

OXFORD

Business Result

SECOND EDITION



Starter *Student's Book*

John Hughes & Penny McLarty

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Starter *Student's Book*

OXFORD
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John Hughes & Penny McLarty

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Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
Introducing yourself Jobs	<i>I'm / you're / Are you ...?</i>	Spelling	Meeting people	Meeting people at a conference	<ul style="list-style-type: none"> introduce yourself talk about jobs ask about names and jobs spell meet people
Companies and countries	<i>is / isn't</i>	Numbers 0–9	Starting a phone call	The company game	<ul style="list-style-type: none"> talk about companies and countries ask about people and companies say numbers 0–9 start a phone call
Your company	<i>We / They are / Wh- questions</i>	Email and website addresses	Sending email requests	What's the answer?	<ul style="list-style-type: none"> talk about your company ask questions say email and website addresses email a request
Responsibilities and departments	Present simple: <i>I / you / we / they</i>	<i>there is / there are</i>	Taking and leaving a message	Voicemail messages	<ul style="list-style-type: none"> talk about responsibilities and departments ask about people and departments describe departments take and leave a message
Viewpoint 1  VIDEO People in business 28–29					
Company types and activities	Present simple: <i>he / she / it</i>	Big numbers	Ordering	The question game	<ul style="list-style-type: none"> talk about company types and activities ask about company products say big numbers order a product
Food and drink	<i>can / can't</i>	Days and times	Inviting, accepting and declining	Making conversation in the restaurant	<ul style="list-style-type: none"> talk about food and drink talk about ability say days and times invite, accept and decline
Office technology	Possessive adjectives	<i>this / that / these / those</i>	Giving instructions	Guess the technology	<ul style="list-style-type: none"> talk about office technology talk about what's in your office give instructions
Transport and travel	<i>was / were</i>	Months and dates	Arranging a meeting	When can we meet?	<ul style="list-style-type: none"> talk about transport and travel talk about the past say months and dates arrange a meeting
Viewpoint 2  VIDEO Describing businesses 54–55					

Practice files

56–71

Communication activities

72–75

Audio scripts

76–79

Introduction

What's in the *Student's Book*?

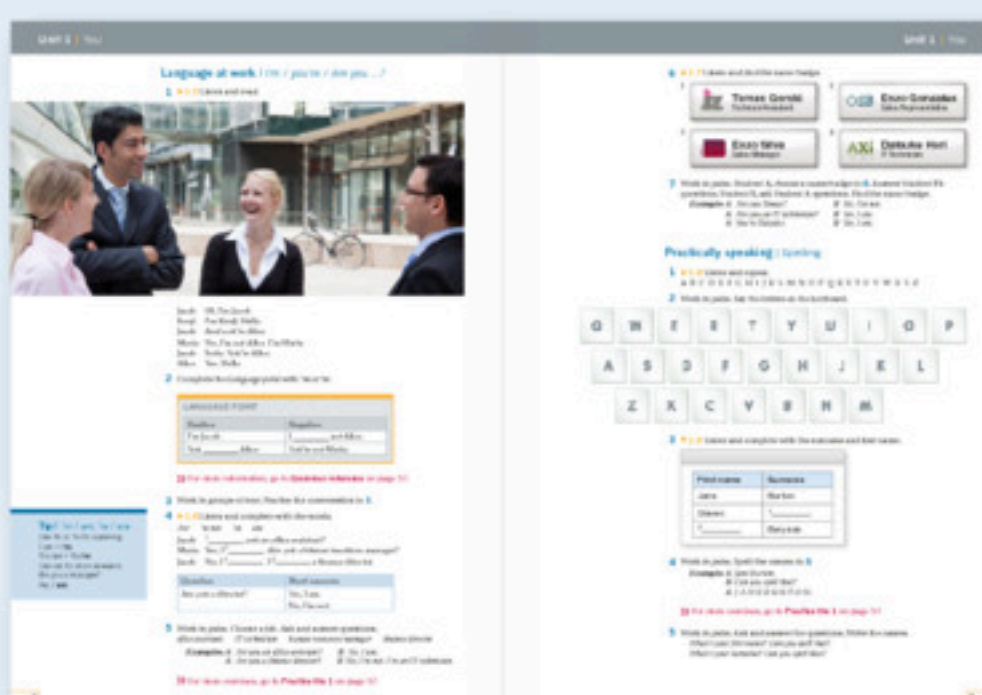
Welcome to *Business Result Second Edition Starter*. In this book you will find:

8 units, 2 Viewpoint video lessons, Practice files, Communication activities, Audio scripts.

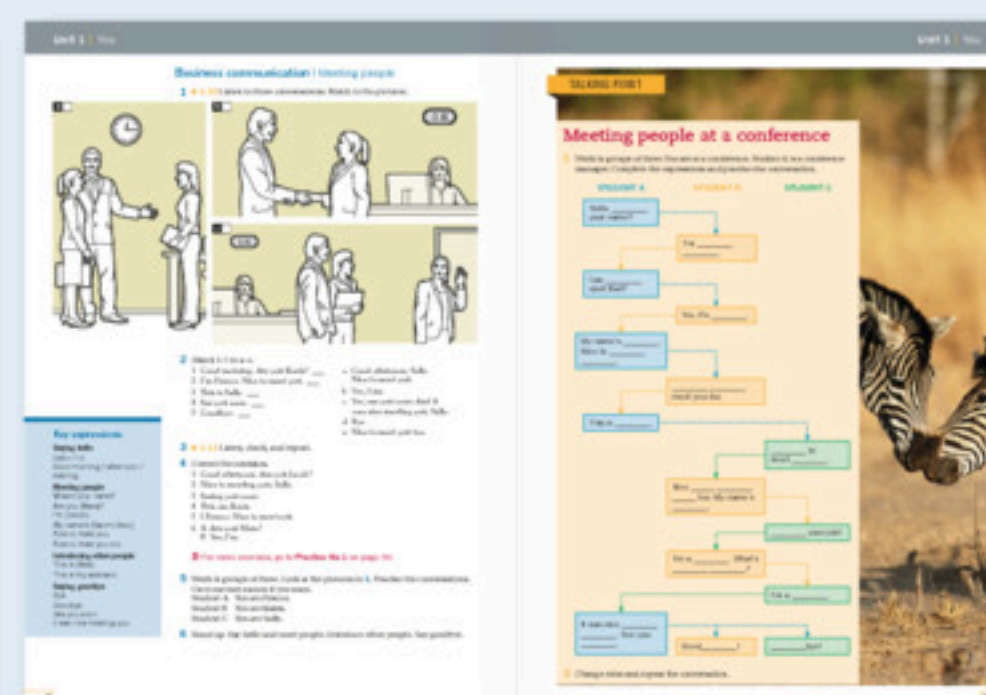
Student's Book | Main unit



Working with words
Vocabulary



Language at work
Grammar

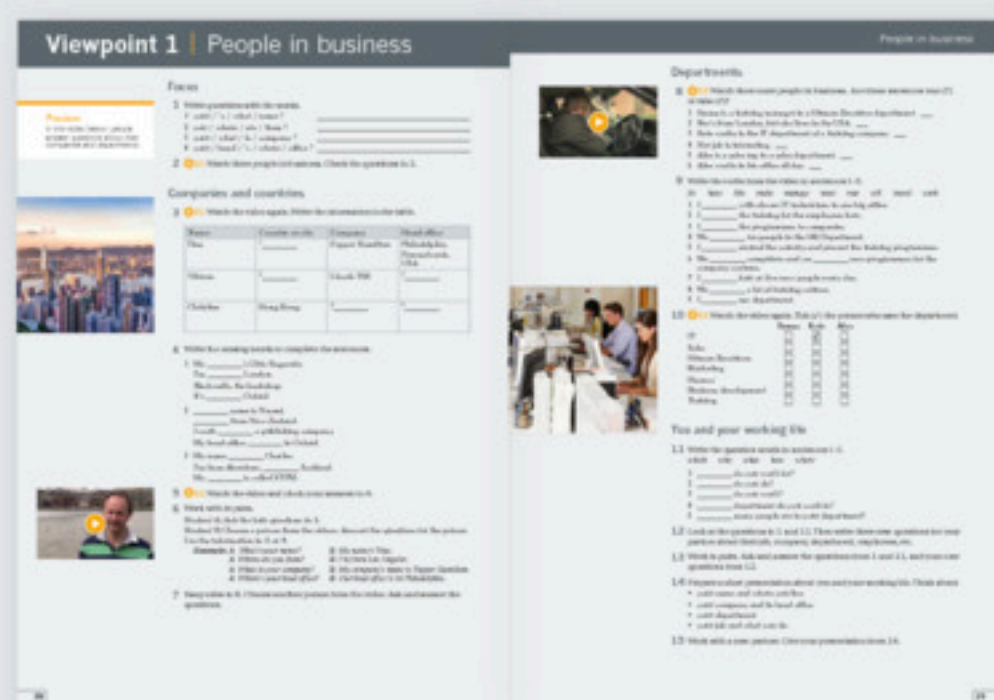


Business communication
Key expressions

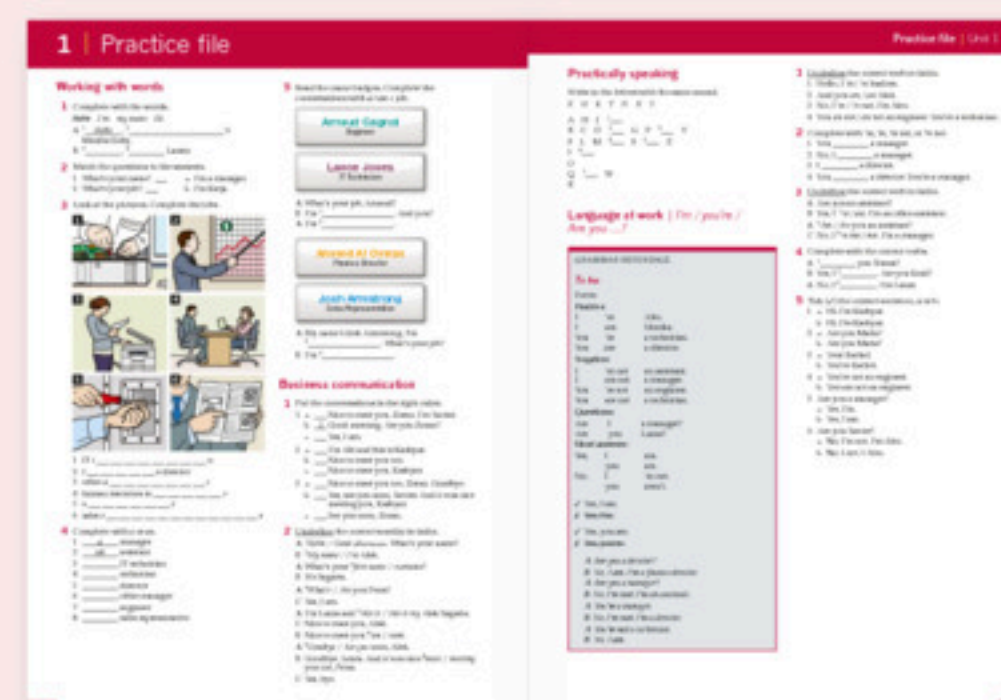
Practically speaking
Everyday English

Talking point
Fluency task or game

Student's Book | Viewpoint lesson



Student's Book | Practice file





1

You

Starting point

- 1 What's your name?
- 2 What's your job?

Working with words | Introducing yourself | Jobs

- 1 ▶ 1.1 Listen and read.



Hello, I'm Luis Moreira.

Hello, my name's Fabienne Mercier.



Hello, I'm Tageshi.

Hi, I'm Paula.

- 2 ▶ 1.1 Listen again and repeat.
- 3 Work in pairs. Introduce yourself.
*Examples: Hello, my name's (Sarah Kocian).
Hi, I'm (Yann).*
- 4 Stand up. Introduce yourself to other students.

5 ▶ 1.2 Listen and read.



1 IT technician



2 finance director



3 office assistant



4 sales representative



5 engineer



6 human resources manager

6 ▶ 1.3 Listen and repeat.

• • •
technician

• • •
director

• • •
assistant

• • • • •
representative

• • •
manager

• • •
engineer

7 ▶ 1.4 Listen and complete with a job from 5.

Fabienne I'm a ¹ _____. What's your job, Luis?

Luis Oh, I'm a ² _____.

Paula What's your job, Tageshi?

Tageshi I'm an ³ _____. And you?

Paula I'm an ⁴ _____.

8 Work in pairs. Practise the conversations in 7.

» For more exercises, go to **Practice file 1** on page 56.

9 Work in pairs. Practise the conversations in 7 with your name and job.

Tip | a / an

a manager

a director

an assistant

an engineer

Language at work | I'm / you're / Are you ...?

1 ▶ 1.5 Listen and read.



Jacob Hi, I'm Jacob.
 Kenji I'm Kenji. Hello.
 Jacob And you're Alice.
 Maria No, I'm not Alice. I'm Maria.
 Jacob Sorry. You're Alice.
 Alice Yes. Hello.

