a four seasons pizza, please.
      c ___ Are you ready to order?
      d ___ No problem.
      e ___ No, thanks, but I’d like a glass of mineral water, please.
   2. a ___ How was your meal?
      b ___ Would you like a dessert?
      c ___ And could we have the bill, please?
      d ___ Sure.
      e ___ No, thank you, but we’d like two coffees, please.
      f ___ Very nice, thanks.
Language at work

GRAMMAR REFERENCE

Going to
Form
Positive: Subject + am/is/are + going to + verb
I am/m going to visit the new customer.
He is/s going to write the next presentation.
They are/re going to work in Brazil.
Negative: Subject + am / is / are not + going to + verb
I am not /’m not going to take the job.
She is not / isn’t going to leave the company.
We are not / aren’t going to have a meeting about this.
Questions: (Question word) + am/is/are + subject + going to + verb?
Am I going to come to the meeting?
Why is he going to talk to management?
Are you going to visit the suppliers?
Short answers: Don’t repeat going to.
A Is he going to talk to management? B No, he isn’t.
A Are you going to visit the suppliers? B Yes, I am.
Use
To talk about a general plan for a future action or event.
It is used to mean the same as I am planning to …
There is not necessarily a fixed time in the plan.
I’m going to visit Toronto.
We aren’t going to eat out in the evening.
Are you going to take Friday off?

Infinitive of purpose
Add an infinitive to say why you are doing something.
We’re going to meet our suppliers to discuss prices.
They’re going to spend a day in New York to find a new office.
I’m going to leave the office at 3.00 p.m. to collect my wife from the airport.

1 Make sentences from the prompts using going to.
1 They / visit / their customers.
2 I / not / ask / Patrice to help.
3 We / take / Tuesday off.
4 It / not / rain today.
5 you / discuss / the contract at the meeting?
6 I / see / José at the conference.

2 Match 1–6 to a–f to make sentences.
1 Franz is going to meet us at the airport before we leave ___
2 We’re going to arrive early at check-in ___
3 Samir is going to come to the airport ___
4 Jake is going to attend the conference ___
5 We’re going to work late ___
6 I’m going to contact our suppliers ___
a to find some new customers.
b to take us to our hotel.
c to miss the queues.
d to give us our visas.
e to ask about the order.
f to finish the presentation.

3 Correct the mistakes in 1–8.
1 The airline is going cancel its flights.
2 Silvia going to attend the meeting instead of me.
3 Marco are going to confirm his flight details tomorrow.
4 I’m going to not finish the report by tomorrow.
5 Are you visit Jess while you’re in New York?
6 Timo’s going to call the suppliers for to cancel the order.
7 Are you going to hold a meeting to discussing the IT problems?
8 Franz isn’t going take the new job.
Working with words

1. Cross out the word in 1–6 that doesn’t match the noun in bold.
   1. tight / busy / fast  
   2. busy / annual / quiet  
   3. public / time / annual  
   4. tight / busy  
   5. annual / time  
   6. public / annual
   1. schedule  
   2. period  
   3. holiday  
   4. deadline  
   5. off  
   6. leave

2. Klaus works for Pioneering, a seed company. He’s talking about his job. Replace the phrases in bold with the phrases from the list.
   annual leave  deadline  long weekend  public holiday  some time off  busy period

   We have a lot of work at the beginning of the year. The shops need the seeds in February and our final date to get the seeds ready is the end of January. It doesn’t give us much time. I try to take a break at Easter, and in May we have a national day off, so I usually take a holiday from Friday to Monday. In the summer the company closes for two weeks and we all have our holidays.

3. Complete the email with the words from the list.
   timetable  annual conference  busy schedules  quiet period  tight reminder

   Subject: Next week

   Dear Julio,

   Thanks for the feedback about my presentation at next week’s 2. ___________. Unfortunately, my 3. ___________ now looks very busy with the preparation for my presentation, and I am worried about the 4. ___________ deadline for the sales report. I know we all have 5. ___________ at the moment, but I wanted to ask if I could give you the report a week late. The week after next is going to be a 6. ___________ for me, so I will have time to do it.

   Thanks,

   Paulo

Business communication

1. Put the words in italics in the correct order to complete the conversation.
   A We have a few problems. The / that / is / situation 1. ___________ the ordering system has crashed.
   B OK, we have a back-up and the technicians are working to fix it. The / to / is / aim 2. ___________ be working by lunchtime.
   A Well, we need to hurry.
   B Why? What / deadline / ’s / the 3. ___________?
   A The courier arrives at 1:00 p.m. to collect the goods, so why / we / don’t 4. ___________ finish the orders we’re working on? New orders will have to wait. I’ll put a notice on the website to inform customers.
   B Good idea. So / summarize / to 5. ___________, the current orders are OK, but new orders aren’t. Is that right?

2. Complete the conversation with the expressions from the list.
   How much time do we need for 1. ___________. Let’s I’m going to 2. ___________. We’ve already A 1. ___________ spent two days on the presentation and the meeting is tomorrow.
   B 2. ___________ the graphs and figures?
   A Well, I’m waiting for Alexi to send them to me.
   B 3. ___________ call him and give him a deadline.
   A OK. Can you do that?
   B Sure, so you’re going to finish as much as you can and 4. ___________ call Alexi. OK?

3. Complete the expressions and find the hidden word.

   1. The 5. ___________ is two weeks behind.
   2. What 6. ___________ is the meeting?
   3. The 7. ___________ is to sign the contract by March.
   4. Why 8. ___________ we call the customer?
   5. We 9. ___________ to finish on Friday.
   6. The 10. ___________ is that the goods are late.
   7. How long do we 11. ___________ for the delivery?
   8. Is 12. ___________ happy with that date?
   9. So, to 13. ___________ we call John and...
Language at work

GRAMMAR REFERENCE

Present perfect

Form
Positive: Subject + have/has + past participle*
I have ordered some more office paper.
He has sent the invoice to the wrong person.

Negative: Subject + have/has not + past participle*
We have not received your payment.
She hasn’t been to Nepal.

Questions: (Question word) + have/has + subject + past participle*
Have you contacted the suppliers?
Why has he gone to Canada?

Short answers: Don’t repeat the past participle*
A  Have you contacted the suppliers?
B  Yes, I have.

*past participle

For regular verbs, add -ed to the verb, as for the rules for forming the past simple (see Practice file 5 on page 95).

Use
To talk about an action in the past that has an effect on the present.
I have finished the report and given it to my boss.
Action in the past = finish the report, give it to my boss
Effect on the present = the report is on my boss’s desk
Never use the present perfect to talk about an event in the past with a time expression (see Practice file 6 on page 97 for time expressions).

1 Read the list of tasks then complete the email, saying what you have (✓) and haven’t (✗) done.

* Finish the report for Ajax. ✓
* Call our suppliers. ✗
* Finalize the menu for the buffet reception. ✓
* Book hotel rooms for our Thai guests. ✓
* Send the timetable of the visit to the guests. ✗
* Check Irena’s emails. ✓
* Cancel Irena’s flight to Sweden. ✗

Dear Irena,
I have been very busy, so I haven’t done everything you asked.

• 1  finished the report for Ajax.
• 2  called our suppliers.
• 3  finalized the menu for the buffet reception.
• 4  booked hotel rooms for our Thai guests.
• 5  sent the timetable of the visit to the guests.
• 6  checked your emails.
• 7  canceled your flight to Sweden.

Regards

2 Complete the conversation with the present perfect form of the verbs in brackets.
A 1 ________ (you / send) the order yet?
B  No, I 2 ________ (have / not).
A  Why not? I 3 ________ (post) them the invoice already!
B  The order’s not ready. The Production Department 4 ________ (have) some problems.
A  Oh, I 5 ________ (not / speak) to Jeff from Production today, so no one told me.
B  The packing machine 6 ________ (break down) and they 7 ________ (not / fix) it yet.
A  OK, I’ll call the customers and explain.

3 Correct the mistakes in 1–6.
1  They haven’t ordered the complete.
________________________
2  A  Have you done the holiday timetable yet?
   B  Yes, I done. __________________________
3  Mikhail haven’t replied yet.
________________________
4  A  Do they have confirmed the hotel booking?
   B  No, they haven’t. __________________________
5  I’ve work in IT development and on the helpdesk.
________________________
6  Thierry’s took the last car from our car pool.
________________________
Communication activities

Unit 1 | Language at work, Exercise 8
Student A
Ask and answer questions about the people below. Use some of the information from the list to complete their profiles.
Germany  IT companies  TUX  Managing Director  restaurants  Brazil  Spain  Receptionist  supermarkets  Excel

Example: Is Renate from Germany?

