

OXFORD

# Business Result

SECOND EDITION



**Elementary** *Student's Book*

David Grant, John Hughes,  
Nina Leeke & Rebecca Turner



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UNIVERSITY PRESS

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		Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
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# Introduction

**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 *Communication activities*?

- roles and information for pair and group activities
- extra speaking practice for the main sections of each unit

## 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









# 1

# Jobs

## 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

- 1 Look at these people. Say where they are from using words from the list.

*Example: Dahlia is from India.*

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

	Name	Job title	Nationality of company
1	Dahlia	Receptionist	
2	Raquel		
3	Randy		
4	Lukasz		
5	Tiziana		
6	Charlotte		
7	Yuko		
8	Jacob		

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  
\_\_\_\_\_  
\_\_\_\_\_

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

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 ...

Tip | a/an

Use a/an before a job or company:  
I'm **a** receptionist with **an** American company.  
Use an before a vowel sound:  
**an** American, **an** Italian.





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**.

LANGUAGE POINT 1				
	Positive	Negative	Questions	Short answers
I	<u>am</u> ...	<u>am not</u> ...	Am I ...?	Yes, I am.
		( <u>'m not</u> ...)		No, I'm not.
You/We/ They	_____ ...	_____ ...	Are you/we/ they ...?	Yes, you/we/ they are.
		(_____ ...)		No, you/we/ they aren't.
He/She/It	_____ ...	_____ ...	Is he/she/it ...?	Yes, he/she/ it is.
		(_____ ...)		No, he/she/it isn't.

» 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, <sup>1</sup>*is* / *are* Marcegaglia a family company?
- B Yes, it <sup>2</sup>*is* / *am*. Steno Marcegaglia started the company in 1959, and his children Antonio and Emma <sup>3</sup>*is* / *are* the CEOs.
- A <sup>4</sup>*Is* / *Are* they from a big family?
- B No, they <sup>5</sup>*s* / *'re* from a small family, but Marcegaglia <sup>6</sup>*isn't* / *'m not* a small company. It <sup>7</sup>*s* / *'re* a multi-billion euro company with 7,000 employees.
- A And <sup>8</sup>*is* / *are* all the employees in Italy?
- B They <sup>9</sup>*is* / *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'\_\_\_\_\_ Spanish.
- 2 My company \_\_\_\_\_ Polish.
- 3 Our customers \_\_\_\_\_ in Asia.
- 4 My work colleagues \_\_\_\_\_ my friends.
- 5 English \_\_\_\_\_ important in my company/job.

Tip | 'm or am?

We use 'm, 's or 're for speaking or for informal writing (e.g. emails to colleagues):

*I'm* = I am

*She's* = She is

*They're* = They are

We use *am*, *is* or *are* for short answers:

*Are you at work all the time?*

Yes, I **am**. NOT Yes, I'm.



**Tip | it's or its?**

*It is = It's:*

*My company is Toyota. **It's** a car company.*

*Its = possessive:*

*My company is Toyota. **Its** CEO is Akio Toyoda.*

- 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 → <u>my</u>	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 <sup>1</sup> your business a family company?

**Sofia** Yes, it is. <sup>2</sup> \_\_\_\_\_ husband is the Technical Manager. <sup>3</sup> \_\_\_\_\_ name is Oriol. And <sup>4</sup> \_\_\_\_\_ daughter is the Sales Manager. <sup>5</sup> \_\_\_\_\_ name is Martina.

**Interviewer** Is it an IT company?

**Sofia** Yes, it is. <sup>6</sup> \_\_\_\_\_ customers are small businesses. We work with <sup>7</sup> \_\_\_\_\_ websites.

» For more exercises, go to **Practice file 1** on page 87.

- 8 Work with a partner. Look at some profiles on a website. **Student A**, turn to page 110. **Student B**, turn to page 115.
- 9 Ask questions to find out about your partner's job. Use the information to write a company profile, similar to Marcegaglia in 1.

**Practically speaking | How to spell**

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

1 A H J K

4 I Y

6 Q U W

2 B C D E G P T V (Z)

5 O

7 R

3 F L M N S X (Z)

- 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 <sup>1</sup>\_\_\_\_\_**

**MS <sup>2</sup>\_\_\_\_\_ WOZNIAK**

**VISITING:**

**MRS <sup>3</sup>\_\_\_\_\_ 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: 1c, \_\_\_\_
- 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).

### Key expressions

#### Saying hello and introducing yourself

Hello. My name is ... / I'm ...  
Pleased to meet you.  
How do you do?  
Nice to meet you (too).

#### Introducing someone

This is ...  
Do you know ...?

#### Saying hello to someone you know

It's good to see you again.  
How are you?

#### Saying goodbye

Nice meeting you.  
See you soon.  
Have a good journey.  
Goodbye/Bye.

- 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** <sup>1</sup>\_\_\_\_\_, Alek.  
**Alek** Yes, goodbye, Maria.  
**Maria** <sup>2</sup>\_\_\_\_\_, Elzbieta.  
**Elzbieta** Nice meeting you, too.  
**Maria** Bye. <sup>3</sup>\_\_\_\_\_.  
**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.



## TALKING POINT

## 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.

16 <b>FINISH</b>	Tell your partner about your colleagues – names, jobs, nationalities.	14 Goodbye.	13 Introduce your partner to a customer.
Ask your partner: name? job? nationality?	10 Are you from Japan?	11 Introduce the person on card A to your partner.	12 Tell your partner about your boss – name, job, nationality.
Are you French?	7 Spell your company's name.	6 Hello, my name's Annie Da Silva.	5 Introduce yourself with the information on card B.
1 <b>START</b>	Introduce yourself – give your name, job and nationality.	3 Ask how your partner is.	4 How do you spell your name?

**A**



NAME **MR STANISLAV BEYER**  
JOB **MARKETING ASSISTANT** | **WARSAW, POLAND**

**B**

NAME  
**Ms Lesley Johnson**

JOB  
**Technical Engineer**  
Middlesex, UK







# 2

## Products & services

### 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



1



2



3



4



5



6



7



8

- 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.

A	B	C
GlaxoSmithKline	provides/produces	electronic equipment <sup>1</sup> <u>product</u>
Microsoft		finance <sup>2</sup> _____
Sony		software <sup>3</sup> _____
Manpower		cars <sup>4</sup> _____
Toyota		staff <sup>5</sup> _____
Deutsche Bank AG		pharmaceuticals <sup>6</sup> _____

- 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 <sup>1</sup> \_\_\_\_\_ 400 million litres of soy sauce every year. We <sup>2</sup> \_\_\_\_\_ around 6,000 people in total. We <sup>3</sup> \_\_\_\_\_ soy sauce all over the world, including Asia, North America, Australia and Europe. We also <sup>4</sup> \_\_\_\_\_ new products for the pharmaceuticals industry. Restaurants, supermarkets and Asian food shops <sup>5</sup> \_\_\_\_\_ our products and we also <sup>6</sup> \_\_\_\_\_ lessons in Japanese cooking – using Kikkoman products, of course!
- 11 ▶ 2.3 Listen again and check your answers to 10.
- » For more exercises, go to **Practice file 2** on page 88.
- 12 Prepare a presentation about your company. Use some of the sentences below.
- |                            |                                 |
|----------------------------|---------------------------------|
| 1 I'm _____                | 5 We employ _____               |
| 2 I'm from _____           | 6 We develop _____              |
| 3 I work for _____         | 7 We export to _____            |
| 4 We produce/provide _____ | 8 We sell our products to _____ |
- 13 Now give your presentation to the class.