2 Complete the *Language point* with 'm or 're.

LANGUAGE POINT

Positive	Negative
I'm Jacob.	I _____ not Alice.
You _____ Alice.	You're not Maria.

» For more information, go to **Grammar reference** on page 57.

3 Work in groups of four. Practise the conversation in 1.

4 ▶ 1.6 Listen and complete with the words.

Are 'm not 'm am

Jacob ¹_____ you an office assistant?

Maria Yes, I ²_____. Are you a human resources manager?

Jacob No, I ³_____. I ⁴_____ a finance director.

Question	Short answers
Are you a director?	Yes, I am. No, I'm not.

5 Work in pairs. Choose a job. Ask and answer questions.

office assistant IT technician human resources manager finance director

Examples: A Are you an office assistant? B Yes, I am.

A Are you a finance director? B No, I'm not. I'm an IT technician.

» For more exercises, go to **Practice file 1** on page 57.

Tip | 'm / am, 're / are

Use 'm or 're for speaking:

I am = I'm

You are = You're

Use am for short answers:

Are you a manager?

Yes, I am.

6 ▶ 1.7 Listen and find the name badge.

1

**Tomas Gorski**
Technical Assistant

2

**Enzo Gonzales**
Sales Representative

3

**Enzo Silva**
Sales Manager

4

**Daisuke Hori**
IT Technician

7 Work in pairs. Student A, choose a name badge in 6. Answer Student B’s questions. Student B, ask Student A questions. Find the name badge.

Example: A Are you Tomas?

B No, I’m not.

A Are you an IT technician?

B Yes, I am.

A You’re Daisuke.

B Yes, I am.

Practically speaking | Spelling

1 ▶ 1.8 Listen and repeat.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

2 Work in pairs. Say the letters on the keyboard.

QWERTYUIOP

ASDFGHJKL

ZXCVBNM

3 ▶ 1.9 Listen and complete with the surname and first name.

First name	Surname
Jane	Burton
Steven	1 _____
2 _____	Borysiak

4 Work in pairs. Spell the names in 3.

Example: A Jane Burton.

B Can you spell that?

A J-A-N-E B-U-R-T-O-N.

» For more exercises, go to Practice file 1 on page 57.

5 Work in pairs. Ask and answer the questions. Write the names.

What’s your first name? Can you spell that?

What’s your surname? Can you spell that?

Business communication | Meeting people

1 ▶ 1.10 Listen to three conversations. Match them to the pictures.



2 Match 1–5 to a–e.

- | | |
|--------------------------------------|---|
| 1 Good morning. Are you Kasia? ____ | a Good afternoon, Sally.
Nice to meet you. |
| 2 I'm Franco. Nice to meet you. ____ | b Yes, I am. |
| 3 This is Sally. ____ | c Yes, see you soon. And it
was nice meeting you, Sally. |
| 4 See you soon. ____ | d Bye. |
| 5 Goodbye. ____ | e Nice to meet you too. |

3 ▶ 1.11 Listen, check, and repeat.

4 Correct the mistakes.

- 1 Good afternoon. Am you Jacob?
- 2 Nice to meeting you, Sally.
- 3 Seeing you soon.
- 4 This are Kasia.
- 5 I Franco. Nice to meet you.
- 6 A Are you Mara?
B Yes, I'm.

» For more exercises, go to Practice file 1 on page 56.

5 Work in groups of three. Look at the pictures in 1. Practise the conversations. Use your own names if you want.

Student A You are Franco.

Student B You are Kasia.

Student C You are Sally.

6 Stand up. Say hello and meet people. Introduce other people. Say goodbye.

Key expressions

Saying hello

Hello / Hi.

Good morning / afternoon / evening.

Meeting people

What's your name?

Are you (Mara)?

I'm (Jacob).

My name's (Naomi Sato).

Nice to meet you.

Nice to meet you too.

Introducing other people

This is (Alek).

This is my assistant.

Saying goodbye

Bye.

Goodbye.

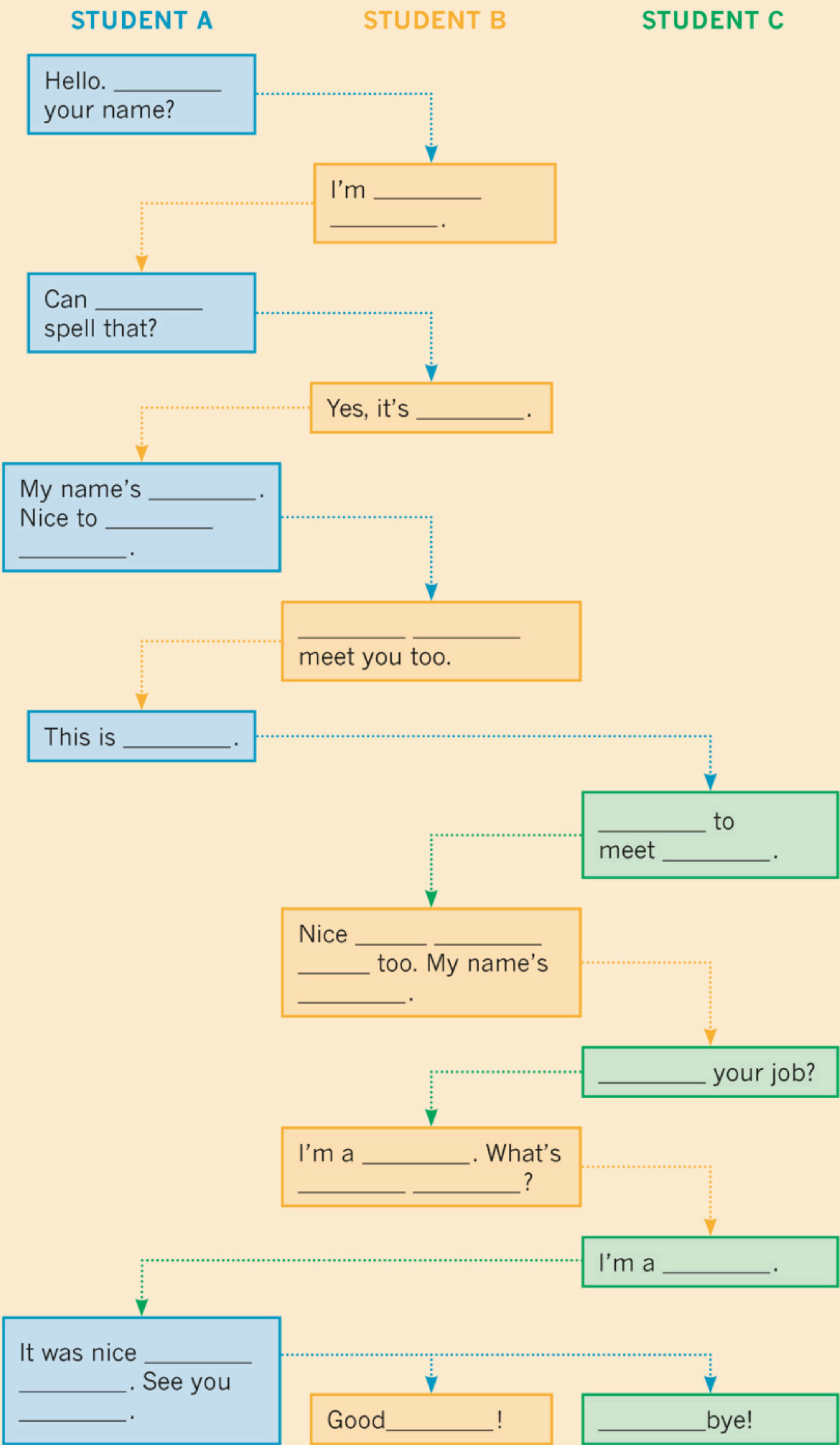
See you soon.

It was nice meeting you.

TALKING POINT

Meeting people at a conference

1 Work in groups of three. You are at a conference. Student A is a conference manager. Complete the expressions and practise the conversation.



2 Change roles and repeat the conversation.



2

Company

Starting point

- 1 What is on a business card? (e.g. name)
- 2 What is on your business card? Show the class.

Working with words | Companies and countries

- 1 ▶ 2.1 Listen and read. Complete the business card.

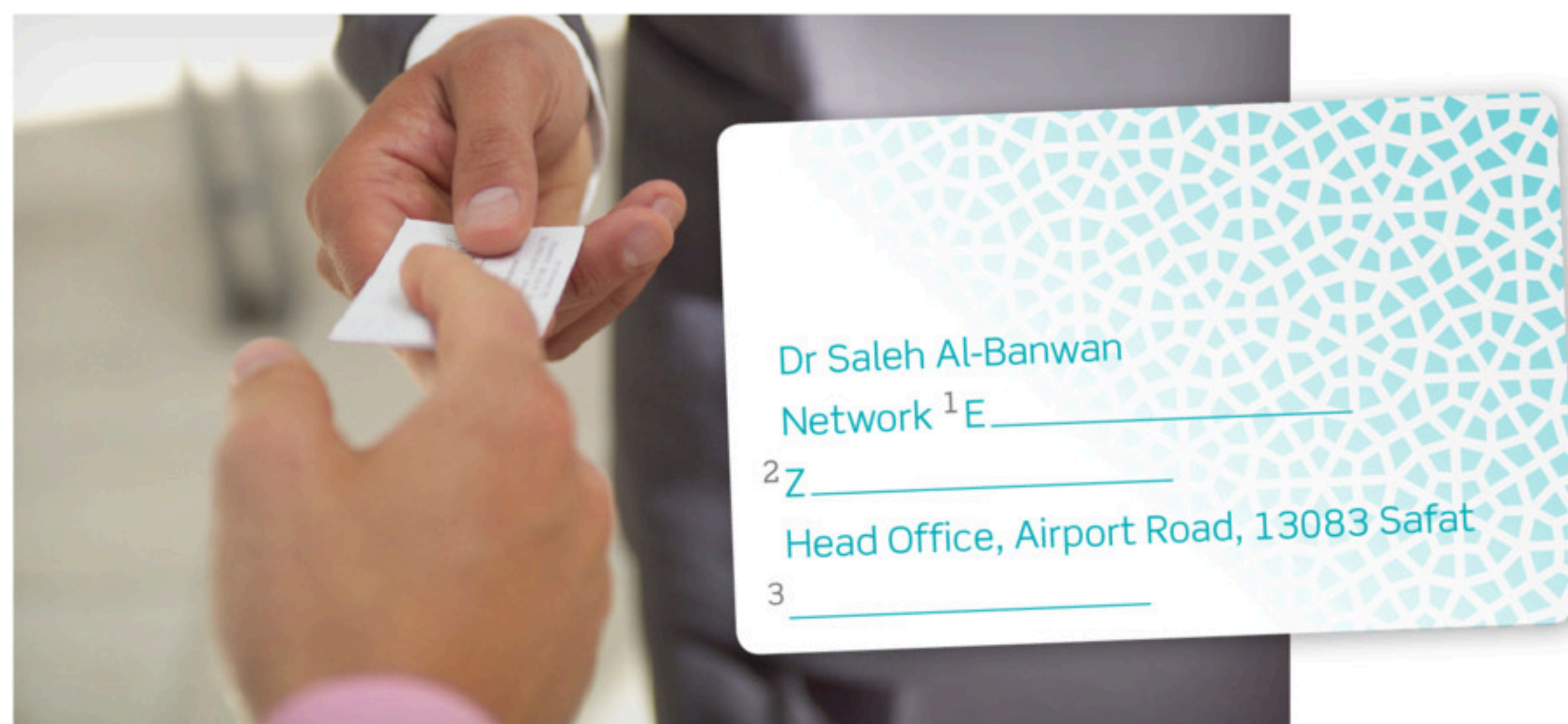
Saleh Hello. Are you Ricardo Ferreira?

Ricardo Yes, I am.

Saleh My name's Saleh Al-Banwan. I work for Zain.