1. NAME: Renate
   COUNTRY: 
   COMPANY NAME: 
   JOB: Sales Director
   CUSTOMERS: small businesses

Unit 2 | Talking point, Task
Student A
Company: 
Produces: trains and trans
Nationality: 
Head office: 
Number of employees: 
Exports to: 
1. The paper company is Japanese.
2. The company with its head office in Tokyo has 13,000 employees.
3. The fruit company’s head office is in Cape Town.
4. Chrysler exports cars to Europe, China, Mexico and Canada.

Unit 3 | Business communication, Exercise 7
Student A
1. You want to order some satnavs for your company. Call your supplier, Student B. Use this information to make your order.
   Your company: FR Logistics
   Your company address: 26 Mill Road, Durban, South Africa, 4091
   Your email address: yourname@frlogistics.co.za
   You want to order: 15 satnavs
   Product code: 282BN
   You want:
   • delivery as soon as possible
   • to pay by credit card
   • the supplier to confirm your order by email
2. You work for a supplier of kitchen products. Student B calls you. Use this information to take their order.
   Product CF72 is in stock. Customers can pay by credit card. Delivery is free.
   You want:
   • the customer’s email address
   • the delivery address

Unit 3 | Practically speaking, Exercise 5
Student A
Ask Student B questions to complete their contact details.

<table>
<thead>
<tr>
<th>Student A</th>
<th>Student B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pacific Exports Head Office</td>
<td></td>
</tr>
<tr>
<td>62 Bay Rd</td>
<td></td>
</tr>
<tr>
<td>Wellington</td>
<td></td>
</tr>
<tr>
<td>New Zealand</td>
<td></td>
</tr>
<tr>
<td>6011</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:dani_jones@nznet.co.nz">dani_jones@nznet.co.nz</a></td>
<td></td>
</tr>
</tbody>
</table>

Unit 10 | Practically speaking, Exercise 4
Student B
Here is your news. Tell your partner.
1. Your favourite colleague is leaving the company.
2. Your company won a new contract yesterday.
3. No one’s receiving a pay rise this year.
Unit 3 | Talking point, Task

Student A

<table>
<thead>
<tr>
<th>Vienna, Austria</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>In the centre of Europe.</td>
</tr>
<tr>
<td>Transport to the city</td>
<td>Seventy airlines to 180 destinations in over 60 countries. Road and railway connections to Central European countries.</td>
</tr>
<tr>
<td>Conference facilities</td>
<td>Three conference centres, e.g. Austria Centre Vienna with 180 meeting rooms for 10 to 4,320 people. 85 conference hotels.</td>
</tr>
<tr>
<td>Cost</td>
<td>High</td>
</tr>
</tbody>
</table>

Vancouver, Canada

<table>
<thead>
<tr>
<th>Location</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport to the city</td>
<td></td>
</tr>
<tr>
<td>Transport in the city</td>
<td></td>
</tr>
<tr>
<td>Conference facilities</td>
<td></td>
</tr>
<tr>
<td>Cost</td>
<td></td>
</tr>
</tbody>
</table>

Unit 5 | Language at work, Exercise 4

Student A

1 You weren’t at a presentation last week. Your partner was. Check if the report below is correct.

Example: Was the presentation on Tuesday morning?

**Presentation:** Future plans
**Time:** Tuesday morning (?)
**Present:** Jan, Lydia, Janusz, Carlos (?)
**Venue:** The conference room (?)
**Speaker:** Managing Director (?)

2 Now answer your partner’s questions about this report.

**Presentation:** Profits for this year
**Time:** Wednesday morning
**Present:** Jan, Lydia, Janusz, Carlos, Piotr
**Venue:** The conference room
**Speaker:** Financial Director

Unit 5 | Working with words, Exercise 9

Student A

1 You are away on a business trip. Student B has two emails for you and calls you for help. Ask what the emails are about and give the following instructions:

- Email 1: Reply and attach electronic copy. It’s in the folder marked ‘Newbroch’.
- Email 2: Forward it to HR and reply to the applicant.

2 Student B is on a training course. You check his or her email. Call Student B and explain the emails. Ask what to do. Make notes and check you understand.

Can you send me a copy of the Finance report? Thanks.

Gill

With reference to our order (see attached) for 20 of item P-166, we only have 10 boxes. Where are the other 10 boxes?

Felicia Hildebrandt
Unit 5 | Language at work, Exercise 8

Student A
1. You received this message. Ask your partner for the missing information. Use the question words in brackets.

Mr Simons called at ________ a.m. (When …?)
He called about _____________. (What …?)
He didn’t come to the meeting because ___________________. (Why …?)
He wanted to know ________ of the next conference. (What …?)
Please call him back if you want him to speak at the conference.

2. Now answer your partner’s questions about the information in this phone message.

From: Mr Koch
Time: 2.00 p.m.
Subject: Trip to Germany last week.
Message: Hans was sick – another meeting next month.

Unit 5 | Business communication, Exercise 4

Student A
Read more information about the problems in the email.
• Astrid, the receptionist, is sick today.
• You called IT about the printers, but no one answered.
• You didn’t remember to book the tickets.
• You can buy Ellen a leaving present.
Now call your partner.
1. Explain and solve the problems together.
2. Promise action.

Unit 6 | Practically speaking, Exercise 4

Student A
1. Look at these pictures and answer your partner’s questions about this trip.

Unit 12 | Language at work, Exercise 7

Student C
You are responsible for printing and postage.
The printers need about three weeks.
You think it’s going to take about two weeks to send the brochures out to customers.
You have annual leave between 10th October and 17th October.
Discuss the final schedule and write down the stages with all the important dates.

Student B
Here is a list of your tasks for the week. Ask Student A if he/she has done his/her tasks and say if you have done yours.

Example: Have you ordered a new computer?

<table>
<thead>
<tr>
<th>You</th>
<th>Done?</th>
<th>Student A</th>
</tr>
</thead>
<tbody>
<tr>
<td>book venue for annual conference?</td>
<td>no</td>
<td>order a new computer?</td>
</tr>
<tr>
<td>write minutes for team meeting?</td>
<td>no</td>
<td>ship delivery to Argentina?</td>
</tr>
<tr>
<td>organize meeting with union rep?</td>
<td>yes</td>
<td>call clients about new product?</td>
</tr>
<tr>
<td>ask boss for some time off?</td>
<td>no</td>
<td>email new brochure to clients?</td>
</tr>
</tbody>
</table>
Unit 7 | Language at work, Exercise 3

Student A
1. Describe this company plan to Student B. 
   Example: The cafeteria is below Sales and Marketing.

2. Listen to Student B. Write in the rooms and departments.

Unit 5 | Working with words, Exercise 9

Student B
1. Student A is away on a business trip. You check his or her email. Call Student A and explain the emails. Ask what to do. Make notes and check you understand.

   Can I have an order form and a copy of this year’s brochure? 
   Thanks, 
   Jiri 
   Hanron Solutions

   Dear Sir or Madam, 
   Further to your advert for a trainee sales person, please find attached a copy of my CV.

2. You are on a training course. Student A checks your email and calls you for help. Ask what the emails are about and give the following instructions.
   • Email 1: It’s in a folder called ‘Budgets’. Please print her a hard copy.
   • Email 2: Forward it to the right department – it’s not my responsibility.

Unit 6 | Business communication, Exercise 7

Student A
1. Role-play these situations.
   1. It’s the first morning of an annual conference. It’s your first time at the conference. The first session is in Room 125, but where is it? Student B speaks to you.
   2. You are in Reception at your company. A visitor wants to see Sara Olsen, who is on the third floor. Speak to him/her.

Unit 7 | Business communication, Exercise 3

Student A
1. Call your partner and check these details.
   Ms Bebiyon   Tel. 07 364 3307
   Mr Gibuvo    Tel. 0034 711 5400?
2. Your partner calls to check these details.
   Mr Kassabygy Tel. 0041 909 5520
   Ms Herrera   Tel. 0709 553 627

Unit 7 | Business communication, Exercise 6

Student A
1. Call 1
   You are Megumi Yoshida. Call Michelle McGoldrick about your hotel reservation. You want the hotel details as soon as possible. Your phone number is 078 546 2394.