Tip | *work + preposition*

We use the verb *work* in different ways:  
work **for** (an employer/ company): *I **work for** BMW.*  
work **with** (people or another country): *I **work with** colleagues.*  
work **in** (department or area of business): *I **work in** Production.*



## 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

Home Shopping and Logistics

Food and Food Service

Entertainment and Media



A \_\_\_\_\_

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



B \_\_\_\_\_

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



C \_\_\_\_\_

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



D \_\_\_\_\_

We <sup>9</sup>*provide / provides* a home shopping service. We <sup>10</sup>*have / has* a logistics centre. It <sup>11</sup>*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.



**Tip | have/has**

The verb *have* is irregular:  
I **have** → It **has** NOT ~~it has~~

**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.

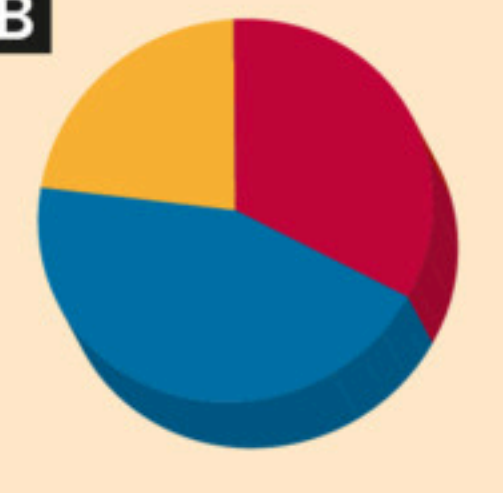
**Practically speaking | How to say numbers****1** Can you say the numbers in A–D?

**A**

COMPANY HISTORY:

Start 2001

**B**



TOTAL = 1,300

**C**

\_\_\_\_\_

\$45.60

**D**

0778456365

Menu Go to

**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?

**Tip | Saying '0'**

We say *oh* or *zero* for 0.



Business communication | Making phone calls

- 1 ▶2.7 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 ▶2.7 Listen to the two phone calls again. Who says these expressions from the two phone calls? Tick (✓) the correct box.

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

- 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 Alstom \_\_\_\_\_, 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

Key expressions

- Answering the phone
- Hello. (company name)
- How can I help you?
- Good morning. (your name) speaking.
- Greeting and introducing yourself
- Good morning. This is (your name) from (your company).
- Hi, (name). It's (your name).
- Asking to speak to someone
- Is (name) there, please?
- Yes, I'll put you through.
- Giving the reason for the call
- I'm calling about ...
- Thanking and saying goodbye
- Thanks for your help.
- You're welcome.
- See you (tomorrow).
- Goodbye/Bye.



## TALKING POINT

## 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.





# 3

## 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*



1 \_\_\_\_\_

2 \_\_\_\_\_



3 \_\_\_\_\_

4 \_\_\_\_\_

5 \_\_\_\_\_

- 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 \_\_\_\_

Tip | *about/around*

*about/around* = approximately:  
The company has 847 employees.  
= The company has **about** 850 employees.  
It sells products in 102 countries.  
= It sells products in **around** 100 countries.

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.

Number of sales offices			
Europe		South America	
Asia		Australia	
North America		Africa	

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

	Head office	R&D centre	Factory	Distribution centre
China				
Czech Republic				
Denmark				
Hungary				
Mexico				
USA				

Tip | *headquarters/HQ*

Headquarters, HQ = head office:  
Samsung’s **headquarters** is in Seoul.

» 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 ...*

<b>Company:</b>	AstraZeneca pharmaceuticals
<b>Head office:</b>	London, UK
<b>R&amp;D centres:</b>	Södertälje, Sweden (+ in North America and India)
<b>Factories:</b>	27 in 19 countries
<b>Sales offices:</b>	32 in Europe 16 in North America 12 in South America 28 in Asia and the Middle East 13 in Africa and Australia





**Tip | public/private**  
public = for everyone; anyone can use public services:  
a **public** library, a **public** phone.  
private = not for everyone; only for one person or specific people:  
Sorry, this is a **private** office – you can't go in.  
She is very successful – she has a **private** plane!

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*.

	Positive	Negative	Questions	Short answers
Singular noun:	There _____ (an airport).	There _____ (an airport).	_____ there (an airport)?	Yes, there _____. No, there _____.
Plural noun:	There _____ (two airports).	There _____ (two airports).	_____ there (two airports)?	Yes, there _____. No, there _____.

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 ► 3.2 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? <sup>1</sup>\_\_\_\_\_ lots of international flights?
- A Yes, <sup>2</sup>\_\_\_\_\_. And <sup>3</sup>\_\_\_\_\_ a problem with transport from the airport because public transport is excellent in Dubai.
- B But <sup>4</sup>\_\_\_\_\_ a good place for a conference?
- A Yes, <sup>5</sup>\_\_\_\_\_. 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?*

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

- 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

**Tip | all one word**  
We don't have a space between two different words in email addresses:  
*info@fastshop.com = info at fast shop, all one word, dot com*

- 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? 1
  - 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.

**Tip | British and American addresses**  
British and American English use different words in addresses:  
*postcode* (British English) = *zip code* (American English)  
*postal address* (British English) = *mailing address* (American English)



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

2

the product code

3

the price

4

to deliver tomorrow

5

a delivery address

6

to confirm by email

7

an email address
- 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

I

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.

Saying 'yes' to a request	Saying 'no' to a request	Saying you understand	Saying something is correct

- 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.

Key expressions

Asking to do something

Can I order ...?

Asking for information

Can you tell me ...?

Can you confirm ...?

Can I have ...?

Can I check ...?

Asking for repetition

Can you repeat that?

Can you say that again?

Can you say that more slowly, please?

Responding

Yes, of course.