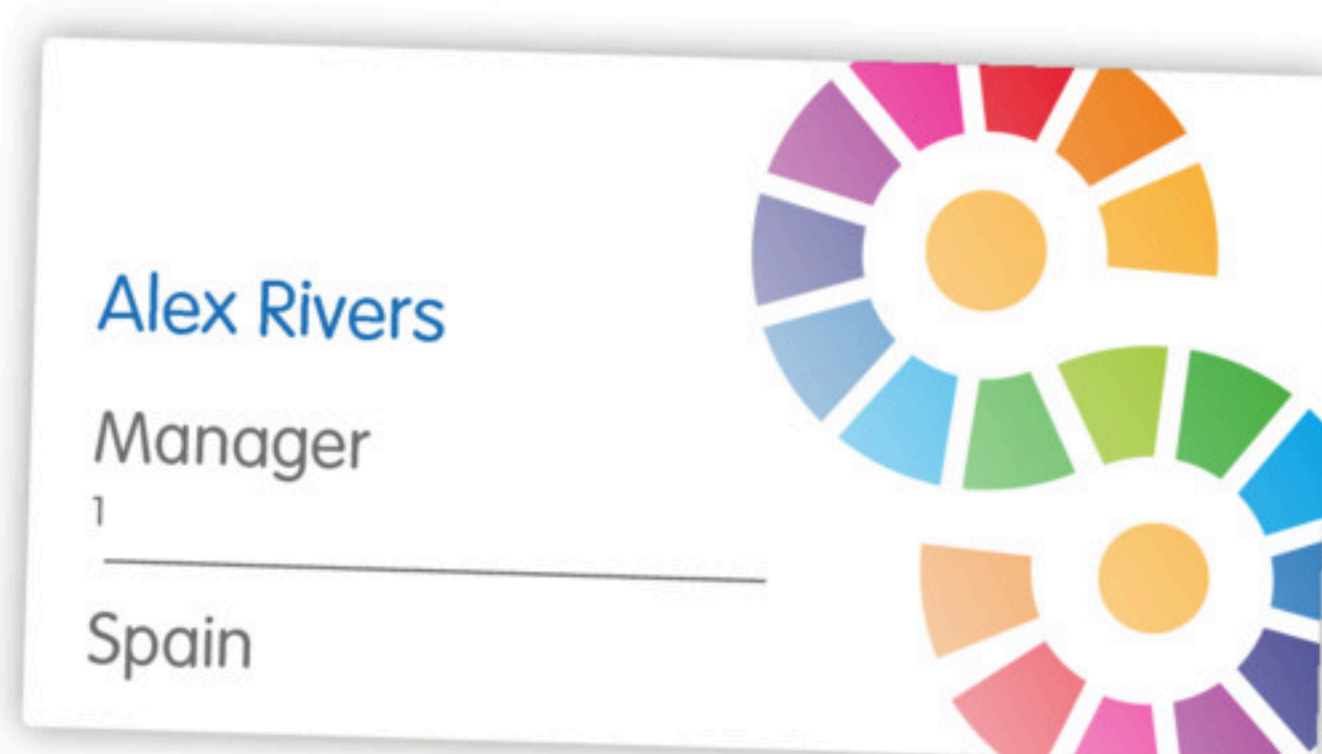
Ricardo Oh, nice to meet you.

Saleh I'm an engineer in the head office in Kuwait. Here's my card.



- 2 ▶ 2.2 Listen and complete the business cards with the companies.

Asiana Airlines Petrobras Santander



Tip | and

My company is Santander.
Our head office is in Spain. =
My company is Santander **and**
our head office is in Spain.

3 Work in pairs. Practise the conversation.

A Hello. I work for ... What's your company?
B My company is ...

4 Work in pairs. Look at the map. Where is your head office?



5 Look at the map again. Find the countries.

- | | | |
|---------------|------------------|---------------------------|
| ●
Spain | ● ●
Japan | ● ● ●
South Korea |
| ● ●
China | ● ●
Kuwait | ● ● ●
the USA |
| ● ●
Brazil | ● ● ●
Germany | ● ● ● ● ●
Saudi Arabia |

6 ▶ 2.3 Listen and repeat the countries in 5.

7 ▶ 2.4 Listen and complete the table with the countries.

	Saleh	Alex	Jae Min	Ricardo
Where are you from?	Saudi Arabia			
Where's your company / head office?				

8 ▶ 2.4 Listen again. Complete the questions and answers.

- | | |
|----------------------------------|---|
| 1 A Where are you from, Saleh? | B _____ Saudi Arabia. |
| 2 A _____ your company? | B My _____ is Santander. |
| 3 A _____ your head office? | B It's in Seoul. |
| 4 A _____ are you from, Ricardo? | B I'm from Brazil and I _____
for Petrobras. |

9 Complete the sentences about you.

I'm from _____.
I work for / My company is _____.
My head office is in _____.

10 Work in pairs. Ask and answer.

Where are you from? What's your company? Where's your head office?

» For more exercises, go to Practice file 2 on page 58.

11 Work in pairs. Student A, turn to page 72. Student B, turn to page 74.

Language at work | *is / isn't*1 Read the emails. Underline the correct answer in *italics*.

- 1 The head office is in *Recife* / *Rio de Janeiro*.
 2 Camilla is *in the office* / *on holiday*.

✉

Subject: Information on Camilla

Hi Richard

Is Camilla Branco in the Recife office?

Bruce

✉

No, she isn't. She's in the head office in Rio.

R

✉

Thanks. Is the number 0055 3064 4758?

✉

Yes, it is. But she isn't in the office now. She's on holiday.

2 Underline *is* ('s) or *isn't* in the emails.3 Complete the *Language point* with *is* ('s) or *isn't*.

LANGUAGE POINT

Positive	Negative	Questions	Short answers
He / She / It _____ in the office.	He / She / It _____ in Recife.	_____ he / she / it in Rio?	Yes, he / she / it _____. No, he / she / it _____.

» For more information, go to **Grammar reference** on page 59.

Tip | 's or is?

Use 's for speaking:

He's = *He is*

Camilla's = *Camilla is*

4 ▶ 2.5 Complete with *is* ('s) or *isn't*. Listen and check.

A Hello, I work for Oltecha.

B Nice to meet you. My company ¹ _____ Petrobras.

A ² _____ your head office in São Paulo?

B No, it ³ _____. It's in Rio. Where's your company?

A I work in São Paulo and the company head office ⁴ _____ in Stavanger.

B ⁵ _____ Stavanger in Norway?

A Yes, it ⁶ _____.

5 Work in pairs. Practise the conversation in 4.

» For more exercises, go to **Practice file 2** on page 59.

- 6 Work in pairs. Student A, see below. Student B, turn to page 73.
- Student A**
- 1 Look at the map. Ask Student B about Ricardo, Lokas and Chen.
- Example: A Is Ricardo in the Portugal office?*
B No, he isn't.
A Is he in the Brazil office?
B Yes, he is.
- 2 Answer Student B about Rachel, Maya and Alex.



Ricardo, Petrobras



Lokas, Oltecha



Chen, Shell





Rachel, Oltecha



Maya, Shell



Alex, Petrobras

Practically speaking | Numbers 0–9



- 1 ▶ 2.6 Read the tip. Listen and repeat the numbers.
- 2 ▶ 2.7 Listen and circle the numbers on the phone.
- 3 ▶ 2.8 Listen and complete the passcode on the phone.
- 4 ▶ 2.9 Listen and complete the numbers.
- 1 Flight BA 3__10
- 2 Security code __82__
- 3 Credit card number 41__2 __409 37__8 2__58
- 4 Passport number 6__42__87__2

» For more exercises, go to **Practise file 2** on page 59.

- 5 Complete the table for you.

Numbers	You	Your partner
Work		
Extension		
Mobile		

Tip | Saying numbers

- | | |
|-------------|---------|
| 0 oh / zero | 5 five |
| 1 one | 6 six |
| 2 two | 7 seven |
| 3 three | 8 eight |
| 4 four | 9 nine |

- 6 Work in pairs. Say your numbers. Write your partner's numbers in the table.
- My work number is ...*
My extension number is ...
My mobile number is ...



Business communication | Starting a phone call

- 1 ▶ **2.10** Listen to a phone call. Is Aitur Garitano there?
- 2 ▶ **2.10** Listen again. Put the conversation in the right order (1, 2, 3, 4).
 - ___ 1 Good morning. Inditex Spain.
 - ___ Yes, of course. One moment.
 - ___ Thanks.
 - ___ Good morning. Can I speak to Aitur Garitano, please?
- 3 Work in pairs. Practise the conversation in 2.
- 4 ▶ **2.11** Listen to two phone calls. Is Rosa in the office? Tick (✓) YES or NO.

Conversation 1	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Conversation 2	YES <input type="checkbox"/>	NO <input type="checkbox"/>
- 5 ▶ **2.11** Listen again. Match questions 1–3 to responses a–c.

1 Hi. Is that Rosa? —

a No, I'm sorry, she's out.

2 Is Rosa there? —

b Yes, sure. One moment.

3 Hello. Is Rosa in the office? —

c No, it isn't. It's Maria.

» For more exercises, go to **Practice file 2** on page 58.

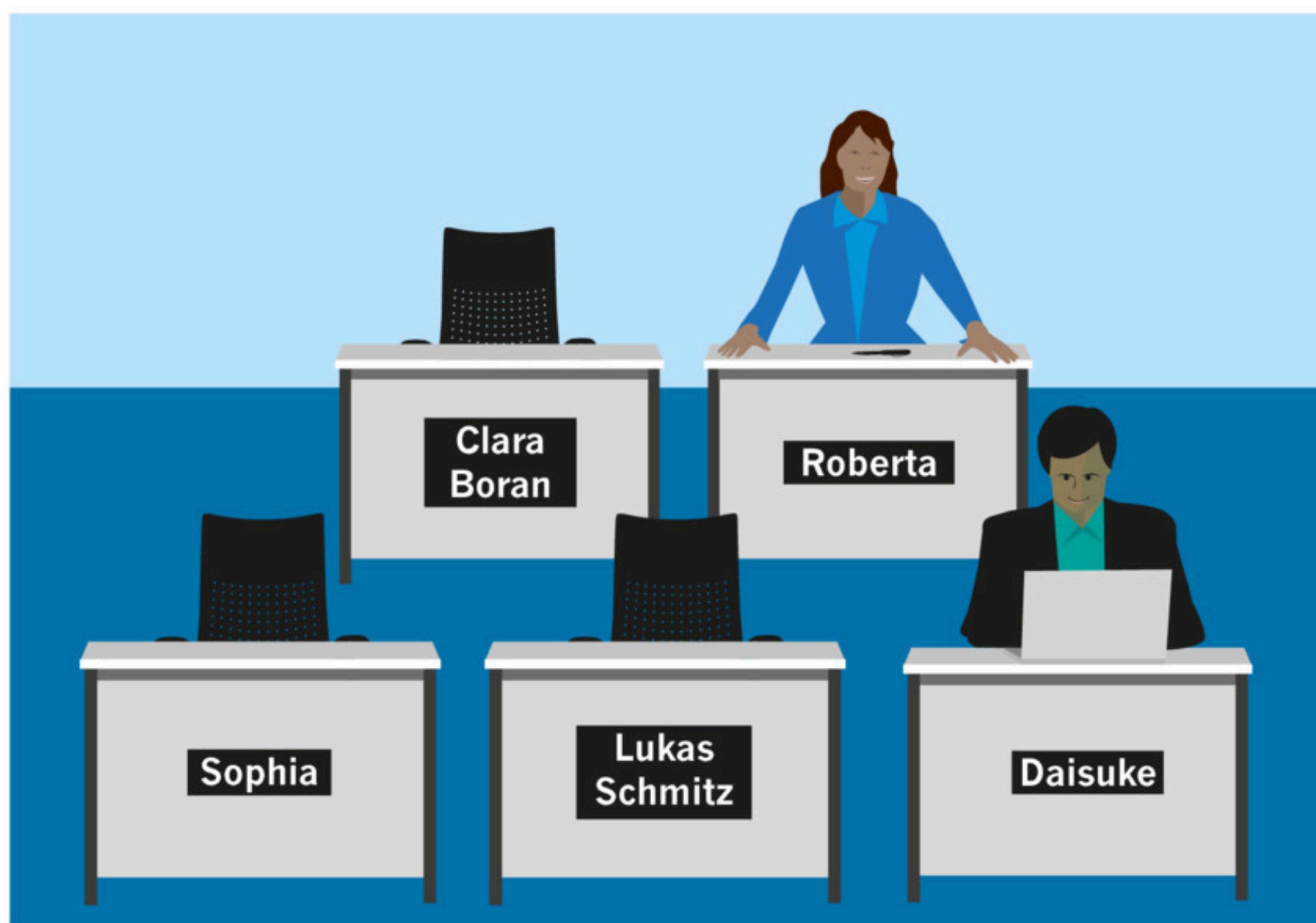
- 6 Work in pairs. Take turns. Start and answer a phone call to the people in the pictures.

Example: A Good morning, Markus speaking.

B Hello. Is Sophia there?

A No, I'm sorry, she's not in the office.

B OK. Thanks.



Key expressions

Starting a call

Good morning / afternoon.
Hello / Hi.

Answering a call

Good morning, (company name).
(Maria) speaking.

Asking for someone

Can I speak to (Aitur Garitano), please?
Hello. Is (Rosa) there?
Is (Alek) in the office?
Is that (Lukas)?

Saying 'yes'

Yes, of course. (One moment.)
Sure. (One moment.)

Saying 'no'

No, I'm sorry, she's not in the office.
No, I'm sorry, he's out.
No, it isn't. It's (Clara).

Ending a call

OK. Thanks.
Goodbye.

TALKING POINT

The company game

Work in pairs. Make five conversations.

- 1 Start on pink. Choose a square.
- 2 Move to green. Then blue. Then yellow.
- 3 Practise the conversation.
- 4 Choose a new pink square. Make a new conversation.



3

Workplace

Starting point

Where is ...?