2. Call 2
   You are Youssuf Hussein’s assistant. He is at lunch. Answer the phone and take a message.

   Message for:
   From:
   Phone number:
   Calling about:
   Please call back: Urgent:

Unit 12 | Business communication, Exercise 4

Student B
You are responsible for information and design for the brochure.
You think it’s going to take about six weeks to get all the information. The designers need about four weeks. You have annual leave between 15th August and 30th August. Discuss the final schedule and write down the stages with all the important dates.
Unit 8 | Business communication, Exercise 6

Student A
You are Chen. Here’s your calendar on Thursday.

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>09.00–10.00</td>
<td>Visit factory</td>
</tr>
<tr>
<td>10.00–11.00</td>
<td>Return at 11.10</td>
</tr>
<tr>
<td>11.00–12.00</td>
<td></td>
</tr>
<tr>
<td>12.00–14.00</td>
<td></td>
</tr>
<tr>
<td>12.10–13.10</td>
<td>Lunch with Ania</td>
</tr>
</tbody>
</table>

Unit 9 | Business communication, Exercise 6

Student A
You and your partner need to choose a new courier company for important deliveries, and a hotel for some two-day training seminars around the country.

- You have quotes from two courier firms.
- Your partner has quotes from two hotels.
- Take turns to ask and tell each other about the quotes, and then make a choice together.

Company: Speed Merchants
Price: €10 per kilometre
Online tracking: Uses up-to-date satellite technology to find a fast route. You can check the location of your package online.
Location: Centres in over 20 cities.
- Very friendly staff on the phone
- No discounts

Company: Go Fast
Price: £9.95 per kilometre
Guaranteed delivery: Money back if late.
Location: Centres in 18 cities.
- Staff were slow to answer the phone
- No way to check location of packages online
- Offered free delivery for every ten deliveries

Unit 8 | Talking point, Stage 2

Student A

<table>
<thead>
<tr>
<th>Day</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>MONDAY</td>
<td>09.00 doctor</td>
</tr>
<tr>
<td></td>
<td>11.00–12.00 HR weekly meeting</td>
</tr>
<tr>
<td></td>
<td>15.00–17.00 meeting with personnel agency</td>
</tr>
<tr>
<td>TUESDAY</td>
<td>13.00–14.00 lunch – out of office</td>
</tr>
<tr>
<td></td>
<td>15.00–17.00 team meeting</td>
</tr>
<tr>
<td>WEDNESDAY</td>
<td>15.00–17.00 meeting with department heads</td>
</tr>
<tr>
<td>THURSDAY</td>
<td>14.00–leave work, take Jamie to dentist</td>
</tr>
<tr>
<td>FRIDAY</td>
<td></td>
</tr>
</tbody>
</table>

Unit 10 | Practically speaking, Exercise 4

Student A
Here is your news. Tell your partner.
1 Everyone in your team likes the new Team Leader.
2 Your Department Manager is having dinner with the new Human Resources Manager tonight!
3 The company is opening three new factories abroad.

Unit 11 | Working with words, Exercise 9

Student A
Now you are a visitor. Check in and ask for information on the following:
- Wake-up call at 6.30 a.m.?
- Restaurant in hotel? Necessary to book?
- Meeting room for tomorrow at 10.00 a.m.?
- Sauna and solarium?

Unit 2 | Talking point, Task

Student D
Company: Nippon Paper Industries
Produces: __________
Nationality: ________
Head office: _________
Number of employees: ________
Exports to: _________
1 The train and tram company is Polish.
2 2,000 employees produce fruit.
3 Afrifresh is a South African company.
4 Pesa produces trains and trams.
Unit 11 | Talking point, Task

Travel information:

<table>
<thead>
<tr>
<th>Flights</th>
<th>Train</th>
<th>Car</th>
</tr>
</thead>
<tbody>
<tr>
<td>Madrid–Paris / Paris–Madrid</td>
<td>21 flights/day, 2 hours, €80</td>
<td>10 hours, €110 return</td>
</tr>
<tr>
<td>Madrid–Lisbon / Lisbon–Madrid</td>
<td>13 flights/day, 1 hour, 15 mins, €70</td>
<td>Overnight sleeper, €150 return</td>
</tr>
<tr>
<td>Madrid–Lyon / Lyon–Madrid</td>
<td>2 flights/day, 1 hour, 45 mins, €80</td>
<td>20 hours, €150 return</td>
</tr>
<tr>
<td>Lisbon–Lyon / Lyon–Lisbon</td>
<td>2 flights/day, 2 hours, 25 mins, €100</td>
<td>21 hours, €170 return</td>
</tr>
<tr>
<td>Lisbon–Paris / Paris–Lisbon</td>
<td>14 flights/day, 2.5 hours, €90</td>
<td>Overnight sleeper, €200 return</td>
</tr>
<tr>
<td>Paris–Lyon / Lyon–Paris</td>
<td>2 flights/day, 1 hour, 45 mins, €80</td>
<td>2 hours, €75 return</td>
</tr>
</tbody>
</table>

Accommodation information:

<table>
<thead>
<tr>
<th></th>
<th>Average business hotel</th>
<th>Average Airbnb</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lisbon</td>
<td>€130</td>
<td>€90</td>
</tr>
<tr>
<td>Lyon</td>
<td>€170</td>
<td>€90</td>
</tr>
<tr>
<td>Paris</td>
<td>€200</td>
<td>€120</td>
</tr>
</tbody>
</table>

All prices and times are approximate.

Unit 12 | Business communication, Exercise 4

Student A
You are responsible for the schedule. You need to schedule the following stages:
- product details and price list
- design
- printing
- sending the brochures to customers
Find out from Students B and C how long each stage takes. You want to send the brochure to clients by 1st November at the latest. Also find out when Students B and C have time off because this will change the schedule. Discuss the final schedule and write down the stages with all the important dates.

Unit 1 | Language at work, Exercise 8

Student B
Ask and answer questions about the people below. Use some of the information from the list to complete their profiles.
Japan India Sema small businesses Sales Reps Takeyana multinationals Sales Director Personal Assistant Uchida

Example: Is Renate a Sales Director?

1. NAME: Renate
   COUNTRY: Germany
   COMPANY NAME: TUX
   JOB: 
   CUSTOMERS: 

2. NAME: Eiji
   COUNTRY: 
   COMPANY NAME: 
   JOB: Managing Director
   CUSTOMERS: IT companies

3. NAMES: Ramiro and Carmen
   COUNTRY: Brazil
   COMPANY NAME: 
   JOB: 
   CUSTOMERS: supermarkets
Unit 2 | Talking point, Task

Student B
Company: _______
Produces: _______
Nationality: _______
Head office: _______
Number of employees: _______
Exports to: 54 countries
1 The American company produces cars.
2 The Polish company’s head office is in Bydgoszcz.
3 78,000 employees work for the company with its head office in Michigan.
4 3,700 employees work for Pesa.

Unit 3 | Practically speaking, Exercise 5

Student B
Ask Student A questions to complete their contact details.

<table>
<thead>
<tr>
<th>Student A</th>
<th>Student B</th>
</tr>
</thead>
<tbody>
<tr>
<td>HR dept, City Hotels</td>
<td>49 Ardwick St</td>
</tr>
<tr>
<td>Manchester</td>
<td>UK</td>
</tr>
<tr>
<td>M12 8BG</td>
<td><a href="mailto:ashley.smith@cityhotels.co.uk">ashley.smith@cityhotels.co.uk</a></td>
</tr>
</tbody>
</table>

Unit 3 | Language at work, Exercise 5

Student B
You work at The Dubai Grand Hotel. Use the information below to help you answer Student A’s questions about the hotel.

Example: A Is there a bus to the airport?
B Yes, there’s a bus every 20 minutes.

The Dubai Grand Hotel
- Buses to airport every 20 minutes.
- Car park for 100 cars.
- No restaurant in the hotel. There are some international restaurants near the hotel.
- Swimming pool and gym.
- Internet access in all rooms.
- Bank and post service in hotel.
- Six meeting rooms.
- The hotel has a free taxi service to city centre.