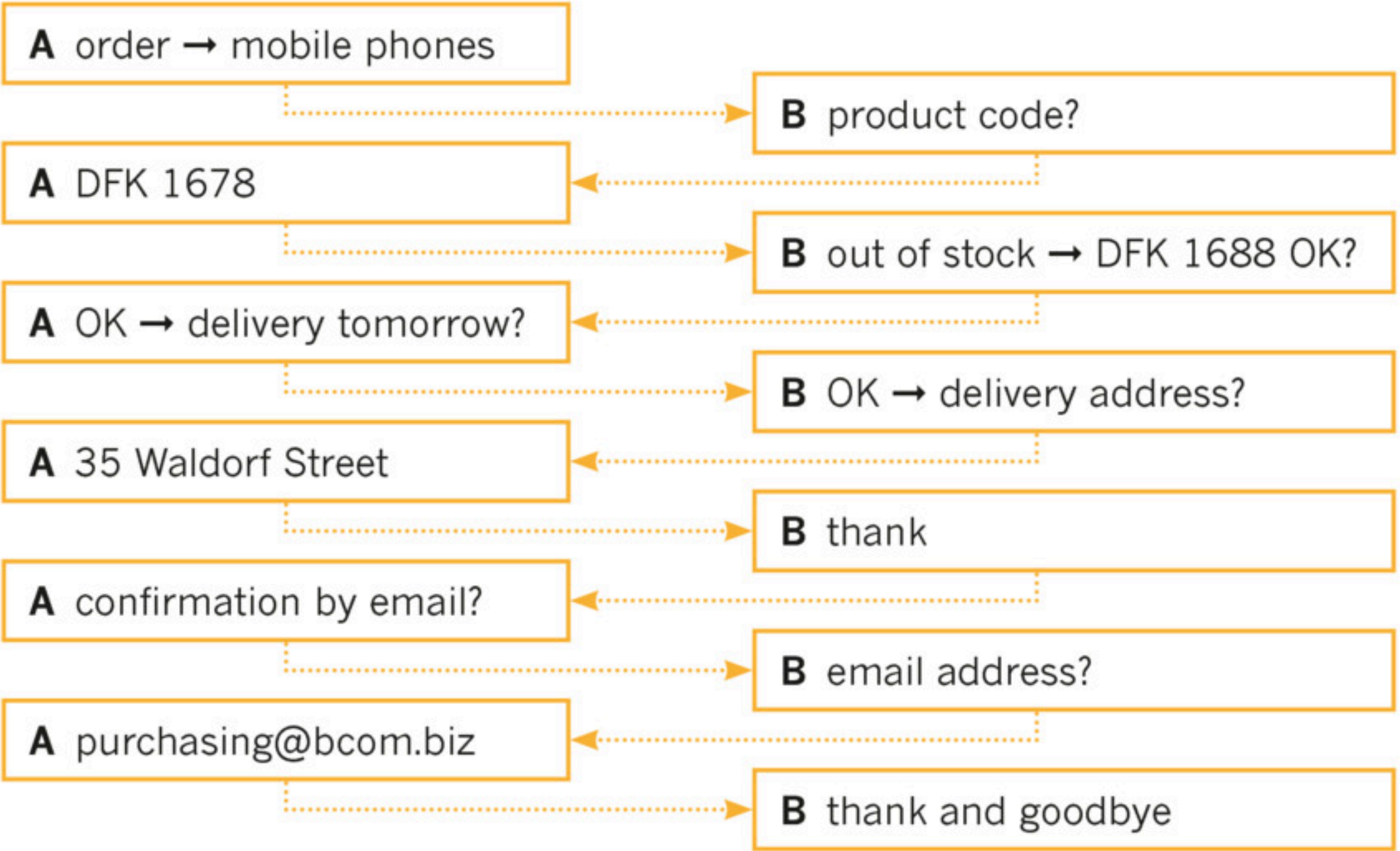
Sure.

(Yes) That's right.

I'm sorry, but ...

Got it.

OK (thanks).



- 7

Work with a partner. Practise ordering by phone. Student A, turn to page 110. Student B, turn to page 116.



## TALKING POINT

## 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?






# Viewpoint 1 | Places of work

## Preview

In this video lesson, people talk about their places of work. There is an interview with Tom Sutherland. Tom needs new offices for his web design company. He visits two locations and must choose one.

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

	Job	Company	Place of work
Speaker 1			
Speaker 2			
Speaker 3			
Speaker 4			
Speaker 5			

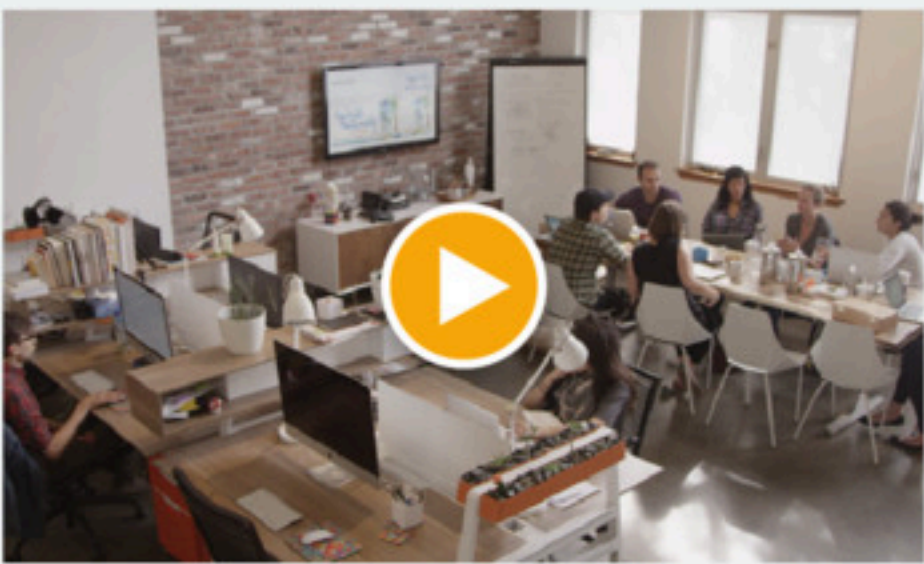
- 4 Compare your notes in 3 with a partner.

## 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.

	Positive	Negative
Office 1		
Office 2		

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?





# 4

# Technology

## 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.



1 \_\_\_\_\_



2 \_\_\_\_\_



3 \_\_\_\_\_



4 \_\_\_\_\_



5 \_\_\_\_\_



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

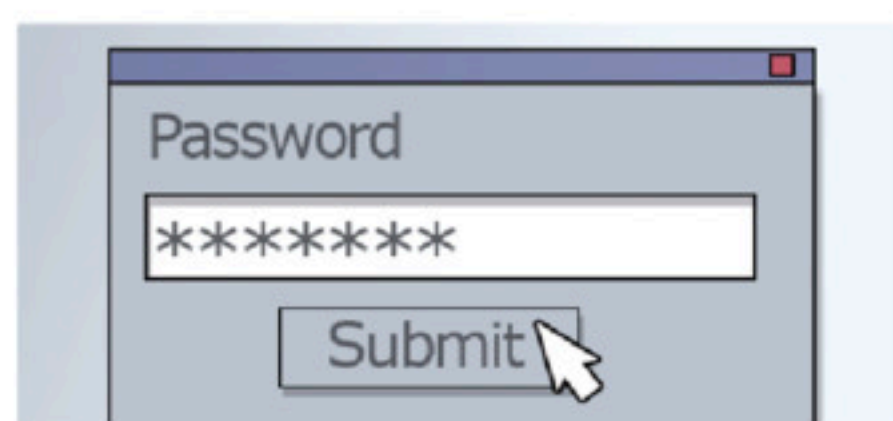
- 1 Log in (to your account) with your \_\_\_\_\_ and \_\_\_\_\_.
- 2 Press the *Paym* \_\_\_\_\_ or click on the *Paym* \_\_\_\_\_ if you are using your laptop.
- 3 On the next \_\_\_\_\_ you can enter the details.
- 4 It's a bit like sending a \_\_\_\_\_.
- 5 Select someone from your \_\_\_\_\_.
- 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.