- your company
- the head office
- your office

Working with words | Your company

1 ▶ 3.1 Listen and read.

Mieszanka is a company in Poland.



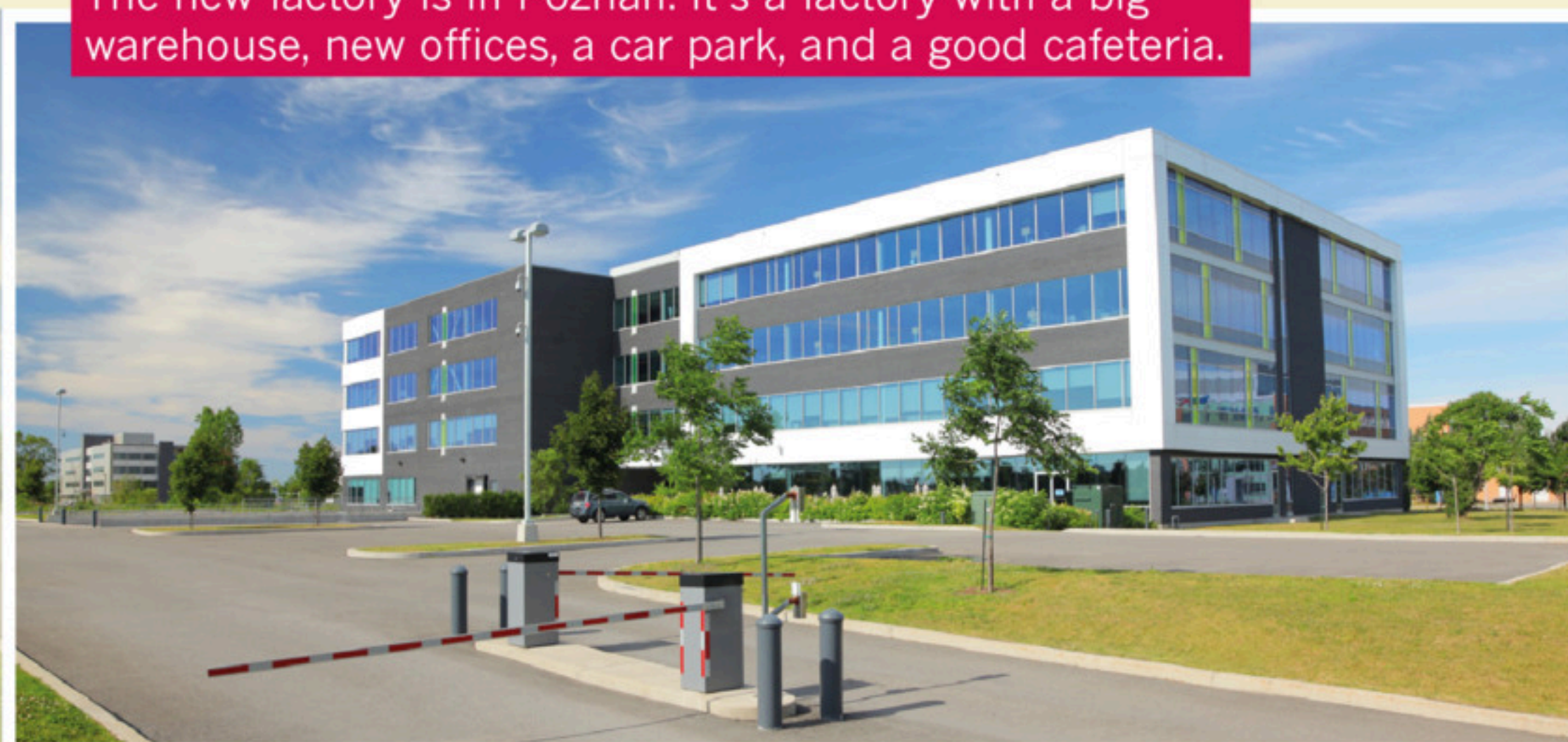
The sales office is in Warsaw.



The head office is in Katowice. The old factory is also here.



The new factory is in Poznań. It's a factory with a big warehouse, new offices, a car park, and a good cafeteria.



2 Where is ...?

- 1 Mieszanka
- 2 the head office
- 3 the sales office
- 4 the new factory

3 Match the words to the pictures.

a reception a warehouse a car park an office a cafeteria a factory



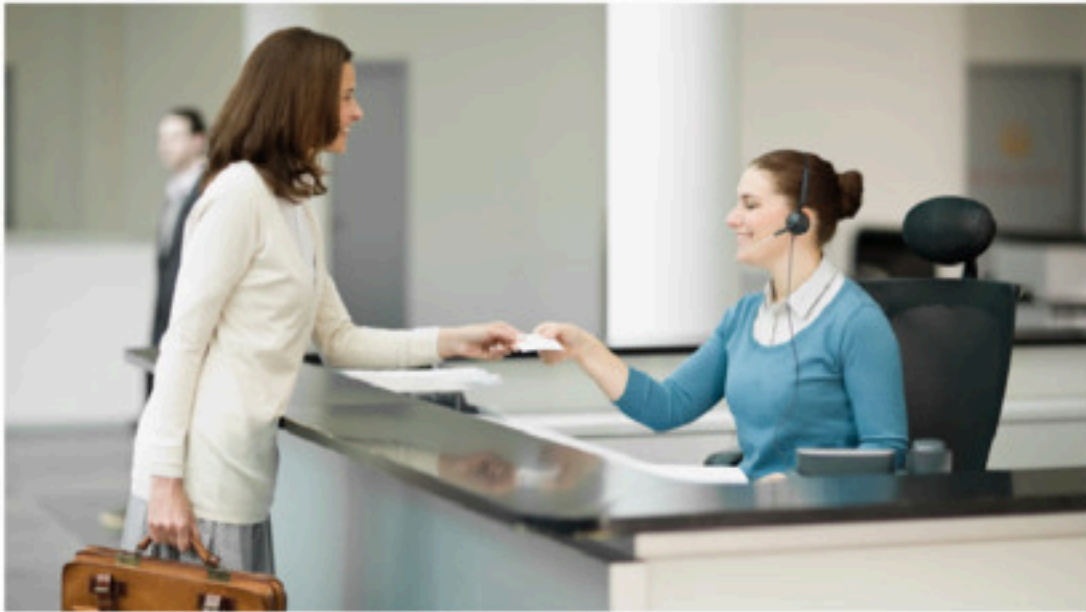
1 _____



2 _____



3 _____



4 _____



5 _____



6 _____

4 ▶ 3.2 Listen and repeat.

● ● ● ● ● ● ● ● ● ●
a warehouse a factory a cafeteria a reception an office a car park

5 Work in pairs. What places in 3 are in your company?

6 Look at the adjectives below then answer the questions about Mieszanka.

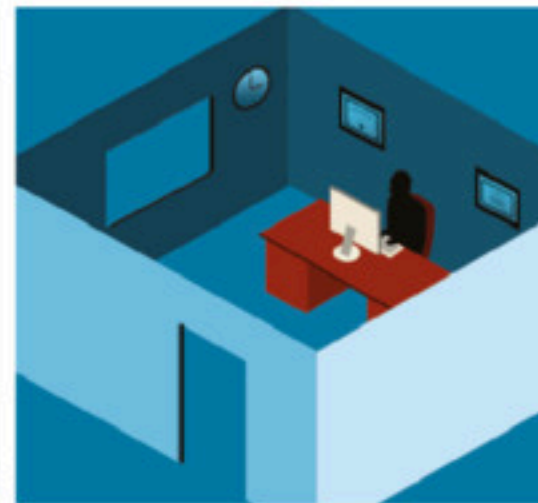
Adjectives



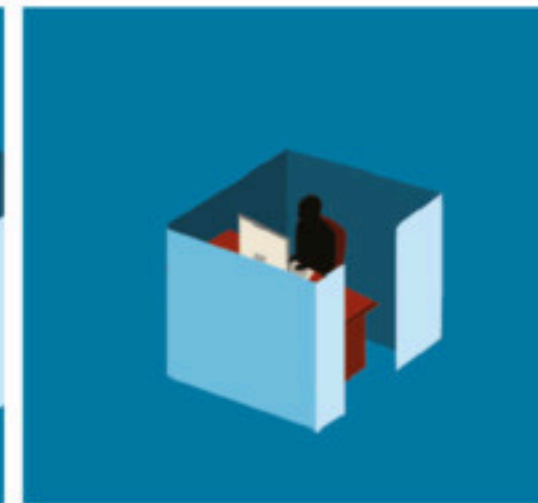
new



old



big



small



good



bad

- 1 Is the factory in Katowice old or new?
- 2 Is the warehouse in Poznań big or small?
- 3 Is the cafeteria in Poznań good or bad?

7 ▶ 3.3 Listen to three people. Complete with the adjectives.

- 1 The sales office in London is _____.
- 2 The factory and warehouse are _____, but they are _____.
- 3 The cafeteria is _____, but the food is _____.

» For more exercises, go to **Practice file 3** on page 60.

8 Work in pairs. Talk about places at work using adjectives.

Example: My office is old.

- your office
- the car park
- the cafeteria (or café)
- your head office
- other places (e.g. the warehouse)

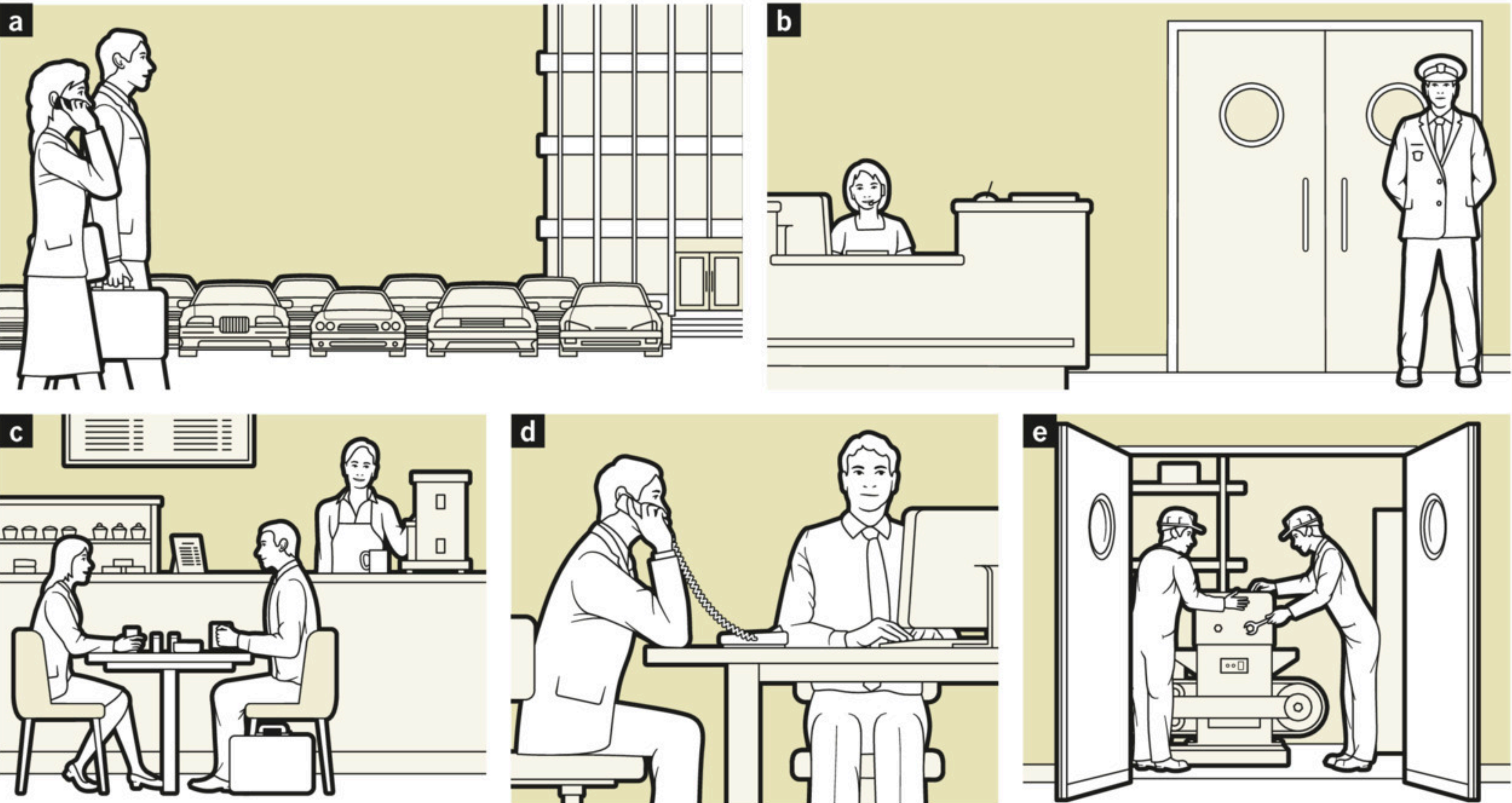
Tip | Adjective + noun

The office is new. = It's a new office.