Unit 3 | Language at work, Exercise 4

Student A
You work at The Arabian Garden Hotel. Use the information below to help you answer Student B’s questions about the hotel.

Example: B Is there a bus to the airport?
A Yes, there’s a bus every 30 minutes and there are also buses to the city centre.

The Arabian Garden Hotel
- Bus to airport every 30 minutes and to city centre every 15 minutes.
- No car park, but guests can park on the street. There is also car hire at Reception.
- Two restaurants and one bar.
- Swimming pool, gym and sauna.
- Internet access in all rooms.
- Conference room for 80 people and four meeting rooms.
- The hotel has a tourist information service and there are day trips to places of interest.

Unit 8 | Business communication, Exercise 5

Student B
You are Dolores. Here’s your calendar on Thursday:

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>09.00–10.00</td>
<td></td>
</tr>
<tr>
<td>10.00–11.00</td>
<td></td>
</tr>
<tr>
<td>10.20–10.50</td>
<td>Conference call to Singapore.</td>
</tr>
<tr>
<td>11.00–12.00</td>
<td></td>
</tr>
<tr>
<td>12.00–14.00</td>
<td>Meeting with Kasia and bank representative</td>
</tr>
</tbody>
</table>
**Unit 3 | Talking point, Task**

**Student B**

<table>
<thead>
<tr>
<th>Location</th>
<th>Vienna, Austria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport to the city</td>
<td></td>
</tr>
<tr>
<td>Transport in the city</td>
<td></td>
</tr>
<tr>
<td>Conference facilities</td>
<td></td>
</tr>
<tr>
<td>Cost</td>
<td></td>
</tr>
</tbody>
</table>

- **Location:** North America.
- **Transport to the city:** About 90 airlines. Direct flights to about 60 international destinations. Vancouver International Airport named 'Best Airport in North America'. Road and railway connections to Canadian and US cities.
- **Transport in the city:** Thirty minutes from airport to city centre by train. Excellent public transport: bus, train, tram and boat.
- **Conference facilities:** Five conference centres, e.g. Vancouver Convention and Exhibition centre with 2,300 m² of meeting space. More than 40 conference hotels.
- **Cost:** Medium

**Unit 9 | Business communication, Exercise 6**

**Student B**

You and your partner need to choose a new courier company for important deliveries, and a hotel for some two-day training seminars around the country.
- You have quotes from two hotels.
- Your partner has quotes from two courier firms.
- Take turns to ask and tell each other about the quotes, and then make a choice together.

**Hotels: InCountry**
- **Price:** €5,000 (for ten people)
- **Facilities:** Many hotels provide secretarial service with fax, Internet, printers.
- **Locations:** Over 35 hotels. Hotels are in the countryside, but easy to find.
- **Leisure:** Most hotels have swimming pools and gym facilities.
  - all hotels are different and restaurants serve local dishes
  - friendly customer service person on the phone

**Hotels: Vacationworld**
- **Price:** €5,100 (for 12 people)
- **Facilities:** All hotels have two or more meeting rooms.
- **Locations:** 30 hotels near or in city centres.
- **Leisure:** Ten Vacationworld Plus hotels have swimming pools, sauna and gym.
  - staff were polite and helpful
  - all hotels are modern; restaurants serve wide range (Italian, Chinese, Indian, etc.)

**Unit 2 | Talking point, Task**

**Student C**

Company: __________
Produces: __________
Nationality: **American**
Head office: __________
Number of employees: __________
Exports to: __________

1. The South African company exports to 54 countries.
2. The European company exports to Europe, especially Germany.
3. They export paper and paper products worldwide.
4. Michigan is in the USA.
Unit 7 | Business communication, Exercise 3

Student B
1. Your partner calls to check these details.
   - Ms Babayan  Tel. 077 364 3300
   - Mr Jibowo  Tel. 0033 771 5440
2. Call your partner and check these details.
   - Mr Kasebiggy Tel. 001 908 5220?
   - Ms Hirrarer  Tel. 070 953 6227?

Unit 5 | Language at work, Exercise 4

Student B
1. Your partner wants to know if the report below is correct. You were at the presentation last week. Your partner wasn’t. Answer his/her questions
   *Example:* Was the presentation on Tuesday morning?

   **Presentation:** Future plans
   **Time:** Tuesday morning
   **Present:** Jan, Lydia, Carlos
   **Venue:** Room 305
   **Speaker:** Managing Director

2. Now ask your partner questions about this report.

   **Presentation:** Profits for this year
   **Time:** Thursday morning (?)
   **Present:** Jan, Janusz, Lydia, Carlos (?)
   **Venue:** The conference room (?)
   **Speaker:** Managing Director and Financial Director (?)

Unit 11 | Working with words, Exercise 8

Student B
You are a visitor. Check in and ask for information on the following:
- dinner in room
- times for breakfast
- swimming pool
- Internet access in the hotel

Unit 5 | Language at work, Exercise 8

Student B
1. Answer your partner’s questions about the information in this phone message.
   **From:** Mr Simons
   **Time:** 9.30 a.m.
   **Subject:** Next month’s conference
   **Message:** In Canada. Date of next conference?

2. You received this message. Ask your partner for the missing information. Use the question words in brackets.

   **Mr Koch called at _______ p.m. (When …?)**
   **He called about the _______ last week. (What …?)**
   **Hans cancelled the meeting because _______. (Why …?)**
   **We arranged another meeting for _______. (When …?)**
   **Please call him back.**

Unit 5 | Business communication, Exercise 4

Student B
Read more information about the problems in the email.
- Your assistant is not very busy today.
- We emailed the wrong invoice. You’ll contact them after the meeting.
- The IT department has a training course today and tomorrow.
- You booked a restaurant for Ellen’s leaving party.
   Now call your partner.
1. Explain and solve the problems together.
2. Promise action.

Unit 6 | Business communication, Exercise 7

Student B
Role-play these situations.
1. It’s the first morning of a conference. You’re one of the organizers. Room 125 is on the first floor. You think Student A has a problem. Speak to him/her.
2. You are a visitor at a company. It’s your first time at the company. You are here to see Sara Olsen. Student A speaks to you.
Unit 8 | Talking point, Stage 2

Student B

<table>
<thead>
<tr>
<th>Day</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>MONDAY</td>
<td>Holiday</td>
</tr>
<tr>
<td>TUESDAY</td>
<td>11.30–13.30 meeting</td>
</tr>
<tr>
<td>WEDNESDAY</td>
<td>11.00–13.00 phone duty at Reception</td>
</tr>
<tr>
<td>THURSDAY</td>
<td>10.00–12.00 go to customers</td>
</tr>
<tr>
<td>FRIDAY</td>
<td>08.30 appointment at bank</td>
</tr>
</tbody>
</table>

Unit 6 | Practically speaking, Exercise 4

Student B

1. Ask your partner these questions about his/her trip.
   1. How was the journey?
   2. How was the hotel?
   3. How was the food?
   4. How was the meeting?
   5. How was the city?
2. Now look at these pictures and answer your partner’s questions about this trip.

Unit 7 | Language at work, Exercise 3

Student B

1. Listen to Student A. Write in the rooms and departments.
2. Describe this company plan to Student A.
   Example: IT is behind Reception.

Unit 7 | Business communication, Exercise 6

Student B

Call 1
You work in an office with Michelle McGoldrick. She is out. Answer the phone and take a message.

Message for:
From:
Phone number:
Calling about:
Please call back: Urgent:

Call 2
You are Henri Watunda. Call Youssuf Hussein about your meeting this evening. You are at The Arabian Garden Hotel in Dubai. Your room number is 701. The hotel number is 00971 4228663.
Unit 1

1.1
Dahlia is Indian.
Raquel is Brazilian.
Randy is American.
Lukasz is Polish.
Tiziana is Italian.
Charlotte is British.
Yuko is Japanese.
Jacob is South African.

1.2
Japan
Japanese
British
Italian

1.3
1 I’m from India. I’m a receptionist for an American company.
2 Hello. I’m from Brazil. I’m a human resources manager. I work for an Italian company.
3 Hi. I’m a sales rep. I’m from the USA, but my company is Japanese.
4 Hello. I’m Polish and I’m a team leader for an Indian company.
5 Hi. I’m a personal assistant from Italy. I work for a Polish company.
6 Hello. I’m the Chief Executive Officer for a British company and I’m from the UK.
7 Hello. I’m Japanese. I’m a technician for a Brazilian company.
8 I’m a financial director from South Africa. I work for a South African company.