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

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

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



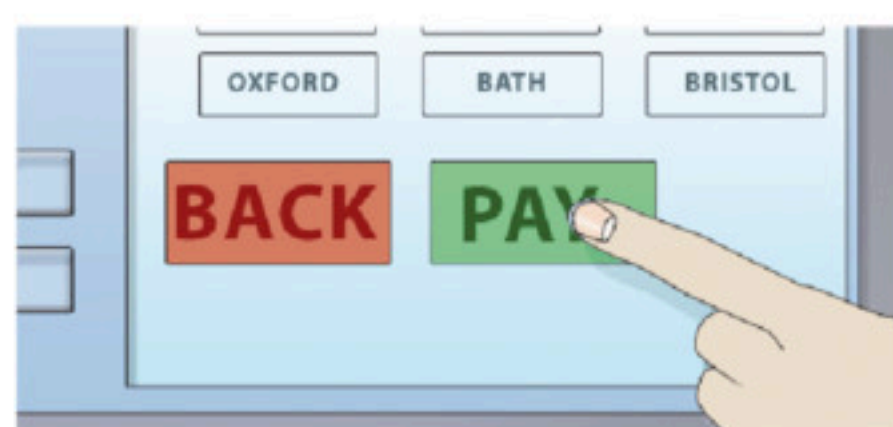
1 Log in to an account



2 \_\_\_\_\_



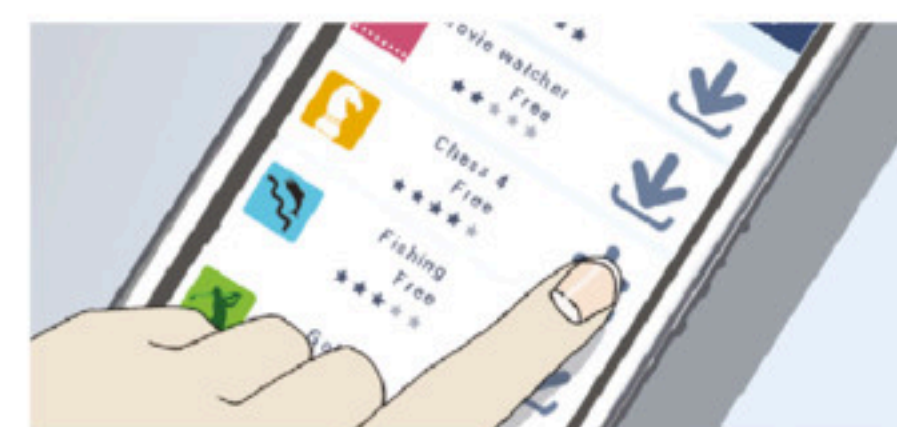
3 \_\_\_\_\_



4 \_\_\_\_\_



5 \_\_\_\_\_



6 \_\_\_\_\_

**Tip | sign in/out/up**

sign in/out = log in/out:

Are you a flighttickets.com customer? **Sign in** here

sign up = register for a service for the first time:

Are you a new customer? **Sign up** here

**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?



## THE SUPER EMPLOYEES!

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: I 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 <b>Who</b> do the robots work for? ____       | a Office products.             |
| 2 <b>What</b> does Staples deliver? ____        | b After 16 hours.              |
| 3 <b>Where</b> do the robots work? ____         | c To recharge their batteries. |
| 4 <b>How often</b> do they take a day off? ____ | d To move items.               |
| 5 <b>When</b> do they stop work? ____           | e Never.                       |
| 6 <b>Why</b> do they stop work? ____            | f In the warehouse.            |
| 7 <b>How</b> does Staples use the robots? ____  | g For Staples.                 |

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

- |   |                  |
|---|------------------|
| a The way / method ____ <i>How</i> ____     | e Places ____    |
| b General information ____ <i>What</i> ____ | f Reasons ____   |
| c Time ____                                 | g Frequency ____ |
| d People ____                               |                  |

- 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 ▶4.3 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 1 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 ▶4.3 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 b      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? 1
  - 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.

### Key expressions

#### Asking for help

Can you help me?

Can you give me a hand?

How do I ...?

I don't know how to ...

#### Responding to a request for help

Yes, of course.

Sure.

#### Offering help

Can I help?

Do you want/need a hand?

#### Responding to offers

Yes, please.

That would be great.

No, I'm OK, thanks.

#### Responding to thanks

You're welcome.



## TALKING POINT

## Making use of technology



## Discussion

- Look at the technology products A–F. What are they and what are they used for?
- ▶ 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 \_\_\_\_
- 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.

Very useful	Useful	Quite useful	A little useful	Not very useful	Not useful

- Work with a partner and discuss your answers in 3. Give reasons for your answers.
- Work in small groups. Discuss your answers in 3 and 4. Which is your group's favourite product?

## Task

- 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.
  - at home
  - travelling/commuting
  - health
  - at work
  - studying/learning
  - communication
  - free time / sport / hobbies
  - sleeping
  - food and drink
- 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.
- Which idea is your favourite?



# 5

# Communication

## Starting point

- 1 What types of correspondence do you use in your job?
- 2 How many hours a day do you spend on correspondence and paperwork?



### Tip | fill in/out

fill in (British English) =  
fill out (American English)

## 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?

### 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 | copy**

Copy is a verb and a noun:  
 I rarely **copy** reports.  
 We only have one **copy** of the report.