NOT It's an office new.

Language at work | We / They are | Wh- questions

1 Look at the pictures. What places are in the company?



- 2 Match the sentences to people a–e in the pictures.
- 1 Sonia and Bill: ‘We’re the sales reps. We’re in the car park.’ ____
 - 2 The managers are in the cafeteria. ____
 - 3 Mike and Jim: ‘We aren’t in the factory. We’re in the office.’ ____
 - 4 The engineers aren’t in reception. They’re in the factory. ____
 - 5 Are Gill and the security guard in reception? Yes, they are. ____
- 3 Complete *Language point 1* with ‘re, are, or aren’t.

LANGUAGE POINT 1			
Positive	Negative	Question	Short answers
We / They _____ in the warehouse.	We / They _____ in the factory.	_____ we / they in reception?	Yes, we / they _____. No, we / they _____.

» For more information, go to **Grammar reference** on page 61.

- 4 Work in pairs. Ask and answer questions about the people in the pictures.
Example: A Are Sonia and Bill in the cafeteria?
B No, they aren’t. They’re in the car park.
- 5 Work in pairs. Choose two people in the pictures. Work with another pair. Ask and answer questions.
Example: Pair 1 Are you in the car park?
Pair 2 No, we aren’t.
Pair 1 Are you in the factory?
Pair 2 Yes, we are. We’re the engineers.
- 6 ▶ 3.4 Listen to three conversations. Where are the people?
- 1 Sonia and Bill: ☐ in the car park ☐ in reception
 - 2 Mike: ☐ in reception ☐ in the office
 - 3 Bill: ☐ in the cafeteria ☐ in the factory

- 7 ▶ 3.4 Match the questions (1–3) to the answers (a–c). Listen again and check.
- 1 What’s your company? ____

2 Who are they? ____

3 Where’s Bill? ____
- a Sonia Jones and Bill Dare.

b He’s in the cafeteria.

c Introcom.

Wh- question word	be
What	’s ...? are ...?
Where	
Who	

» For more exercises, go to Practice file 3 on page 61.

- 8 Look at Language point 2. Match the question word to the thing it asks about.

LANGUAGE POINT 2	
What	a person
Where	a thing
Who	a place

» For more information, go to Grammar reference on page 61.

- 9 Work in pairs. Look at the pictures in 1 again. Ask and answer questions about the people. Use *Who ...?* and *Where ...?*
- Examples: A Who is he?

B The security guard.

A Where are Sonia and Bill?

B In the car park.

Tip | Who ...?
Who ...? asks about a person or a job title.
Who are they?
Sonia and Bill. / The sales reps.

Practically speaking | Email and website addresses

- 1 ▶ 3.5 Listen and repeat.
- 1

2

3

4

5
- 2 ▶ 3.5 Listen again. Match the words to the symbols.
- dot

dash

at

underscore
- 1 @ _____

2 - _____

3 _ _____

4 . _____
- 3 ▶ 3.6 Listen. Tick (✓) the address you hear in 1.
- 4 ▶ 3.7 Put the words in the right order. Listen, check, and repeat.
- you / that / repeat / Can

_____?

» For more exercises, go to Practice file 3 on page 61.

- 5 Complete the table for you.

Address	You	Your partner
Company website		
Work email		

- 6 Work in pairs. Ask your partner questions and complete the table in 5.

Business communication | Sending email requests

- 1 Read emails 1 and 2. Answer the questions.
- 1 Where is the visit?

2 What is the request?

1

✉

Subject: Factory visit

Dear Ms Aranegui

I'm writing about my visit to your new factory and warehouse. Can you please send me a map?

Kind regards

Sergio Galletti

2

✉

Subject: Visit

Hi Maria

Where is the new factory and warehouse?

Please send me a map.

All the best

Luca

- 2 Match emails 3 and 4 to emails 1 and 2.

3

✉

Subject: Re: Visit

Hello Luca

Thanks for your email. They're in Turin. Here is a map.

Best

Maria

4

✉

Subject: Re: Factory visit

Dear Mr Galletti

Thank you for your email. The new factory and warehouse are in Turin. Please find attached a map.

Best wishes

Maria Aranegui

- 3 Complete with the expressions.
- Thank you for

Hi

Can you please send

Kind regards

Where is

All the best

I'm writing about

Here is

Dear

Emails 1 and 4	Emails 2 and 3
_____ Ms Aranegui / Mr Galletti	_____ Maria / Hello Luca
_____ my visit to your new factory ...	_____ the new factory ...?
_____	Thanks for
_____	Please send
Please find attached	_____
Best wishes / _____	_____ / Best

- 4 Which two emails are formal?
- » For more exercises, go to **Practice file 3** on page 60.
- 5 Complete the emails with expressions from 3.

✉

1 _____ Taro

Where's the meeting?

2 _____ me details.

Best

Keita

✉

3 _____ Mr Nakamura

4 _____ the meeting at the sales office. Can you please send me details?

5 _____

Miki Shiratori

Key expressions

Opening

Hello / Hi

Dear Mr / Mrs / Ms*

Previous contact

Thank you for (your email).*

Thanks for (your email).

Reason for writing

I'm writing about ...*

Requesting

Please send ...

Can you please send ...*

Attachments

Please find attached (a map).*

Here is (a map).

Closing

Best wishes / Kind regards*

All the best / Best

* formal phrases

TALKING POINT

What's the answer?

Work in pairs or teams. Ask and answer questions.

Team A

- 1 Choose a blue question square.
- 2 Ask Student B / Team B your question.

Team B

- 1 Find the correct yellow answer square.
- 2 Answer the question.
- 3 Choose a blue question square. Ask Student A / Team A your question.

Student A / Team A

Yes, she is.

Is the factory
in Russia?

It's in Lima.

Where are
the offices?

Are they
in reception?

It's old.

Where is Simon?

Yes, it is.

Student B / Team B

No, they're in
the car park.

Is the factory
new or old?

Yes, it is.

Where is the
head office?

Is Claudia in
the warehouse?

They're in Dubai.

Is your office big?

He's in the
cafeteria.

4

Departments

Starting point

- 1 Are you in a department?
- 2 What's your department?
- 3 In your department, are you ...?
 - in a team
 - on your own

Working with words | Responsibilities and departments

1 ▶ 4.1 Listen and read.



My name's Joanna. I'm from Hungary and I live in Sopron. I work for a software company. We make online courses. I'm a sales rep and I meet customers. I sell the products to training companies and schools. We have three people in the Sales Department. I work in West Hungary and Austria.

My name's Fred Meesmaecker. I'm from France, but I live in England. I work for Capgemini. It's a global company. We have over 300 offices in more than 40 countries. I'm a project manager and I manage a team of IT technicians. I have eight people in my team and they manage computer systems for the client. This month, we have a project with a food company.



2 Complete the table about the people in 1.

Name	Joanna	
Home		England
Job	Sales rep	
What you do		Manage a team
Number of people in team or department	Three	

3 Underline the verbs in the texts in 1.

4 Complete with the verbs.

work live make manage meet have sell

My name's Deshi and I'm a sales manager. I'm from China, but I ¹ _____ in Seattle in the USA. I ² _____ for URF Solutions. We're an IT company and we ³ _____ websites for companies. I ⁴ _____ the Sales Department. I ⁵ _____ six people in my team. They ⁶ _____ customers and they ⁷ _____ the products to companies in North America.

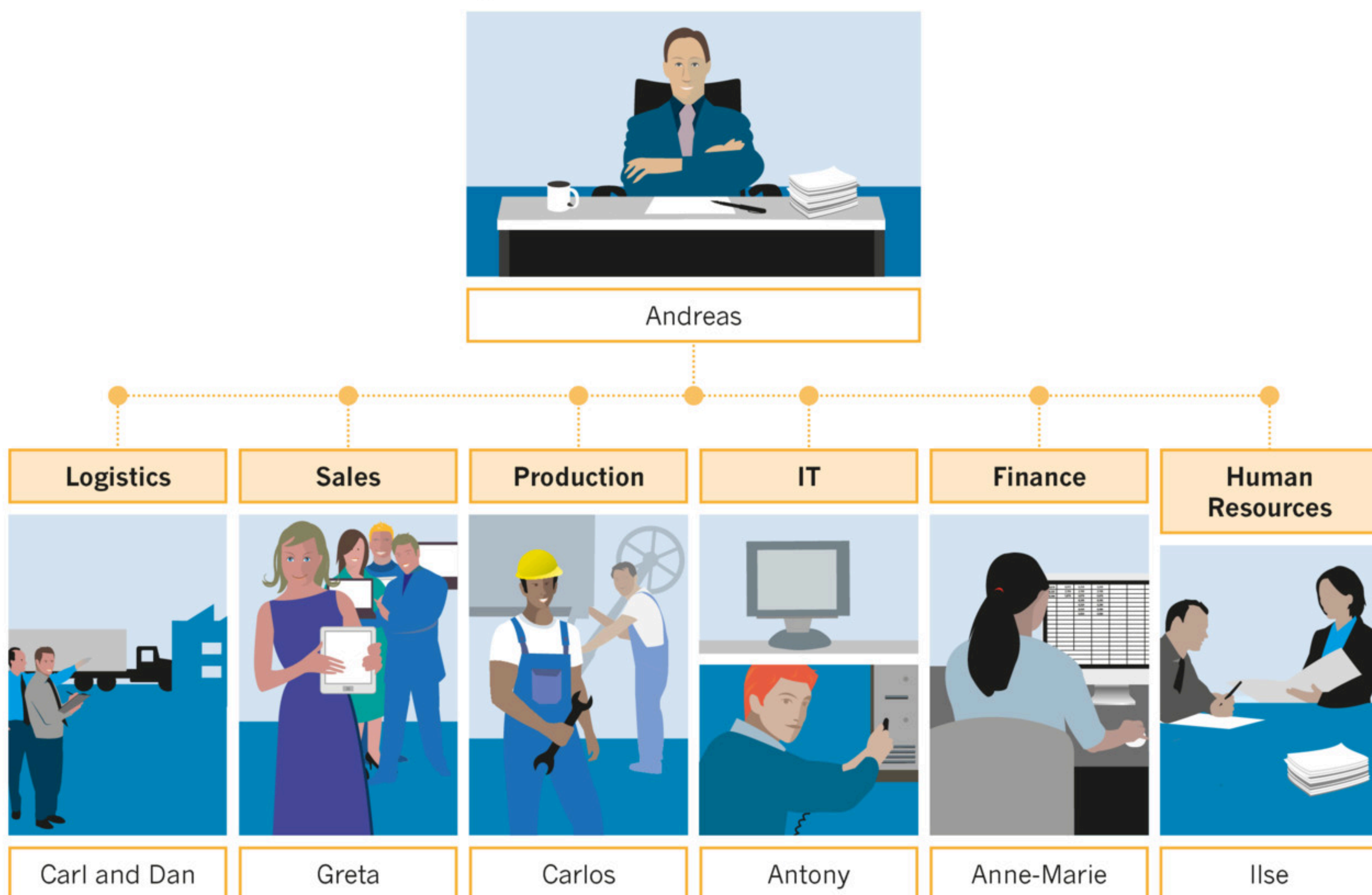
5 ▶ 4.2 Listen and repeat the verbs from 4.

Tip | Talking about big numbers

= 300 *three hundred*
 > 300 *more than / over 300*
 < 300 *less than / under 300*

6 Write about you with the verbs in 4, then tell your partner.

7 ▶ 4.3 Look at the departments in the company. Listen and repeat the departments.



8 Who from 7 says 1–7?

- 1 We make the products.
- 2 I have three people in my team. They sell the products.
- 3 We manage transport.
- 4 I manage the computer system.
- 5 I manage the company. We have six departments.
- 6 I meet new employees.
- 7 I work on my own. I manage money.

9 ▶ 4.4 Find the plural form of these words on pages 22 and 23. Then listen and repeat.

department departments
 company _____
 employee _____
 customer _____
 office _____

person _____
 product _____
 technician _____
 country _____

Tip | Plural forms

For most nouns, add -s:
department → *departments*
 For nouns ending in -y, change to -ies:
company → *companies*
 Some plural nouns are irregular: *person* → *people*

» For more exercises, go to **Practice file 4** on page 62.

10 Draw your company structure with the names of six departments. Show your partner and talk about the departments.

Example: We have a (sales) department. They (make / sell / manage / have) ...

Language at work | Present simple: I / you / we / they



- 1 ▶4.5 Karla is a manager. Today, she is with two new employees. Listen and match the person to the department.
- | | |
|--------|-----------------|
| Karla | Sales |
| Astrid | Human Resources |
| Mark | Finance |

- 2 ▶4.5 Listen again. Complete with the words.
- work (x2) don't (x2) do (x2) manage live
- 1 I _____ the Human Resources Department.
 - 2 I'm from Switzerland, but I _____ live there.
 - 3 We _____ in Munich.
 - 4 Do you _____ in Sales?
 - 5 Yes, I _____.
 - 6 What _____ you do?
 - 7 I _____ in Finance.
 - 8 No, I _____. I live in Canada.