1.4
A So, is Marcegaglia a family company?
B Yes, it is. Steno Marcegaglia started the company in 1859, and his children Antonio and Emma are the CEOs.
A Are they from a big family?
B No, they’re from a small family, but Marcegaglia isn’t a small company. It’s a multi-billion euro company with 7,000 employees.
A And are all the employees in Italy?
B They are in Italy and in many other countries, too, such as Brazil and China.

1.5
1 A H J K
2 B C D E G P T V (Z)
3 F L M N S X (Z)
4 I Y
5 O
6 Q U W
7 R

1.6
1 A What’s his name?
B Mr Gorski.
A How do you spell that?
B G-O-R-S-K-I.
A Thanks.

1.7
Aleks: Hello. My name is Aleks Gorski. That’s G-O-R-S-K-I. We have an appointment with Mrs Da Rocha.
Eva: How do you do, Mr Gorski? I’m Eva, Maria Da Rocha’s assistant.
Aleks: Pleased to meet you, Eva. This is my assistant, Elzbieta Wozniak.
Eva: Nice to meet you, Elzbieta. Sorry – how do you spell that?
Maria: your visitors are here...
Maria: … Aleks. It’s good to see you again.
Aleks: And you, Maria. How are you?
Maria: I’m fine. And you?
Aleks: Not so bad. Maria, do you know Elzbieta? She’s my new assistant.
Elzbieta: No. How do you do, Elzbieta?
Eva: Elzbieta. Pleased to meet you.

1.8
Maria: See you soon, Aleks.
Aleks: Yes, goodbye, Maria.
Maria: Nice meeting you, Elzbieta.
Elzbieta: Nice meeting you, too.
Maria: Bye. Have a good journey,

Unit 2

2.1
William: Nice to see you again, Natasha. Do you know Malik?
Natasha: No, Hello, I’m Natasha Darcy. Nice to meet you.
Malik: You, too. Where do you work?
Natasha: I’m with Perfect Match. It’s a small recruitment company. We provide staff – especially in the pharmaceuticals industry. What about you?
Malik: I work for a company called RiskLink. We produce software for financial services companies.
Natasha: Oh right. What about you, William? Do you still work in electronics?
William: Well, yes, but I don’t have a job right now. That’s why I’m here. I want to find something in the automobile industry, if possible.

2.2
- pharmaceuticals
- electronics
- recruitment
- hotel
- finance
- automobile

2.3
Kikkoman is a Japanese company and we sell 400 million litres of soy sauce every year. We employ around 6,000 people in total. We export soy sauce all over the world, including Asia, North America, Australia and Europe. We also develop new products for the pharmaceuticals industry. Restaurants, supermarkets and Asian food shops buy our products and we also provide lessons in Japanese cooking – using Kikkoman products, of course!

2.4
A Our first business area is Food and Food Service. We produce sugar and cooking oil. The company has restaurants, cafés and food shops. It provides meals for restaurants, schools and hospitals. Our second business area is Bio Pharma. Here we produce pharmaceuticals and medicines.
B And do you export these products?
A Yes, we do. We export medicines to countries around the world. And we develop new biotechnological products. The third area, Entertainment and Media, is now the main business of CJ. The company produces films for the Korean market and abroad.
B Does the company import films, too?
A Yes, it does. We import films from foreign production companies like DreamWorks, and we have eight cable TV channels in Korea and a chain of cinemas. The fourth business area is Home Shopping and Logistics. We provide a home shopping service for customers, 24 hours a day.
B Do customers buy on the Internet?
A Yes, they do, but also on satellite TV. We have a logistics centre. It provides transport and delivery services.

2.5
1 A Do you export these products?
B Yes, we do.
2 A Does the company import films, too?
B Yes, it does.
3 A Does CJ provide financial services?
B No, it doesn’t provide financial services.
4 A Do you import medicines?
B No, we don’t. We export medicines.

2.6
1 A Can I have your phone number?
B Certainly. It’s oh seven seven eight, four five six, three five six.
2 A What’s the price for that mobile phone?
B It’s $45.60.
3 One thousand three hundred employees work here.
4 We started the company in 2001.
Unit 3

3.1 Good afternoon. I’d like to tell you about the LEGO group. They are a family company with their head office in Billund, in Denmark, but they operate in many countries. In Billund, they also have their research and development centre and a factory. They have two more factories in Europe: in the Czech Republic and Hungary. In Asia, they have one factory in China, and in North America, they have one factory in Mexico. They have sales offices worldwide: around 20 in Europe, around ten in Asia, four in North America, one in South America, two in Australia and one in Africa. They have two large distribution centres in the Czech Republic and in the USA. Of course, there are LEGO shops all over the world. And online, their website, LEGO.com, has 21 local sites for LEGO fans in different countries.

3.2 A Dubai is a great location for a conference. The weather is always good.
B What about the airport? Are there lots of international flights?
A Yes, there are. And there isn’t a problem with transport from the airport because public transport is excellent in Dubai.
B But is there a good place for a conference?
A Yes, there is. It’s the Dubai International Exhibition and Convention complex. It’s perfect.

3.3 1 My email address is Peter dot Tieng at Forrester dot d CA.
2 Her email address is Alina underscore dL at G-mail dot com.
3 Our email address is jobs hyphen info at top communications, all one word, dot co dot UK.
4 Their mailing address is Accounts Department, Blair and Browns, 99 Edward Street, Toronto, M5V 2MD.
5 His postal address is 21 Old School Road, Glasgow, and the postcode is G21 4YU.
6 The company address is seven-four-two Quaker Street, Seattle, and the zip code is nine-eight-one-zero-four.

3.4 A Can you give me your address, please?
B Yes, it’s 30 Grosvenor Street, Cambridge.
A That’s right.
B And can you spell Grosvenor for me?
A Of course. It’s G-R-O-V-E-N-O-R.
B Thanks. And what’s the postcode, please?
A CB7 9DB.
B CB7 9TB.
A Oh, right. So that’s CB7 9BT. Got it. And what’s your email address, please?
B It’s Chris dot Oakley at homeret dot cd dot UK.
A Sorry, can you repeat that, please?
A Thanks very much.

3.5 A Hello. Workspace Supplies. How can I help you?
B Hello. This is Dan Kashani from York Services. Can I order some whiteboards, please?
A Yes, of course. Can you tell me the product code?
B Yes, it’s 9082WB. Can I order three, please?
A 9082WB … I’m sorry, but that product is out of stock. We have another whiteboard, the 9099WB. It’s the same price.
A OK?
B Yes, that’s right. So that’s £276 in total for three.
B OK. Thanks. And can I check the delivery time, please? Is it next-day delivery?
A That’s right. We can deliver them tomorrow. Can I have your delivery address?
B Sure. It’s 24B Portland Street, Manchester, M1 5WD.
A Sorry, can you repeat the postcode, please?
B Yes, M1 5WD. And can you confirm my order by email, please?
A Yes. What’s your email address, please?
B It’s Dan dot Kashani at york services, all one word, dot co dot UK.
A Sorry, can you say that more slowly?
B Dan dot Kashani at york services, all one word, dot co dot UK.
A Got it. Thanks for your order.
B Thanks for your help. Goodbye.
A Goodbye.
4.4
How doesn’t it work?! Nathan
Can I help, Nathan? Nathan
That would be great, thanks. I want to log in to the file-sharing system, but the password doesn’t work. I have it here. Can you help me?
Sure. The password is all in lowercase letters. Don’t use uppercase letters.
Oh! I see. I’m in now – thanks very much.
You’re welcome. Nathan
But … where’s the meetings folder? Nathan
can you give me a hand again?
Yes, please. Josh says the next.
meeting notes are in the meetings.
folder, but I can’t see a meetings folder.
Let’s have a look. Hmm … No, I can’t see it either. You can search for it.
How do I do that?
There’s a search box in the top right.
corner. Write the folder name in there.
OK. Thanks. No, nothing, I still can’t find it.
Hmm. Maybe the folder isn’t shared.
You need to accept an email invitation to.
share the folder first.
Oh, do I? I don’t know how to do.
that. Can you give me a hand again?
Yes, of course. Is there an email.
invitation from Josh in your inbox?
Just a minute – I’ll have a look. Oh.
yes, here it is!
Now, just click on ‘view folder’ in.
the email.
Ah, here it is. Great! Thanks very much, Melissa.
You’re welcome.
4.5
In all our supermarkets this technology saves us money, and it is fast and easy for our customers to pay for their shopping.
I like to check my emails and read the news when I go to work on the train in the morning.
I’m a hairdresser. This is useful for me to.
speak to customers on the phone at the same time as when I’m cutting a customer’s.
I like this because it helps me to do enough.
exercise – I can see how much I walk and run every day.
This is good for our delivery company because our drivers can easily find the right
address when they deliver packages.
I like it because there are some good apps.
on it and I can choose when to watch

Unit 5
5.1
Hi, Michelle. It’s Rona.
Oh, hello. How can I help?
Well, Hanran Solutions telephoned.
They received our invoice for an order of scanners, but they say it’s wrong. Did you print a hard copy of the original order form?
But I always save their order forms. Let me open the folder. What was the date on it?