**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.

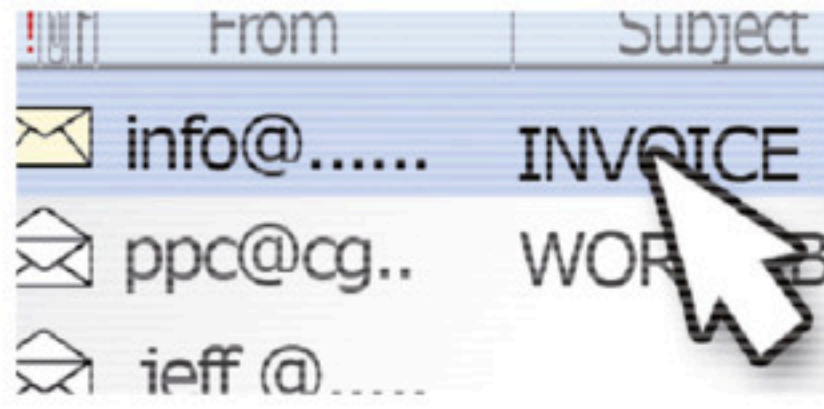




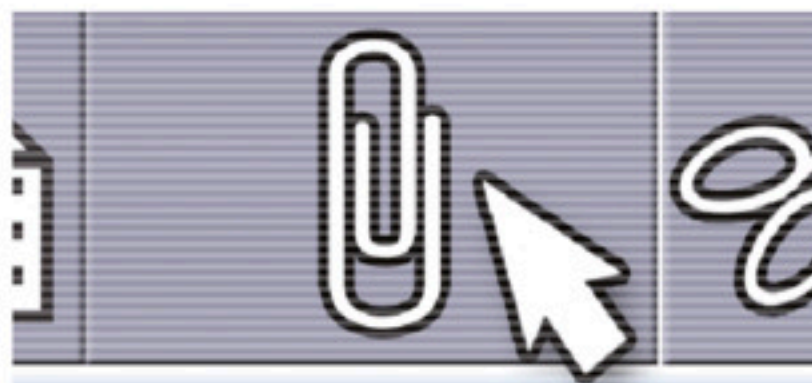
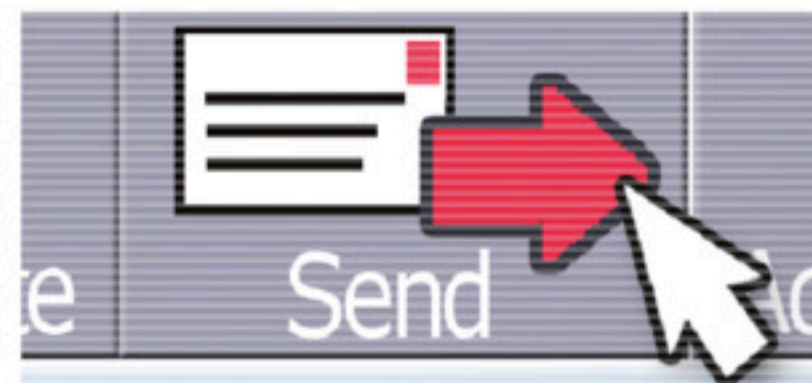
- What do they discuss? What is the problem?
- What types of documents do they talk about?

**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

- receive \_\_\_\_\_
- print \_\_\_\_\_
- save \_\_\_\_\_
- open \_\_\_\_\_
- attach \_\_\_\_\_
- send \_\_\_\_\_
- forward \_\_\_\_\_

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

			
1 _____	2 _____	3 _____	4 _____
			
5 _____	6 _____	7 _____	

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

**9** Work with a partner. Ask and answer questions about emails. **Student A**, turn to page 111. **Student B**, turn to page 113.**10** Work in small groups. Discuss these questions.

- What kind of documents do you send by email at work? Do you send any documents by post?
- How often do you check your emails at work? Do you check your work emails at the weekend?
- 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 <sup>1</sup> \_\_\_\_\_ at the presentation on branding.
- Carlos** Oh, <sup>2</sup> \_\_\_\_\_ that this morning?
- Janusz** Yes, at 7.30 in the Century Hotel.
- Carlos** Oh. <sup>3</sup> \_\_\_\_\_ it good?
- Janusz** Yes, the presentation <sup>4</sup> \_\_\_\_\_ really interesting, and there <sup>5</sup> \_\_\_\_\_ lots of good questions at the end.
- Carlos** <sup>6</sup> \_\_\_\_\_ there many people there?
- Janusz** There <sup>7</sup> \_\_\_\_\_ many people for the breakfast at the start, but there <sup>8</sup> \_\_\_\_\_ lots for the presentation. It <sup>9</sup> \_\_\_\_\_ too early for some people!
- Carlos** <sup>10</sup> \_\_\_\_\_ you on time?
- Janusz** Of course! But the breakfast <sup>11</sup> \_\_\_\_\_ very good. Anyway, why <sup>12</sup> \_\_\_\_\_ you in the office yesterday?
- Carlos** There <sup>13</sup> \_\_\_\_\_ 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.

#### Questions

\_\_\_\_\_ I/he/she/it late?

\_\_\_\_\_ you/we/they late?

#### Negative

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.
- 9 I \_\_\_\_\_ (not/book) it.

» 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 + \_\_\_\_\_

**Questions**

(What/Why/How) \_\_\_\_\_ I/  
he/she/it/you/we/they + verb?

**Negative**

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.

Problem	Reason
didn't phone the hotels ____	forgot ____
arrived late ____	was busy ____
didn't send the report ____	train was late ____

**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.

## Key expressions

## Explaining the problem

I've/We've got a problem with ...

There are some problems with ...

I/We can't ...

We did X ..., but Y didn't work.

## Solving the problem

You/We need to ...

We can ...

## Promising action

I'll ... speak to ... / explain the situation / call ... / let you know as soon as I can

## Responding and thanking

Don't worry.

That would be great.

Thanks a lot for your help.

No problem.



## TALKING POINT

## 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!



A large red square logo with the word 'UNIQLO' in white capital letters, mounted on a building facade with a colorful, multi-colored glass pattern.

### Discussion

- 1 Read the text. Which Japanese companies currently use English as the company language? Why?
- 2 ▶ 5.6 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? How many people at your company speak English?

### 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.



# 6

# Networking

## Starting point

- 1 What different ways of communicating with colleagues do you use in your company?
- 2 Does your company use social media to communicate with its employees or customers?

## 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.



- 2 Match the words in **bold** in 1 to definitions 1–8.