- 3 Complete the *Language point* with *do* or *don't*.

LANGUAGE POINT			
Positive	Negative	Question	Short answers
I / you / we / they manage a department.	I / you / we / they _____ work in Sales.	_____ you / they live in Germany?	Yes, I / we / they _____. No, I / we / they _____.

» For more information, go to **Grammar reference** on page 63.

- 4 Work in pairs. Make six questions.

Do you	manage	a department?
	live in	Spain?
	work in	people?
	meet	a team?
	sell	products?
	make	India?

- 5 Work in pairs. Ask the questions from 4. Answer *Yes, I do* or *No, I don't*.

Tip | What do you do?

What do you do? =
What's your job?

6 Complete with *Who*, *What*, or *Where*.

- 1 _____ do you do?
- 2 _____ do you work for?
- 3 _____ do you live?

7 Work in pairs. Make questions for these answers using the questions from **6**.

Example: A What do you do? B I'm a production manager.

I'm a production manager.

We live in Lima.

We manage training courses.

We work for a small IT company.

I work for Alcatel-Lucent.

I make computers.

I'm an engineer.

I sell products.

» For more exercises, go to **Practice file 4** on page 63.

8 Stand up! Meet other people. Ask and answer the questions in **6**.**Practically speaking | there is / there are****1** Read about a department. Underline the verbs.

There are four people in my department. There's a manager at head office. There are two IT technicians and there's an assistant.

2 Complete the table with *is* ('s) or *are*.

There	_____	a / an one	manager. assistant.
There	_____	two four	technicians. people.

3 Complete with 's or *are*.

- 1 There _____ 200 offices in 30 countries.
- 2 There _____ an office in London.
- 3 There _____ 18 offices in the UK.
- 4 There _____ a Human Resources Department.

» For more exercises, go to **Practice file 4** on page 63.

4 Work in pairs. Talk about your company and your department using *there is / there are*. Talk about

- offices and countries
- departments
- people and jobs in your department or team.



Business communication | Taking and leaving a message



- 1 Do you call people in other departments? Which departments?
- 2 ▶ 4.6 Listen to a phone conversation. Complete the message.

Message for: Liko

Caller: Janusz in the ¹ _____ Department

Reason for call: the new ² _____ website

Message:

Do you want www.synox-sales.com or www.synox-sales ³ _____

Call Janusz on this number: ⁴ _____

- 3 ▶ 4.6 Listen again and complete the conversation.

Martha Sales. Hello?
 Janusz Hi. Is Liko there?
 Martha No, I'm sorry, he's out. Can I take ¹ _____?
 Janusz Yes, it's Janusz in IT.
 Martha Oh, hi. This is Martha. I'm the new sales assistant.
 Janusz Hi, Martha. ² _____ about the new sales website.
 Martha Sorry, one moment. OK. ³ _____. What's the message for Liko?
 Janusz It's about the sales website. Do you want dot com or dot co dot uk in the address?
 Martha Sorry, I ⁴ _____ understand. Can you ⁵ _____ that?
 Janusz The new website is www.synox-sales, but do you want synox-sales.com or synox-sales.co.uk?
 Martha OK. ⁶ _____ anything else?
 Janusz Yes. Please ⁷ _____ me _____ as soon as possible. My mobile number is 07700 897 833.
 Martha So that's 07700 897 833.
 Janusz That's right.
 Martha OK. I'll ⁸ _____ Liko your _____.
 Janusz Thanks, Martha.

- 4 Work in pairs. Practise the conversation in 3.

» For more exercises, go to **Practice file 4** on page 62.

- 5 Work in pairs. Practise two phone conversations. **Student A**, turn to page 72. **Student B**, turn to page 74.

Key expressions

Taking a message

Can I take a message?
 Go ahead.

Leaving a message

I'm calling about (the new website).
 It's about (the sales website).
 Please call me back as soon as possible.
 My number is (07700 897 833).

Asking for repetition and checking

Sorry, I don't understand.
 Can you repeat that?
 So that's (07700 897 833).

Ending the call

Is there anything else?
 I'll give (Liko) your message.

TALKING POINT

Voicemail messages

- 1 Read about a company. Answer the questions.



Synox Solutions is an IT company. There are two offices in Europe and one office in the Middle East. The head office is in Bristol in England. They have projects with clients in Europe and the Middle East. They manage computer systems and write new software. There are 25 people in the head office. There are departments for Human Resources and Sales. They also have teams of IT technicians for projects.

- 1 Where is the head office of Synox Solutions?
- 2 What do they do?
- 3 What are the departments?
- 4 Is it a big company?

- 2 ▶ 4.7 You work for Synox Solutions. Listen to three voicemails on the company phone. Complete the messages.

CALLER: _____

REASON FOR CALL: _____

MESSAGE: _____

1

CALLER: _____

REASON FOR CALL: _____

MESSAGE: _____

2

CALLER: _____

REASON FOR CALL: _____

MESSAGE: _____

3

- 3 Work in pairs. Read the names and numbers of people in head office. Who do you give the messages in 2 to? Why?

Name	Department	Extension
Olaf Pederson	Managing Director	100
Frank Rogers	IT Projects Manager	101
Ray Searle-Jones	IT Projects Assistant	102
Shaun Manus	Sales (Europe)	104
Tyler Khan-Yates	Sales (Middle East)	105
Emily Sanchez	HR Manager	106
Gill Reeves	HR Assistant	107

- 4 Tell the class your answers.

Viewpoint 1 | People in business

Preview

In this video lesson, people answer questions about their companies and departments.



Focus

- 1 Put the words in the right order to make questions.
- 1 your / 's / What / name _____?
 - 2 you / Where / are / from _____?
 - 3 your / What / is / company _____?
 - 4 your / head / 's / Where / office _____?
- 2 01 Watch three people in business. Check the questions in 1.

Companies and countries

- 3 01 Watch the video again. Write the information in the table.

Name	Country or city	Company	Head office
Tina	1 _____	Pepper Hamilton	Philadelphia, Pennsylvania, USA
Vikram	2 _____	Lloyds TSB	3 _____
Christine	Hong Kong	4 _____	5 _____

- 4 Write the missing words to complete the sentences.

- 1 My ¹ _____ 's Ulric Bogaerde.
I'm ² _____ London.
Blackwells, the bookshop.
It's ³ _____ Oxford.
- 2 ⁴ _____ name is Naomi.
⁵ _____ from New Zealand.
I work ⁶ _____ a publishing company.
My head office ⁷ _____ in Oxford.
- 3 My name ⁸ _____ Charles.
I'm from Aberdeen, ⁹ _____ Scotland.
My ¹⁰ _____ is called ETPM.
In Aberdeen.

- 5 02 Watch the video and check your answers in 4.

- 6 Work with in pairs.

Student A: Ask the four questions in 1.

Student B: Choose a person from the videos. Answer the questions for the person. Use the information in 3 or 4.

Example: A What's your name? B My name's Tina.
A Where are you from? B I'm from Los Angeles.
A What is your company? B My company's name is Pepper Hamilton.
A Where's your head office? B Our head office is in Philadelphia.

- 7 Swap roles in 6. Choose another person from the videos. Ask and answer the questions.



Departments



- 8 03 Watch three more people in business. Are these sentences true (T) or false (F)?
- 1 Emma is a training manager. ____
 - 2 Emma is from London, but she lives in the USA. ____
 - 3 Kate works in the IT Department of a training company. ____
 - 4 Alex is a sales rep in the Sales Department. ____
 - 5 Emma works in the Human Resources Department. ____
 - 6 Kate’s job is interesting. ____
 - 7 Alex works in an office all day. ____

- 9 Write the verbs from the video in sentences 1–9.
- fix have like make manage meet run sell travel work*
- 1 I _____ the training for the employees here.
 - 2 We _____ ten people in the HR Department.
 - 3 We _____ a lot of training courses.
 - 4 I _____ my department.
 - 5 I _____ with eleven IT technicians in one big office.
 - 6 We _____ computers and we _____ new programs for the company systems.
 - 7 I _____ the programmes to companies.
 - 8 I _____ around the country and present the training programmes.
 - 9 I _____ four or five new people every day.



- 10 03 Watch the video again. Tick (✓) the person who says the department or team.

	Emma	Kate	Alex
IT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

You and your working life

- 11 Write the question words in sentences 1–5.
- who what how where*
- 1 _____ do you work for?
 - 2 _____ do you do?
 - 3 _____ do you work?
 - 4 _____ department do you work in?
 - 5 _____ many people are in your department?
- 12 Look at the questions in 1 and 11. Then write three new questions for your partner about their job, company, department, employees, etc.
- 13 Work in pairs. Ask and answer the questions from 1 and 11, and your new questions from 12.
- 14 Prepare a short presentation about you and your working life. Think about:
- your name and where you live
 - your company and its head office
 - your department
 - your job and what you do
- 15 Work with a new partner. Give your presentation from 14.

5

Products

Starting point

- 1 What does Microsoft make and sell?
- 2 Does your company ...?
 - make a product
 - sell a product
- 3 What product does it ...?
 - make
 - sell

Working with words | Company types and activities

- 1 ▶ 5.1 Match the companies to the pictures. Then listen and check.

Toyota Gazprom Aldi Samsung Dassault



1 _____



2 _____



3 _____



4 _____



5 _____

- 2 ▶ 5.1 Listen again. Complete the table with the words.

cars oil and gas televisions and mobiles food aeroplanes

	Company type	Products
Gazprom	energy	
Dassault	aeronautical	
Aldi	retail	
Toyota	automobile	
Samsung	electronics	

- 3 Work in pairs. Choose a company from 1. Ask and answer.

Example: A I work for Aldi.

B What type of company is it?

A It's a retail company.

B What do you do?

A We sell food.

4 ▶ 5.2 Listen and read. What type of company are Embraer and Uniqlo?

Embraer is a Brazilian company. We make and sell aeroplanes. We have factories in Brazil and sales offices all over the world. In the factories we **build** aeroplanes. We also **design** new products by computer in the R&D* Department. We **export** products to China, the USA and Europe.

* R&D Research and Development



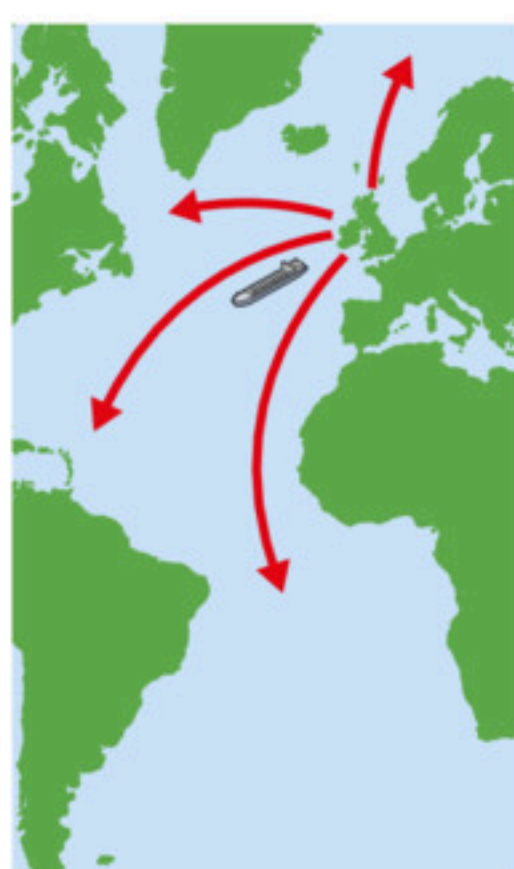
Uniqlo is a Japanese company. We sell clothes. We have stores in 13 countries around the world. Customers visit the stores and **buy** the products. We also have an online store. Customers **order** products online. Then we **deliver** the products to the customer.