A. The third of May.
B. That’s strange. It isn’t here. Sorry about.
One moment. Did they attach the
document to an email?
A. Yes. I think they sent the email on the third.
B. OK, here’s an email from Hanran Solutions
on the third with an attachment.
A. That sounds good.
B. Yes, it’s an order for 20 scanners.
A. Great. Can you forward the email to me?
B. Sure.

Janusz
I’m late. I was at the presentation on branding.
Carlos, Oh, was that this morning?
Janusz, Yes, at 7.30 in the Century Hotel.
Carlos, Was it good?
Janusz, Yes, the presentation was really
interesting and there were lots of good
questions at the end.
Carlos, Were there many people there?
Janusz, There weren’t many people for the
breakfast at the start, but there were lots
for the presentation. It was too early for some
people!
Carlos, Were you on time?
Janusz, Of course! But the breakfast wasn’t
very good. Anyway, why weren’t you in
the office yesterday?
Carlos, There were terrible problems with my
flight back from Rome, so I …

Piotr
Hello?
Lydia, Hi, Piotr. It’s Lydia. Sorry I missed
your call.
No problem. I wanted to ask about the
event. Did you call Ron Peters?
Lydia, Yes, I did. I called him yesterday. He
can do the presentation, but not in the
morning. He’s busy then.
Piotr, OK, so what time did you decide to
start?
Lydia, 12.30, so it will be a lunch meeting.
I invited him to have lunch with us.
Piotr, Good. And did you book the hotel?
Lydia, No, I didn’t. I phoned the Century
Hotel, but they don’t have any free rooms
at lunchtime. The Parade Hotel has a
meeting room free, but I didn’t book it
because I didn’t know if it was OK for you.
Piotr, Yes, the Parade Hotel is fine, thanks.
Lydia, OK, I’ll call them now.
Piotr, Great. Thanks, Lydia.

6.1
Martin
So, I’m on Twitter and LinkedIn. How
can I use social media to get a job?
Georgina
Well, the first thing is to have a
professional profile picture. You need
to update your profile regularly and you
can also add a link to an online CV.
Martin
That’s a good idea. And how will
companies find my profile?
Georgina
Many companies now search
online for candidates. But you also have
to search for jobs. Many companies are on
social media. Look at their pages to find
jobs, and you can follow companies on
Twitter.
Martin
OK, I already do that. What else can I do?
Georgina
Well, it’s social networking. That
means you have to network.
Martin
What does that mean I do?
Georgina First, you add contacts to build your network. You can ask your Facebook friends or LinkedIn connections to introduce you to their contacts. You can also search for useful contacts and ask to connect with them. Another good way to find people is to join professional ‘groups’ on LinkedIn or Facebook. These are called ‘communities’ on Google+.

Martin I see.

Georgina And it’s not enough to have a lot of friends or connections. You have to be active and communicate with your contacts. People need to ‘see’ you and know something about you. Update your status, that means post something, regularly. Post interesting things that are connected with your work and comment on or ‘like’ your contacts’ posts. Join a group conversation or a Twitter chat, or start a conversation about a professional idea. All of these are easy ways to network.

Martin Thanks very much, Georgina. Useful ideas. I’ll go and update my status now.

6.2

Enzo Hello. Can I join you?

Giang Yes, please take a seat. My name’s Giang Bia. How do you do?

Enzo My name’s Enzo Matti.

Giang Is this your first time in Vietnam?

Enzo Yes, it is. I’m with a textile company in Italy. Here’s my card.

Giang Thank you. Here’s mine. So you’re from Italy. That’s a long way to travel. How long did your journey take?

Enzo It took about 48 hours, I think. I came to Ho Chi Minh City last night, but I left Bologna two days ago. I flew to Milan and then to Shanghai. I had a day in Shanghai, so I met some colleagues there yesterday.

Giang Were you on the ten o’clock flight last night?

Enzo That’s right.

Giang Oh, we were on the same flight then!

Enzo Really?

6.3

Giang So how did you become a sales manager in textiles?

Enzo Well, my family was always in textiles. My father had his own company in Bologna and I worked for him.

Giang Why did you leave?

Enzo Well, I went to university and I studied Business Management. Then I wanted to work abroad, so I left the family company and spent time in the United States.

Giang So when did you join your current company?

Enzo In 2003.

6.4

A Hi, Mike. How was Brussels?

B Fine, thanks, but the journey was long and tiring.

A Did you go by car?

B Yeah.

A And how was the meeting?

B Very interesting. We discussed a lot of things.

A Was the hotel OK?

B Yes, it was really nice, thanks. Very comfortable, and the food was delicious!

A Sounds good.

6.5

Simon Can I join you?

Nathalie Yes, of course.

Simon I hear you work for GST.

Nathalie Yes, that’s right.

Simon My name’s Simon Turner. I’m with Tulsa Filters. You’re one of our customers.

Nathalie Ah yes. Pleased to meet you.

Simon I’m Nathalie Anderson, and this is my colleague, Brent.

Brent Nice to meet you.

Simon And you. So, what do you think of the conference?

Nathalie The conference? Very interesting.

Simon Do you come here every year?

Nathalie No. This is my first time. But Brent here is a regular!

Simon Do you know a lot of people here, Brent?

Brent No, not many. The faces change every year. Would you like another drink?

Simon No, thanks.

Nathalie No, thanks. I’m fine.

Brent Well, please excuse me. I need to go to my room before dinner.

Simon Sure. See you later, maybe.

6.6

A Hello. Can I help you?

B Yes, please. I have an appointment with Mr Cannon, but there’s nobody in Reception.

A Oh dear. Is this your first time here?

B Yes, it is.

A Well, come with me. I can take you to his office.

B Thanks very much. After you ...

A ... OK, right – here’s John Cannon’s office. Please go in and take a seat.

B Thank you.

A I think John’s just next door. I’ll call him. Can I get you something? A coffee?

B Oh, yes, please.

A OK, I’ll ask him to bring you one. Have a good meeting. Nice talking to you.

B Yes, and you. Bye.

7.1

works is resources
organizes departments computers promotes
deals employees
checks services
contacts

7.2

Security Good morning, sir.

Jim Hello. I have an appointment at Whiteley’s.

Security Do you want the factory or the offices?

Jim The offices.

Security Well, you go along this road and turn right. Go past the factory to the offices, but don’t park there. Look for the car park sign and drive down below the offices and go into the car park there.

Jim That’s great. Thanks a lot.

7.3

1 A This is your visitor’s pass.

B Thanks very much.

2 A These are two of my colleagues.

B Can you introduce me?

3 A These are our new products.

B They look great.

4 A What is that building?

B It’s the warehouse.

7.4

1 A Can you spell that?

B Yes, it’s Nzogoung. That’s N-Z-O-G-O-U-N-G.

A So that’s M-Z-O-G-U-N-G.

B No, it’s N as in New York, Z, O, G, O as in Oslo, U, N, G.

A Oh, I’m sorry. N-Z-O-G-O-U-N-G.

B That’s right.

2 A OK. Can I have a contact number?

B Yes, it’s three nine nine, six three four four.

A So, that’s three nine six, six three three four. Is that right?

B No, it’s three double nine, six three double four.

A Sorry, three nine nine, six three four four.

B Yes.

7.5

A Hello.

B Hello. Could I speak to Teresa Baum, please?