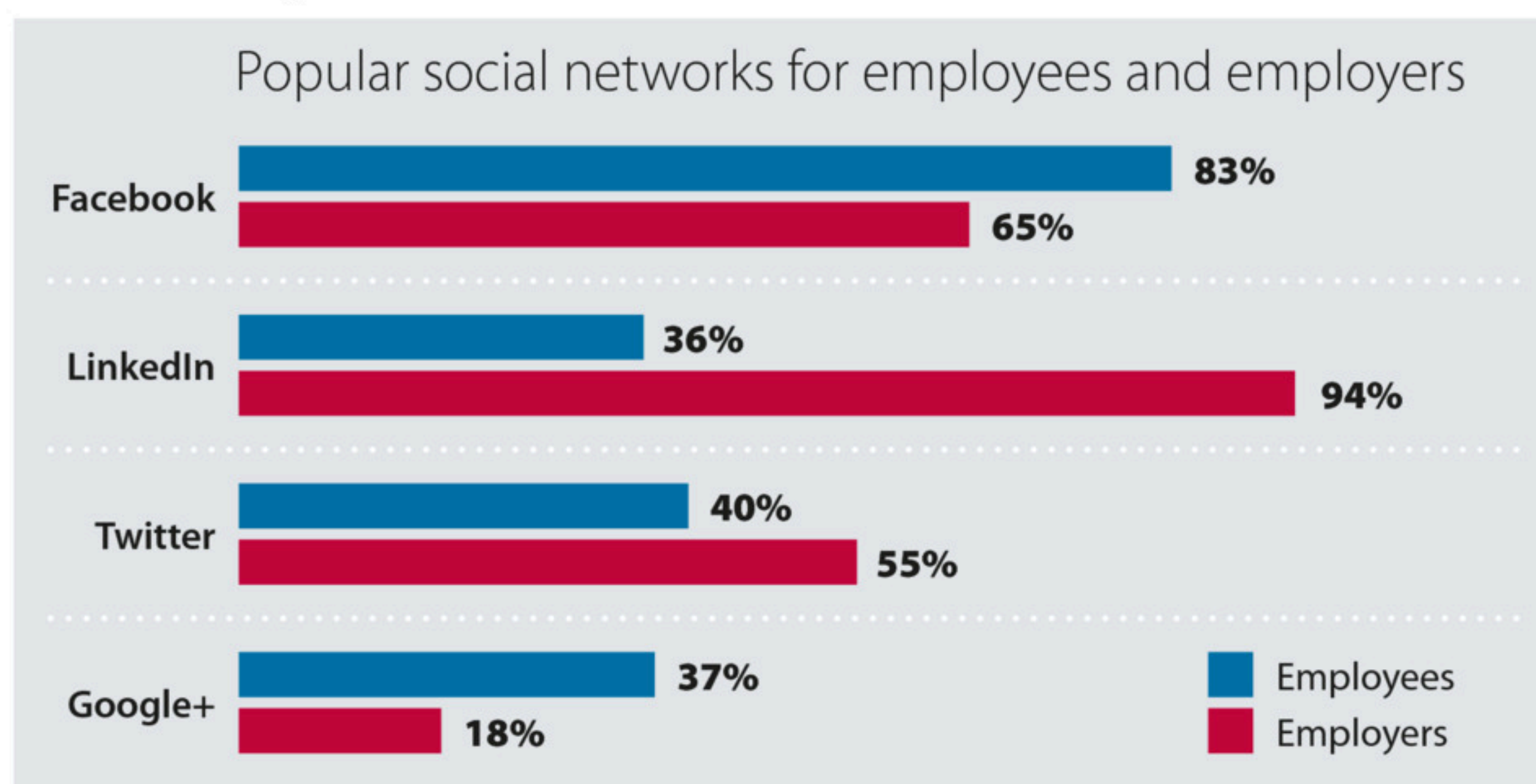
- 1 connected with your job \_\_\_\_\_
- 2 a group or system of connected things \_\_\_\_\_
- 3 to write something online so that other people can read it \_\_\_\_\_
- 4 what somebody has written on social media \_\_\_\_\_
- 5 a description of a person or organization \_\_\_\_\_
- 6 to create a relationship with somebody \_\_\_\_\_
- 7 to show or tell something to other people online \_\_\_\_\_
- 8 to write a note giving your opinion on something \_\_\_\_\_

### 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)



- 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?



- 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*

- I'm \_\_\_\_\_ Twitter and LinkedIn.
- You need to \_\_\_\_\_ your profile regularly.
- \_\_\_\_\_ a link to an online CV.
- You \_\_\_\_\_ contacts to \_\_\_\_\_ your network.
- \_\_\_\_\_ your status, that means post something, regularly.
- \_\_\_\_\_ 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 ...?

- \_\_\_\_\_ your social network profile
- \_\_\_\_\_ your Facebook or LinkedIn status
- \_\_\_\_\_ or \_\_\_\_\_ something on social media
- send a \_\_\_\_\_ on Twitter
- \_\_\_\_\_ a social networking group
- \_\_\_\_\_ a photo on social media
- start \_\_\_\_\_ someone on Twitter
- \_\_\_\_\_ 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 1 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 – <u>was</u> | 5 have – _____  |
| 2 take – _____    | 6 leave – _____ |
| 3 go – _____      | 7 come – _____  |
| 4 meet – _____    | 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.

Adjectives	Mike's trip	+ / - / N
nice		
OK		
fine		
delicious		
interesting		
good		
terrible		
tiring		
comfortable		
long		

**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? ____                      | a Very interesting.           |
| 2 I hear you work for GST. ____             | b Sure. See you later, maybe. |
| 3 My name's Simon Turing. ____              | c Yes, of course.             |
| 4 What do you think of the conference? ____ | d No, not many.               |
| 5 Do you come here every year? ____         | e Pleased to meet you.        |
| 6 Do you know a lot of people here? ____    | f No, thanks. I'm fine.       |
| 7 Would you like another drink? ____        | g Yes, that's right.          |
| 8 Please excuse me. ____                    | 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.

## Key expressions

## Starting a conversation

Can I join you?  
I hear you work for ...  
Is this your first time ...?  
What do you think of ...?

## Offering

Can I help you?  
Can I get you something?  
Would you like another ...?  
Please take a seat.  
Please go in and take a seat.

## Responding

Yes, please.  
Yes, of course.  
Yes, that's right.  
No, thanks. (I'm fine.)

## Finishing a conversation

Please excuse me.  
Nice talking to you.  
See you later.



## TALKING POINT

## 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.



Examples:

**Do you know Ali?**

You say:  
No. Pleased to meet you, Ali.

**Do ...?**  
**No, not many.**

You say:  
Do you know many people here?

**Is this ...?**

No, I was here last year.

**Where did you go on your last business trip?**

**How ...?**  
Fine. There was no traffic on the roads.

**When did you join your company?**

**Can I ... coffee?**  
Yes, please.

**My name's Rudolf.**

**Can ...?**  
Yes, sure. Take a seat.

**I hear ...**  
Yes, it's a great company.

**Nice talking to you.**

**Can I find you on Facebook?**

**What ...?**  
It's very interesting.

**Would ...?**  
No, thanks. I'm fine.

**Please excuse me.**

**... the presentation?**  
It was very interesting.

**How was the weekend?**

**Does your company use social media?**

**How ...?**  
It was delicious.

**Do you use social media for work?**

**How ...?**  
My room was a bit small, but it was very comfortable.

**Do you follow anyone on Twitter?**

**How did you become a ... (your job)?**

**When did you first join social media?**

**Do ...?**  
No, not every year, but I was here last year.

**How many social media friends do you have?**

**Can ...?**  
Yes, please. I have a lot of bags.



# Viewpoint 2 | You've got email

## Preview

In this video lesson, there are interviews with people about business communication. There is also a short video about emails.



## 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                 | <input type="checkbox"/> | Twitter         | <input type="checkbox"/>       |
| Face-to-face meetings | <input type="checkbox"/> | Email           | <input type="checkbox"/>       |
| Skype                 | <input type="checkbox"/> | Videoconference | <input type="checkbox"/>       |
| Text                  | <input type="checkbox"/> | Facebook        | <input type="checkbox"/>       |
| Teleconference        | <input type="checkbox"/> | Other           | <input type="checkbox"/> _____ |
- 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 01 Watch four people talking about communication at work. Make notes about their answers in the table.

	Speaker 1	Speaker 2	Speaker 3	Speaker 4
How do you normally communicate with people at work?				
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.
- I have \_\_\_\_\_ email accounts.
  - I send about \_\_\_\_\_ emails per day. I get about \_\_\_\_\_ emails per day.
  - I spend about \_\_\_\_\_ hours per week checking my emails.
  - I *often / sometimes / rarely* change my email password.
- 6 02 Watch a video about email communication and answer questions 1–4. Are the answers similar to your answers in 5?
- How many email accounts do most people have?
  - How many emails does the average business person send per day?
  - How many hours a week do people spend checking emails?
  - How often do most people change their password?
- 7 02 Watch the video again. Make notes about the numbers in the table.