5 Match the verbs from 4 to the pictures.

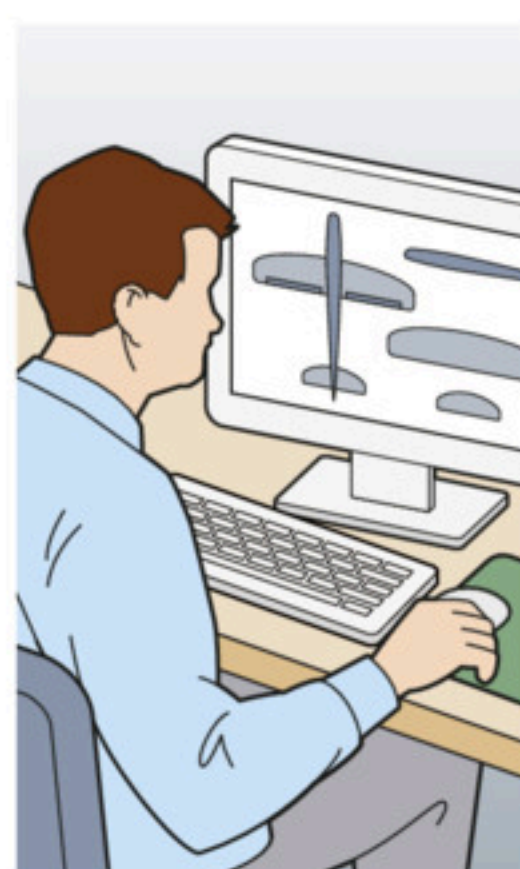
build design export buy order deliver



1 _____



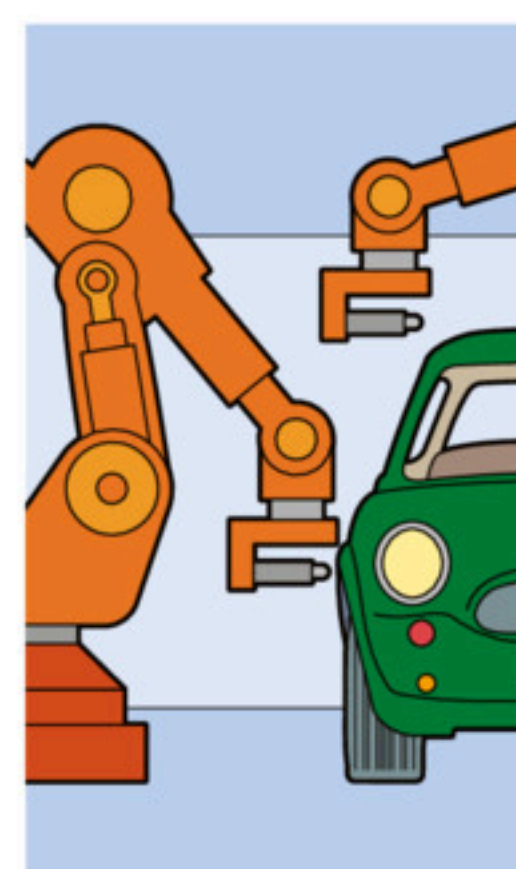
2 _____



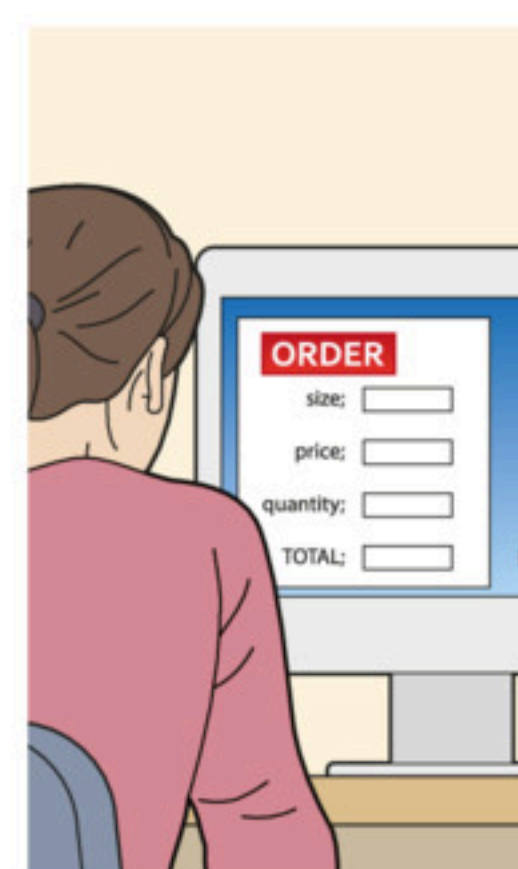
3 _____



4 _____



5 _____



6 _____

6 ▶ 5.3 Listen, check, and repeat.

7 Underline the correct verb in *italics*.

- 1 We *export* / *build* cars in factories in Europe.
- 2 We *design* / *buy* new products in the R&D Department.
- 3 Customers visit the store and *build* / *buy* clothes.
- 4 We also have an online store. Customers *order* / *deliver* products online.
- 5 We *buy* / *deliver* the products to the customer.

» For more exercises, go to **Practice file 5** on page 64.

8 Choose five verbs. Write five sentences about your company.

make sell have build design buy export order deliver

Examples: We *make* and *sell* _____.

We *have* _____ *factories* / *stores*.

9 Present your company to the class.

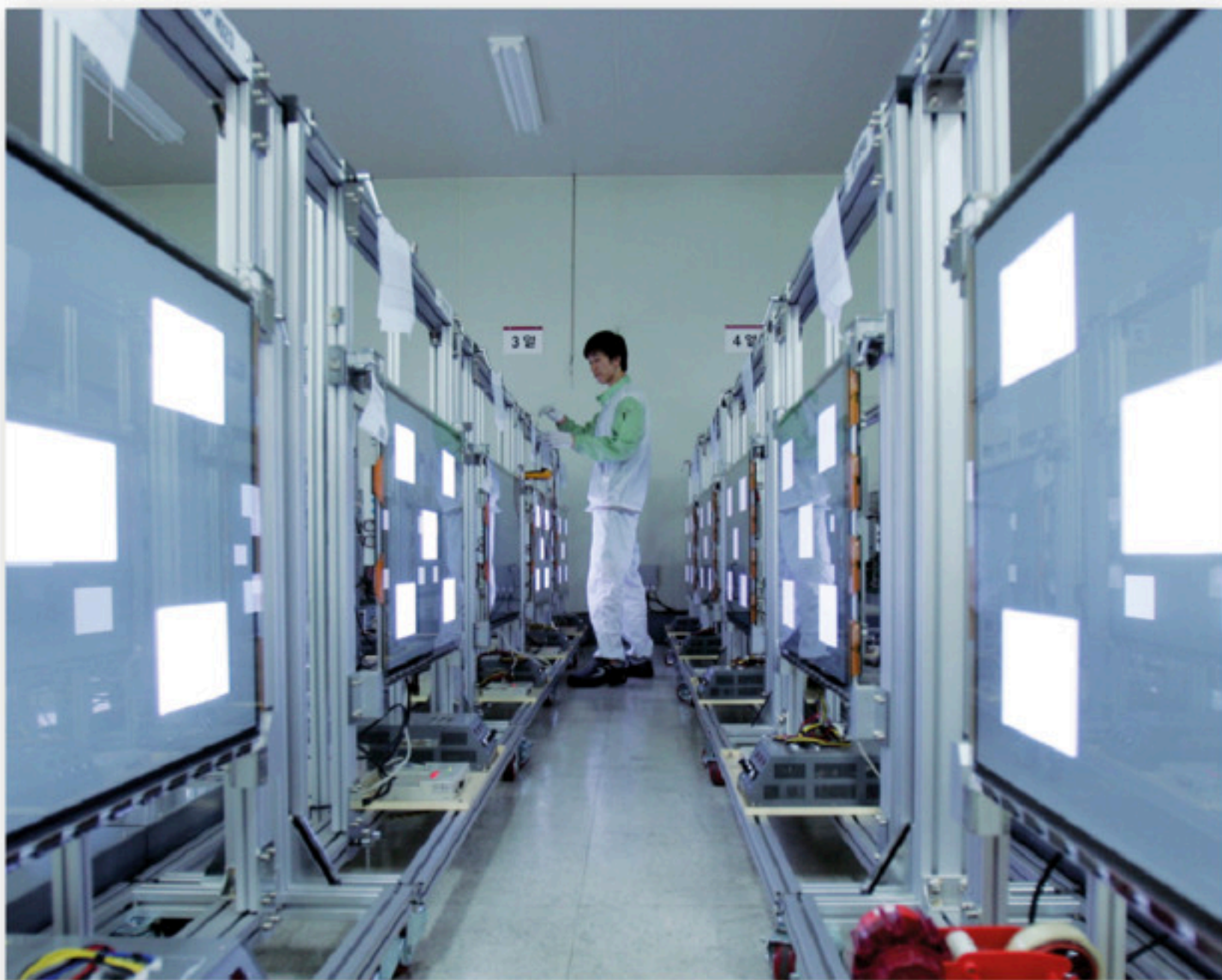
Tip | Countries and nationalities

the UK → British
 Brazil → Brazilian
 Italy → Italian
 India → Indian
 Mexico → Mexican
 Japan → Japanese
 the USA → American
 China → Chinese

Language at work | Present simple: *he / she / it*

1 ▶ 5.4 Listen and read.

Auchan is a retail company. It sells food and clothes. It has stores in Europe and Asia. The head office is in Croix, France. Martin Reuland works for Auchan, but he doesn't work in the head office. He is a store manager in Calais.



LG is an electronics company. It makes and sells televisions and mobile phones. Soo Jin Lee works in the R&D Department in Seoul. She designs new products. LG has over 20 factories in 11 countries and exports products all over the world.

2 Complete the table.

	Type of company	Products
Auchan		
LG		

- 3 Underline the verbs in the texts in 1.
- 4 Complete the *Language point* with *-s, does, or doesn't*.

LANGUAGE POINT			
Positive	Negative	Question	Short answers
He / she / it sell _____ food products.	He / she / it _____ design new products.	_____ he / she / it make products?	Yes, he / she / it _____. No, he / she / it _____.

» For more information, go to **Grammar reference** on page 65.

Tip | have / has
We write *I / you / we / they have* but *he / she / it has*:
*It **has** stores all over the world.*

- 5 Complete the sentences with the correct form of the verbs in (brackets).
- 1 Auchan _____ (sell) food and clothes.
 - 2 He _____ (not work) in the head office.
 - 3 LG _____ (have) over 20 factories in 11 countries.
 - 4 She _____ (design) new products.
 - 5 It _____ (export) products all over the world.
 - 6 LG _____ (not make) food products.

6 Put the words in the right order.

1 Martin / work / Does / Croix / in

_____?

2 export / LG / products / Does

_____?

3 Auchan / have / stores / Africa / in / Does

_____?

4 design / Soo Jin Lee / new / Does / products

_____?

5 she / work / the Sales Department / Does / in

_____?

7 Match the answers to the questions in **6**.

a No, it doesn't. ____

b Yes, she does. ____

c No, he doesn't. ____

d Yes, it does. ____

e No, she doesn't. ____

8 ▶ **5.5** Listen and check.**9** Complete the question words.

1 Wh_____ does Martin work?

2 Wh_____ does Soo Jin work for?

3 Wh_____ does LG export?

10 Match the questions to the answers.

1 What does Auchan sell? ____

2 Where does Soo Jin work? ____

3 What does Martin do? ____

4 What does LG export? ____

5 Who does Martin work for? ____

a He's a store manager.

b It sells food and clothes.

c It exports televisions and mobile phones.

d He works for Auchan.

e She works in the R&D Department.

» For more exercises, go to **Practice file 5** on page 65.**11** Work in pairs. **Student A**, turn to page 72. **Student B**, turn to page 74.**Practically speaking | Big numbers****1** ▶ **5.6** Listen and repeat.

10	11	12	13	14	15	16	17	18	19
20	30	40	50	60	70	80	90	100	1,000

2 Work in pairs. Take turns. Choose six numbers.

Student A, say your numbers. Student B, listen and write the numbers.

3 ▶ **5.7** Listen and repeat.

27 82 145 610 3,900 21,340 172,000 58,000,000

4 ▶ **5.8** Listen and write the numbers.

1 _____	3 _____
2 _____	4 _____

» For more exercises, go to **Practice file 5** on page 65.**5** Work in pairs. Answer with numbers.

1 The number of employees: in your office / in your company

2 The population of: your town / your city / your country

www.euroboxes.com

EUROBOXES



Euroboxes delivers cardboard boxes to businesses. We sell standard cardboard boxes but we also design packaging for your needs.

Business communication | Ordering

- 1 Read about a company.
What does it sell? Does it deliver the products?
- 2 ▶5.9 Carel Peeters from Belgium calls Paul Rice at Euroboxes. Listen and complete the order form.

Product	Size	Item No	Price per box	Quantity	Total price
SSW box	Small	1 _____ - _____	20 cents	2 _____	3 _____ euros
SSW box	Medium	4 _____ - _____	5 _____ cents	5,000	6 _____ euros
					7 _____ euros

- 3 Who says the expressions from the conversation? Tick (✓) *Company* or *Customer*.

	Company	Customer
1 Can I help you?	<input type="checkbox"/>	<input type="checkbox"/>
2 I'd like to order Standard Single Wall boxes.	<input type="checkbox"/>	<input type="checkbox"/>
3 Do you have the item number?	<input type="checkbox"/>	<input type="checkbox"/>
4 How many would you like?	<input type="checkbox"/>	<input type="checkbox"/>
5 Does that include delivery?	<input type="checkbox"/>	<input type="checkbox"/>
6 And I also want 5,000 medium.	<input type="checkbox"/>	<input type="checkbox"/>
7 What's the price?	<input type="checkbox"/>	<input type="checkbox"/>
8 The total price is 3,250 euros.	<input type="checkbox"/>	<input type="checkbox"/>
9 Can you confirm my order by email?	<input type="checkbox"/>	<input type="checkbox"/>
10 I'll email that now.	<input type="checkbox"/>	<input type="checkbox"/>

- 4 ▶5.9 Listen again and check.

» For more exercises, go to **Practice file 5** on page 64.