A I’m sorry, but she isn’t here this morning. Can I help you?

B Could I leave a message for her?

A Sure.

B It’s Richard Andac.

A Can you spell that, please?

B A-N-D-A-C.

A So that’s A-N-D-A-C.

B That’s right. And I’m calling about our meeting. Can she call me back as soon as possible?

A OK. Can I have a contact number?

B Yes, it’s double oh double four, two zero seven, three nine nine, six three four four.

A Sorry, that’s double oh double four, two zero seven, three nine nine, six three four four. Is that right?

B Yes.

A OK. I’ll give her your message, Mr Andac.

B That’s great. Thanks for your help.

A You’re welcome.

B Goodbye.
8.2

Anton OK. So we have a student for the summer job. Let’s discuss the web editor position next. Who do we have?

Sandra There were lots of emails for this one, but there are only two people really. First of all, there’s Monica. I spoke to her on the phone and she’s very friendly. At the moment, she works in publishing.

Anton Is she an editor?

Sandra Yes. She has a lot of experience in book editing, but she says she’s good at editing websites because she does some in her free time for friends and small businesses.

Anton OK. That sounds like a possibility. What about the other person?

Sandra Here’s his picture. Do you recognize him?

Anton Yes, who is he?

Sandra It’s Roberto. He was the student on our summer placement last year.


Sandra Exactly. Anyway, now he has a qualification in IT.

Anton But why is he applying for the web editor job? He doesn’t have any experience in editing and he isn’t very good at working on his own.

Sandra I know, but he liked it here so much last summer he wants a job. I think he’s perfect for the position of web production assistant.

Anton Exactly. Let’s offer him that and then invite Monica for an interview. I’d like to see the websites she worked on as well.

Sandra Sure. I’ll send you the links.

8.3

1
A Where’s Chantelle?
B She isn’t working in the office today. She’s working at home.
A Why is she doing that?
B She’s finishing her report. Her boss wants it for 7.30 tomorrow morning.

2
A Where are Bill and Sofia?
B They’re doing the training course for that new finance software.
A Are they doing the course all day?
B No, they aren’t. It’s only a half-day course.

8.4

A Where are you going?
B Home.
A But it’s only twelve o’clock.
B I know. But I’m working from home this afternoon.

2
A When are they back from the training course?
B At about 5.45.

3
A She’s working on that report today.
B When does her boss want it?
A For 7.30 tomorrow morning.

4
A What time does your train leave?
B At ten past eleven.

8.5

Kasia Hi, Bruno. It’s Kasia here.
Bruno Hi, Kasia. How are you?
Kasia Fine, thanks. Listen, we need to meet about the plan for staff to work from home. Can we arrange a meeting on Thursday with Dolores and Chen? Is two o’clock OK for you?
Bruno Sorry, I’m busy then. What about the morning?
Kasia OK. What time are you free?
Bruno 9.30 is good for me.
Kasia I can’t meet between 8.00 and 10.00. I’ve got interviews.
Bruno Are you busy after that?
Kasia Dolores and I have an appointment with someone from the bank at 12.00, so let’s meet before that.
Bruno Is 10.15 good for you?
Kasia Yes, a quarter past ten on Thursday is fine. But I don’t know about Dolores and Chen. I think Chen has a factory visit in the morning.
Bruno OK. Can you call Dolores and I’ll phone Chen?
Kasia Sure.
Bruno Thanks. Bye.

Unit 9

9.1

Interviewer How big is the Accor group?
Manager Well, they employ 190,000 people in nearly a hundred countries. And they have over four thousand hotels worldwide.

Interviewer So, very big.
Manager Yes, but the hotel industry is very competitive – there are a lot of big chains out there.

Interviewer That’s true. So, with so many competitors, how does Accor stay competitive?
Manager Well, one reason is that they are the only international group with hotels in every market segment. This means they can offer all their customers a wide choice. For example, Motel 6 is a chain of budget hotels in North America. These offer the customer a cheap option. Then at the economy level there’s the All Seasons brand in the Asia-Pacific region. You pay more at these hotels, but they offer very good service with friendly staff.

Interviewer What about hotels for the business traveller who wants more comfort and services?
Manager OK. This is the mid-range market segment. So, we’re talking about hotels like Novotel. The quality at a Novotel hotel is very high with modern, up-to-date business facilities like meeting rooms and office services. Location is also important for the customer at these hotels so they are easy to find in city centres or at international airports.

Interviewer And what if money is no problem for the customer?
Manager Then you choose a Sofitel hotel. It’s expensive, but it offers five-star quality and each one also offers the visitor something else. Because each country is different, every Sofitel hotel is different and gives the customer a special experience.

9.2

1
A Our competitive advantage is that we provide a better service.
B What do you mean, exactly?
A Well, our staff are more experienced than our competitors’ staff. They get six weeks’ training before they start.
B So they can give good advice to your customers?
A Yes, that’s right. And our staff are friendlier than other shops. We know our customers well because we often see them.
B What about the products?
A Well, when there’s a new product on the market, we’re always the first shop in town to stock it. Customers know that our products are more up-to-date. They come here first to see the technology.

2
B What are your competitive advantages?
C Well, the first one is the price. We offer lower prices than our competitors.
B That’s because you don’t have any shops?
C Yes, but also because we buy products in large quantities. We have 30,000 cubic metres of storage space, so we have bigger stocks than all our competitors.
B Is that an advantage for delivery, too?
C Yes, of course. Because we have large stocks we provide faster delivery. We always deliver in two or three days. And we offer a wider choice – 5,000 different products.

9.3

1
A We have a special low price on this model this month. Only twenty-nine euros ninety-nine.
B That’s not bad.
A And then you pay only seventeen euros fifty a month. That’s for ten hours of calls.
B Ten hours a month. I don’t need ten hours.
A Well, if you prefer five hours a month, it’s only eleven seventy-five.

2
A Is delivery free?
B Yes, it is, if you order more than five hundred dollars of goods.
A And if I don’t?
B Then there’s a delivery charge of seven dollars fifteen cents per item.
A So that’s about thirty dollars for four items.
B Yes, twenty-eight sixty to be exact.

3
A That’s two thousand, eight hundred and sixty yen, please.
B I have a customer card.
A OK, so that gives you a discount of one hundred and seventy yen today. So that’s two thousand, six hundred and ninety yen.

9.4

Managing Director So, did you look at the two quotes for the website?
Javier Yes, briefly. Here they are.
Managing Director OK. How do they compare?
Javier For price, ITE is cheaper.
Managing Director Yes, so I see. Why is that?
Javier They’re a smaller, newer company. It’s two brothers. Weblines is older and it has about 20 staff.
Managing Director Are they better?
Javier The quality is similar. Weblines produces very nice sites, but ITE also does good work. The advantage of ITE is the two people have experience in the online marketing and sales industry. The disadvantage of Weblines is they don’t usually work with online businesses.

Managing Director How fast can they do the work?

Javier There’s no difference. They both need four months.

Managing Director Four?

Javier That’s fairly normal.

Managing Director I see. Well, what do you think?

Javier I prefer ITE. They’re cheaper, they’re professional, but also easy to talk to. I like their work – it’s more modern.

Managing Director Fine. Let’s choose them.

Javier Good. I’ll call them today.

**Unit 10**

**10.1**

Zoe Is everything OK, Rashid?

Rashid Well, I have a big problem with the new project team.

Zoe Oh! What’s the matter?

Rashid They’re nice people and they’re working hard, but there’s a serious problem with their teamwork. They’re just not working together. They don’t share information with each other or try to find solutions to problems together. So it means that sometimes two people do the same task, or they waste a lot of time trying to find information, instead of asking someone on the team.

Zoe I see. That’s a difficult problem. Do they know each other?

Rashid Yes. We had a meeting at the beginning of the project where we introduced everybody and everybody could talk to each other.

Zoe Maybe it wasn’t enough. Can you do some kind of team-building? Take everyone out for lunch together or go to a café after work? Give them time to get to know each other better.

Rashid That’s a nice idea!

Zoe And why don’t you have a team meeting every morning? Everyone could share information and ask each other questions.

Rashid That might not be a bad solution, but a daily meeting takes up a lot of time.

Zoe Or how about talking to them all about their teamwork?

Rashid I don’t think that’s such a good idea. I don’t want them to think I’m telling them what to do. It’s difficult to decide. I’ll think about it.