Number	Notes
3 billion	<i>email accounts in the world</i>
150 billion	
90 billion	
30%	
1971	
1991	
1998	
75%	
123456	
29%	
20 million	





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.

	More friendly and less formal	More formal and polite
Starting the email	Hello	2 _____
	1 _____	
Give the reason for writing	It's about ...	With regard to ...
		3 _____
Arrange a meeting	Do you want to meet at ...?	5 _____
	4 _____	
Apologize	Sorry, but ...	I apologize that ...
Future contact	6 _____	7 _____
End the email	Bye for now	Best regards
	8 _____	9 _____

- 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.





# 7

# Departments

## 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



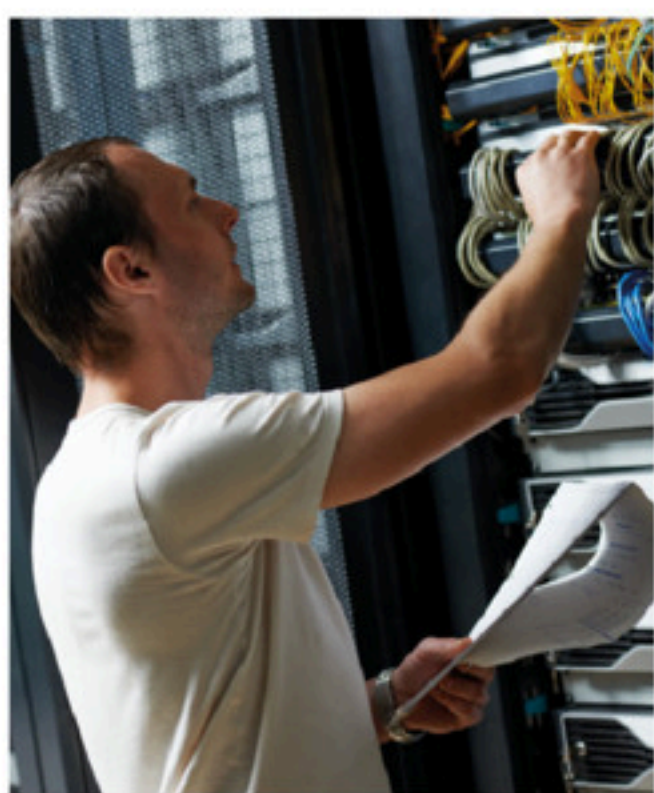
a \_\_\_\_\_



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.

## CAREER PROFILES

Find out about a career with Komancom. Read about some of the people who work for us around the world.

Cameron Torres works in the <sup>1</sup> \_\_\_\_\_ 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 <sup>2</sup> \_\_\_\_\_ Department in Brazil. He **checks** financial information and **deals with** accounts. He likes working with numbers.

Adel Sharma works in the <sup>3</sup> \_\_\_\_\_ Department in India. She **promotes** products so that more people know about them. Her department **supports** the Sales Department.

Esma Demir works in the <sup>4</sup> \_\_\_\_\_ 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* / *'m 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.

Logistics	is responsible for	suppliers
Finance	deals with	customers
Sales	develops	information
IT	checks	employees
R&D	organizes	deliveries
HR	contacts	products
Marketing	promotes	accounts
Customer Services	supports	computers

*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 /ɪz/. Listen to the examples then write the sounds you hear for the word endings below.

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

- |               |                  |                |
|---------------|------------------|----------------|
| 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.*

### Tip | Word building

When you learn a new word, you can make more words with it:

**develop** – developer, development

**produce** – products, production

**organize** – organizer, organization

**deliver** – delivery



Language at work | Prepositions of place and movement

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

Tip | British and American English

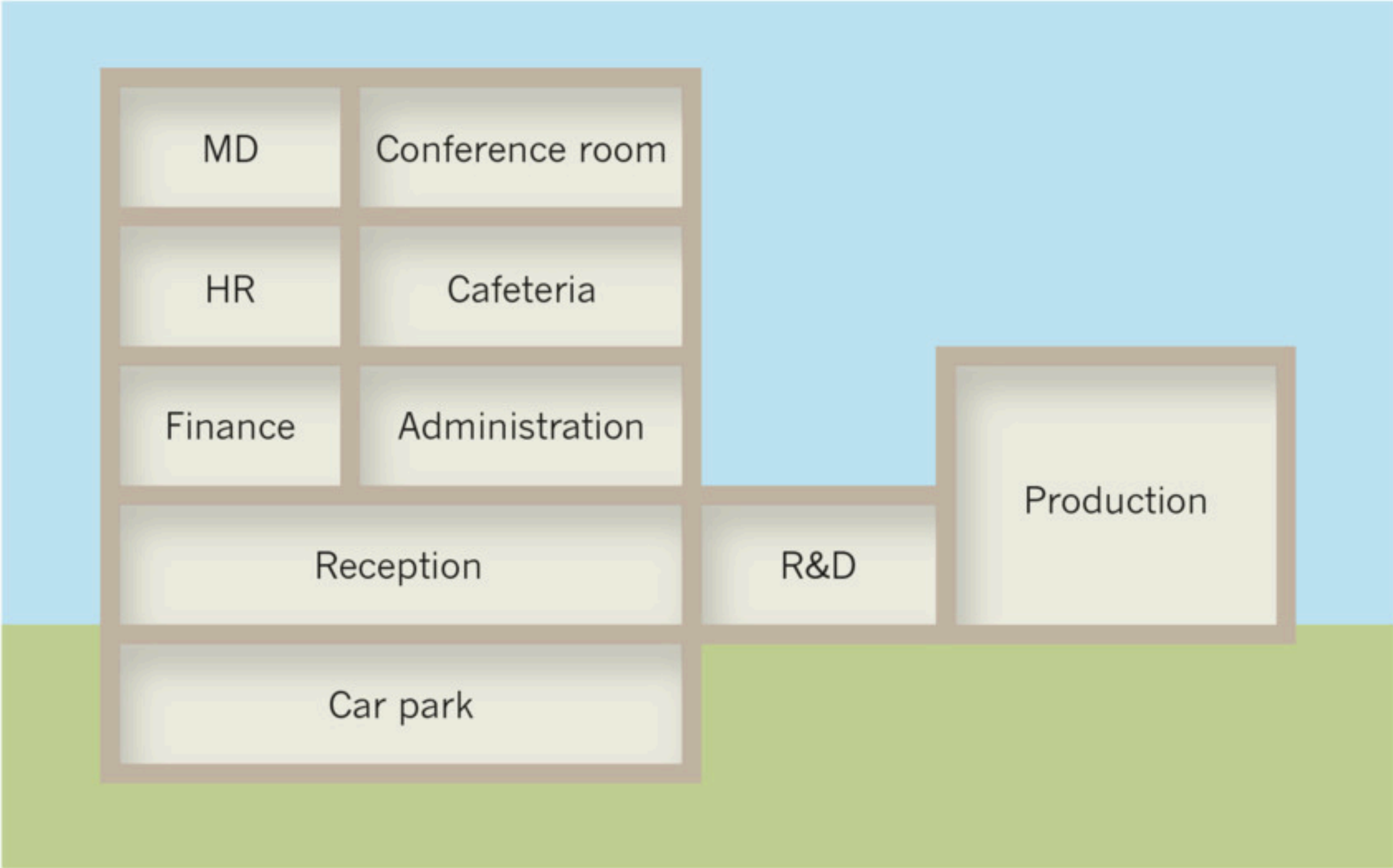
British and American English have some vocabulary differences:

British English | American English

ground floor/first floor  
toilet/restroom  
lift/elevator

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.