- 5 Put the words in the right order to make sentences.
1 help / Can / you / I _____?
2 like / order ... / I'd / to _____
3 price / the / What's _____?
4 include / Does / delivery / that _____?
5 order / email / Can / confirm / my / by / you _____?
- 6 Work in pairs. Practise a conversation between Paul Rice and a new customer.
Student A You are Paul Rice. Answer the phone and speak to the customer. The prices of boxes are: 20 cents (small), 25 cents (medium), 30 cents (large).
Student B You are a customer. Order boxes: 7,500 small, 5,000 medium, 2,500 large. Ask for the total price.

Key expressions

Ordering items

I'd like to order (small Standard Single Wall boxes).
Do you have the item number?
The item number is (SSW-3411).
How many would you like?
I also want (5,000 medium).

Talking about the price

What's the price?
Does that include delivery?
The total price is (3,250 euros).

Asking to confirm

Can you confirm my order by email?
What's your email?
I'll email that now.

TALKING POINT

The question game

- Work in pairs. Look at the three topics.
- 1 Student A, ask Student B questions about Topic 1 (You). You have 5 minutes.
Student B, tick (✓) a point for each correct question about Topic 1.
Answer the questions.
 - 2 Change roles and repeat 1.
 - 3 Repeat the activity for Topic 2 (Work) and Topic 3 (A company).
 - 4 At the end, count all your points. What is your total? Who is the winner?

Topics	Questions	Topic 1 Points	Topic 2 Points	Topic 3 Points
Topic 1 You <ul style="list-style-type: none">• your name• your country• your job• other? Topic 2 Work <ul style="list-style-type: none">• your workplace• your department• your responsibilities• other? Topic 3 A company <ul style="list-style-type: none">• head office and offices• location• products and services• other?	What's / What are ...?			
	Are you ...?			
	Is your company ...?			
	Where's / Where are ...?			
	Who is / Who are ...?			
	Do you ...?			
	Does your company ...?			
	What do ...?			
	What does ...?			
	Where do ...?			
	Where does ...?			
	What products do ...?			
	What products does ...?			
	What services do ...?			
	What services does ...?			
Can you spell ...?				
Total points:				





6

Entertaining

Starting point

- 1 At work, do you eat lunch ...?
 - at your desk
 - in the company cafeteria
 - in a café or restaurant
- 2 What do you eat?

Working with words | Food and drink

- 1 Read the lunch menu in a company cafeteria. Match the pictures to the items in the menu.

Lunch Menu

Meat dishes

Steak and fries	\$7.50
Chicken curry and rice	\$6.50

Vegetarian dishes

Vegetable lasagne	\$6.50
Tomato soup with bread	\$4.50
Salad	\$4.00
Cheese sandwich	\$4.50

Desserts

Chocolate cake	\$4.00
Ice cream	\$3.00

Drinks

Mineral water, Orange juice,	
Coffee, Tea	
All drinks	\$1.50



1



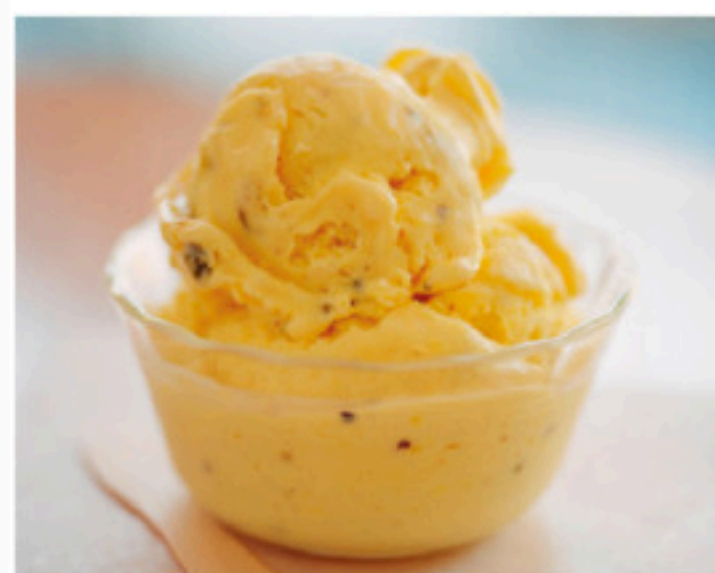
2



3



4



5



6



7



8



9



10



11



12

Tip | Saying prices

\$10.00 = ten dollars
 \$10.50 = ten dollars fifty
 \$0.50 = fifty cents

2 ▶ 6.1 Listen, check, and repeat.

3 ▶ 6.2 Mr Shimura is a visitor. He's in the company cafeteria with Mr Jarvis. Listen to the conversation. Are the sentences true (T) or false (F)?

- 1 Mr Shimura wants steak and fries with salad. ____
- 2 Mr Jarvis wants chicken curry and rice. ____
- 3 Mr Jarvis would like chocolate cake. ____
- 4 They want coffee. ____
- 5 The total price is \$23. ____

4 ▶ 6.2 Listen again. Number the sentences in the right order (1–5).

- a ____ What would you like?
- b ____ I'd like steak and fries with salad.
- c ____ Hello, can I help you?
- d ____ That's \$23, please.
- e ____ And can I have tomato soup with bread?

5 ▶ 6.3 Listen and repeat the sentences in 4.

6 Work in groups of three. Practise a conversation in the cafeteria. Order food and drink from the menu in 1. Take turns to be A, B and C.

Student A You work in the cafeteria.

Student B You work at the company. You are with Student C.

Student C You are a visitor at the company. You are with Student B.



7 ▶ 6.4 Listen to Mr Shimura and Mr Jarvis at lunch. Who says sentences 1–5? Tick (✓) Mr Shimura or Mr Jarvis.

	Mr Shimura	Mr Jarvis
1 I like steak.	<input type="checkbox"/>	<input type="checkbox"/>
2 I don't like sushi.	<input type="checkbox"/>	<input type="checkbox"/>
3 I like Japanese food.	<input type="checkbox"/>	<input type="checkbox"/>
4 Do you like Indian food?	<input type="checkbox"/>	<input type="checkbox"/>
5 Yes, I do.	<input type="checkbox"/>	<input type="checkbox"/>

» For more exercises, go to **Practice file 6** on page 66.

8 Work in groups. Discuss the questions.

What food do you like? Do you like the food in 1?

Do you like food from other countries? For example, do you like Indian food? Italian food? Thai food?

Examples: A What food do you like?

B I like steak, but I don't like fries.

A Do you like Japanese food?

B Yes, I do. / No, I don't.

Tip | I'd like, I like

Say *I'd like* ... when you order food:

I'd like chicken curry.

Say *I like* ... about food in general:

I like salad.

Language at work | *can / can't*

- 1 Do you have free time at lunchtime at work? What do you do?
- 2 Read about the company, EE. What do 40 employees do at lunchtime?

EE EMPLOYEES SING AT WORK

EE has offices in Merthyr Tydfil in Wales. 40 employees are in the company choir. They meet at lunchtime and they sing!



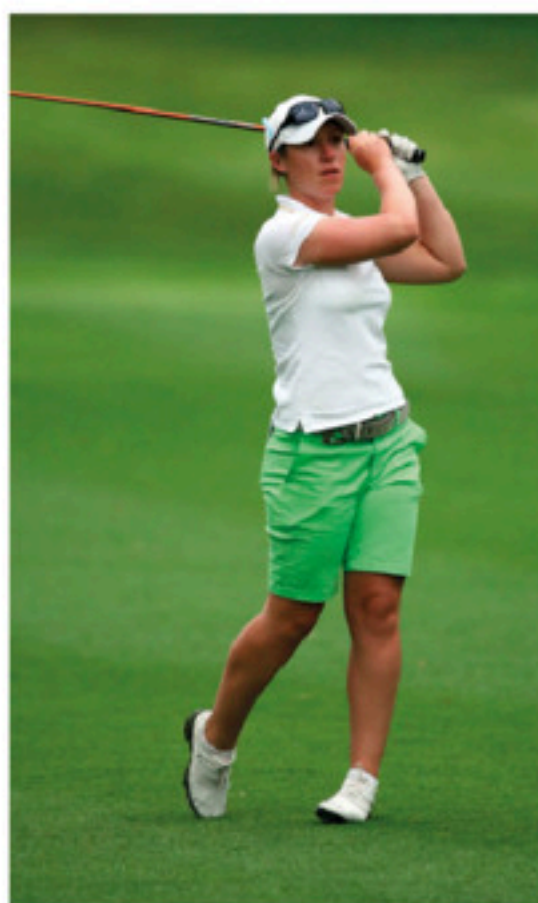
- 3 ▶ 6.5 Listen to a conversation. Who sings at lunchtime? The man or the woman?
- 4 ▶ 6.5 Complete the *Language point* with *can* or *can't*. Listen again to check.

LANGUAGE POINT

- A What do you do at lunchtime?
 B I sing in the company choir.
 A ¹ _____ you sing?
 B Yes, I ² _____. Do you want to come?
 A No. I ³ _____ sing.

» For more information, go to **Grammar reference** on page 67.

- 5 Work in pairs. Practise the conversation in 4.
- 6 ▶ 6.6 Look at the pictures. Listen and repeat.



1 play golf



2 play the guitar



3 speak English



4 play tennis



5 run a marathon



6 cook Italian food

- 7 Work in pairs. Ask and answer questions about the activities in 6.

Example: A Can you play golf?

B Yes, I can. Can you play the guitar?

A No, I can't.

» For more exercises, go to **Practice file 6** on page 67.

- 8 Stand up. Ask three people the questions in the table. Write their name and answers.

	Person 1	Person 2	Person 3
What sports can you play?			
What languages can you speak?			
What musical instruments can you play?			
What types of food can you cook?			

- 9 Tell the class about the three people in 8. What can they do?

Example: Mario can play tennis and football. He can speak three languages – Italian, English and Chinese. He can't play a musical instrument, but he can sing, and he can cook Italian food!

Practically speaking | Days and times

- 1 ▶ 6.7 Listen and complete with the days of the week. Listen again and repeat.

Wednesday Sunday Friday Tuesday



- 2 Work in pairs. What days do you ...?

- go to work
- have free time
- play sport

- 3 Read two notices at a company.

- 1 What day is golf? What time does it start?
- 2 What day is choir? What time does it start? What time does it finish?

Play golf after work

On Monday at 5.00

Call Nashil in Human Resources (extension 221) for information

Sing at lunchtime on Tuesday!

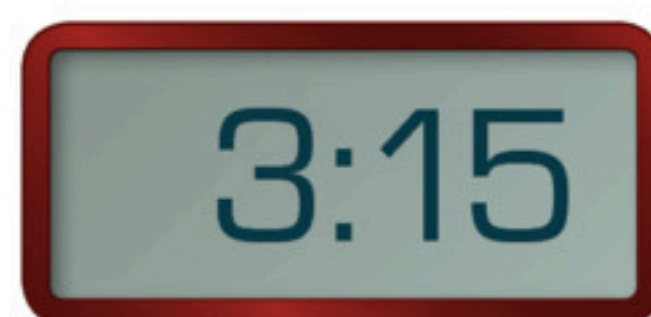
The company choir meets 12.00–1.00 in room 31A

All employees welcome

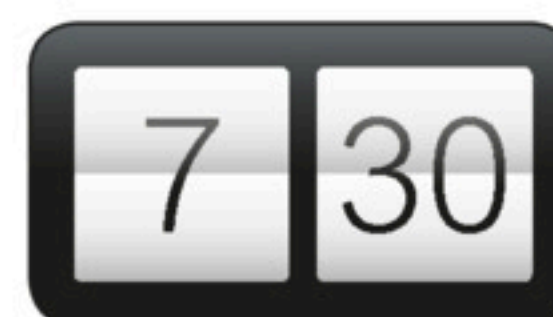
- 4 ▶ 6.8 What's the time? Complete with the number. Listen, check, and repeat.



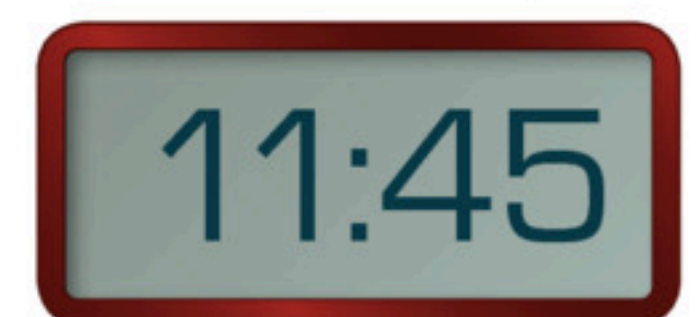
1 It's _____ o'clock.



2 It's _____ fifteen.



3 It's _____ thirty.



4 It's _____ forty-five.

» For more exercises, go to **Practice file 6** on page 67.

- 5 Work in pairs. What time do you ...?

- start work
- have lunch
- finish work

Tip | on + day,
at + time

on Monday, on Tuesday
at twelve o'clock,
at two fifteen