**10.2**

Richard Hello.

Adriana Hi, Richard. It’s Adriana.

Richard How are things in Recife?

Adriana Not good, I’m afraid. The problem is bigger than we thought.

Richard Oh no! Not because of the new components? They were so expensive!

Adriana No, I know they were the most expensive solution, but they were also the best idea.

Richard So what’s the real problem?

Adriana Well, Pedro says the new components are worse than the old components, but the team leaders say they are better, and I agree.

Richard So are you saying the problem isn’t technical?

Adriana That’s right. I think it’s a personnel problem. Do you know that staff turnover in Recife is the highest? Our other factories are about 30% lower.

Richard Wow. That is surprising. So the problem is the team?

Adriana No, not the team. It’s the Line Manager. The biggest problem is Pedro. No one likes him.

**10.3**

1 A I got a promotion to Section Manager. B Great. That’s fantastic!

2 A I didn’t get that sales job that I applied for. B I’m sorry. How disappointing.

3 A I left my phone on the train. B Oh no. That’s terrible.

4 A Our boss got a new job with our biggest competitor. B Wow. That is surprising.

5 A Our company won retailer of the year. B Really? How amazing!

6 A We won the contract for the new shopping centre. B Good. That’s excellent news!

**Unit 11**

**11.1**

1 A Hello. Clarion Hotel. B Hello. I’m calling from Dublin airport. I’ve missed my flight, so I’d like to book a room for the night. Do you have any vacancies? A Yes, we have a double room at one hundred and twenty euros. B Does that include breakfast? A Yes, it does. B Great. Can I book a room then? A Certainly. Can I have your name? B It’s Ms Chiang. C-H-I-A-N-G. A And I need your credit card details. B Sure. It’s Visa. A And what’s the card number? B 6674 8596 8374 6374. A And what’s the expiry date? B Zero three, nineteen. A OK, Ms Chiang. That’s a double room for just one night. You can check in anytime now. B Sorry, where is the hotel exactly? A We’re on the airport grounds. There’s a free bus from the terminal. B Thanks very much. See you later.

2 A Good evening, madam. B Hello. My name is Chiang. I have a reservation for tonight. A That’s right. Can I see your credit card, please?
B Here you are.
A Thank you. Your room is on the fifth floor.
B Room five oh-one. The lift is over there.
A Thanks. What’s time is breakfast served?
B It’s between five and ten a.m. There’s also dinner in the hotel restaurant this evening until ten.
A Do I need to book a table?
B No, you don’t.

11.3
A Hello. Reception.
B Hello. This is Ms Chiang in room five oh-one. Can I have a wake-up call, please?
A Certainly. What time is that for?
B Six a.m., please. Also, can you order me a taxi to the airport terminal for seven o’clock?
A Yes, we can arrange that.
B Sorry, there’s one other thing. Do the rooms have Internet access? I can’t log on.
A Yes, they do, but there’s a problem with the connection this evening. Sorry, we’re trying to fix it now.
B OK. I’d also like dinner in my room. Do you have room service?
A Yes, one moment, please ...

11.4
A When is your trip to Canada?
B Next week.
A Why are you going?
B To visit the sales offices. I’m going to visit Toronto first to see the sales reps there.
A Great. Are you going to Vancouver as well?
B No, I’m not going to have time. But I’m going to spend a day in Quebec to present the new product to Dominic and his team.
A Oh! Quebec is beautiful.
B Yes, I think we’re going out in the evening to see the old city and have dinner.
A When are you coming back?
B On Thursday, but I’m going to take Friday off to have a nice long weekend.
A Good idea!

11.5
1 A Here you are. The terminal is there.
B Thanks. How much is that?
A Eighteen pounds, please.
B Here’s twenty. Keep the change. Can I have a receipt?
A Sure.
2 A Can I help you?
B I’d like something for my children. How much do these cost?
A They’re twenty-nine euros each.
B OK, I need two. Can I pay by credit card?
A Sure.
3 A Hello. Can I help you?
B I’d like to change five hundred dollars into euros, please.
A Certainly. The exchange rate is one point two three today. Is that OK?
B What’s the total?
A Four hundred and six euros.
B OK.

11.6
A I think we’ve just got time for lunch before we fly.
B Good. I’m hungry!
A OK, there’s a nice Italian place just over there.
B Sounds good!
A Do you like pizza? They have really good pizza here.
B Yes, I do, but I think the risotto looks nice.
C Hello. Are you ready to order?
A Yes, please. We’d like a bottle of sparkling water and ... would you like to order first?
B OK. I’ll have the vegetable risotto, please.
C OK.
A And I’d like the pepperoni pizza, please.
C Sure, so one vegetable risotto and one pepperoni pizza. Would you like any side dishes?
B Not for me, thanks.
A No, thanks.
B How was your meal?
A Very nice. And yours?
B Delicious! Would you like a dessert?
A No, thanks. I’ll just have a coffee.
B Me, too. Excuse me?
C Yes?
B We’d like two coffees, please.
C Sure.
B And could I have the bill, please?
C Of course. Just a moment.

Unit 12

12.1
1 Sixty per cent of all major international trade fairs now take place in my country and January to mid-May is the really busy period. So I can usually take my annual leave in June or July and then some more time off in the autumn before I start planning again for next year.
2 I have a very busy schedule at the start and end of the year. In January, we have the sales, with big discounts, so lots of customers like to shop then. And, of course, through November and December we have the build-up to Christmas, so that’s our busiest time. The summer is a quiet period because people go on holiday and spend more time outside and less time in shops. September gets busier as people do ‘back to school’ shopping.
3 We promise to deliver flowers the same day so we have very tight deadlines. We also need to be sure we have the right number of staff. For certain public holidays or special occasions, like Valentine’s Day and Mother’s Day, we need about 80 people and five team leaders. Spring is definitely our busiest time of year. During quiet weeks we only have about ten full-time staff in the centre.

12.2
Greta Hello. Greta Helsing speaking.
Barati Hi, Greta. It’s Barati in Kathmandu.
Greta Oh, hi, Barati.
Barati Hi. Thanks for your email about the Palmarosa oil. We’ve sent it and it’s going to arrive on the twenty-seventh. I know you have a tight deadline, but we’ve had a few problems here.
Greta Don’t worry. The twenty-seventh is OK. I can change the schedule by a week.
Barati Have you taken lots of orders for the soap?
Greta Yes, there’s been a lot of interest.
Barati Great. Have you seen some of the other products on our website?
Greta Yes, I have. They look really interesting.
Barati You should come and visit us sometime. Have you ever been to Nepal?
Greta No, I haven’t, but I’d love to!

12.3
1 A So, what are the busy times for you?
B People usually think about buying and selling houses in spring, so my busiest period is in spring.
A And are you busy now?
B Well, I’m travelling to a big real estate conference tomorrow. My flight is at ten. The conference starts on the thirteenth, but I’ve got some meetings first. So, yes, I’m quite busy.
2 A What are you going to do at the weekend?
B Working! I always work at weekends as that’s our busiest time – and holidays. We are open on public holidays.
A When can you take time off?
B I have a day off in the week and the restaurant is closed in May, so I have my annual leave then.

12.4
Greta At the moment, the schedule is about a week late. The situation is that the raw material from Nepal has just arrived and we’ve already taken it to the warehouse. So the aim is to get the soap on the shelves by Valentine’s Day.
Soledad But what’s the deadline for this?
Greta I know we need it for February the fourteenth, but what date is the launch?
Greta We plan to launch it on January the twentieth.
Soledad But Martin, how much time do we need for production?
Martin Production isn’t a problem. But we haven’t got a final package yet.
Greta I know. I’ve spoken to the designers again today. We’ll have the packaging by the thirty-first of October.
Martin OK. So we’ll have the final product by the end of December?
Greta That’s right. Around the twentieth.
Soledad Why don’t we deliver the product at the beginning of January? The shops are going to want it earlier than the twentieth.
Greta OK. Then let’s start delivery from the warehouse on January the second. Is everyone happy with that date?
Martin/Soledad Fine. [No problem.]
Greta Right. So, to summarize, I’m going to call our packaging people – again. And we’re going to tell clients they’ll have the product by January the ...?
Soledad Let’s say January the fifth. I’ll tell them. And I’m going to prepare some press releases as well.
Greta Great.
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