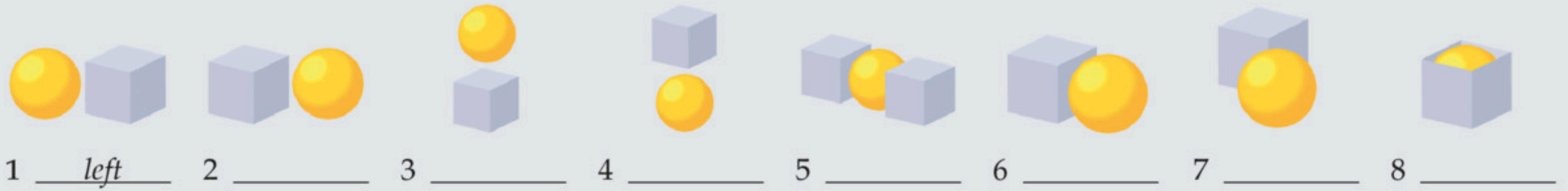
- 3 Work with a partner. Look at two office plans. **Student A**, turn to page 113. **Student B**, turn to page 119.
- 4 Work with a partner. Describe where rooms and departments are in your company. Where is your office?
- 5 ▶ 7.2 Jim arrives at the security cabin. Listen and complete the security man’s directions.  
You go <sup>1</sup> \_\_\_\_\_ this road and turn right. Go <sup>2</sup> \_\_\_\_\_ the factory to the offices, but don’t park there. Look for the car park sign and drive <sup>3</sup> \_\_\_\_\_ below the offices and go <sup>4</sup> \_\_\_\_\_ the car park there.



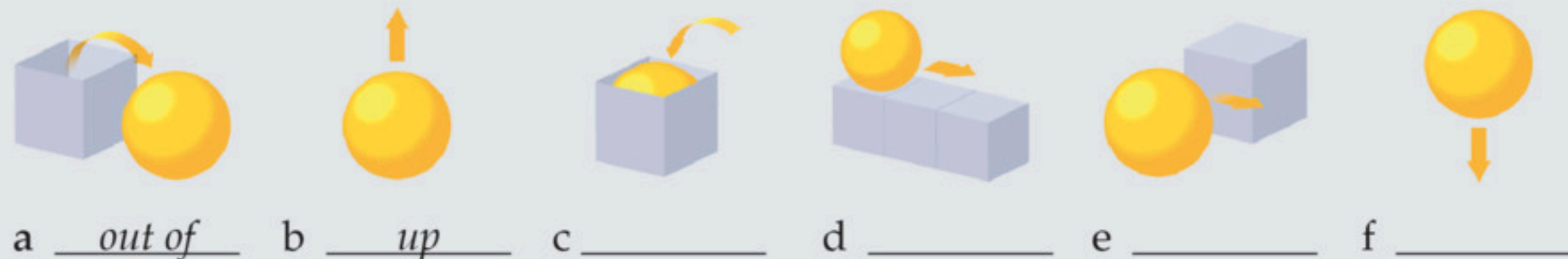
**6** Use the prepositions in **2** and **5** to complete the *Language point*.

**LANGUAGE POINT**

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



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

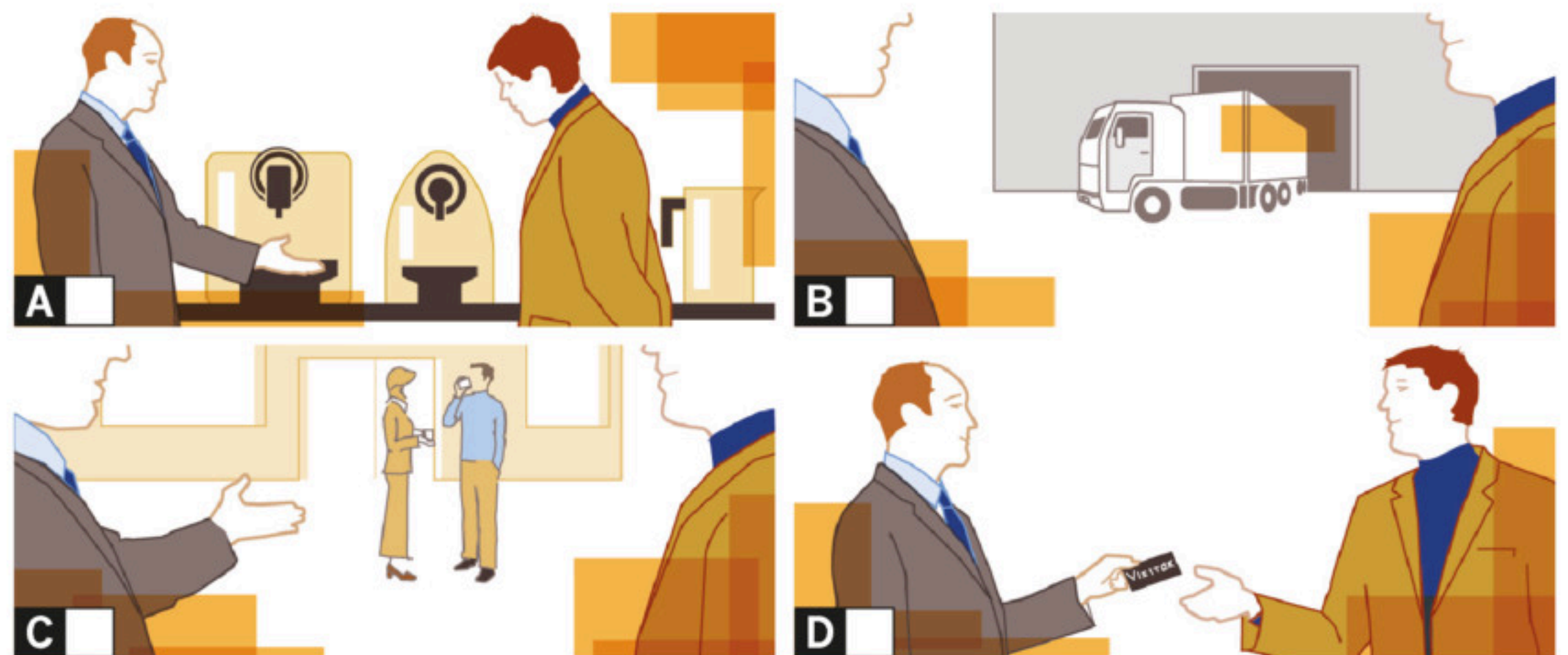
**Enter** your password.

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 ...