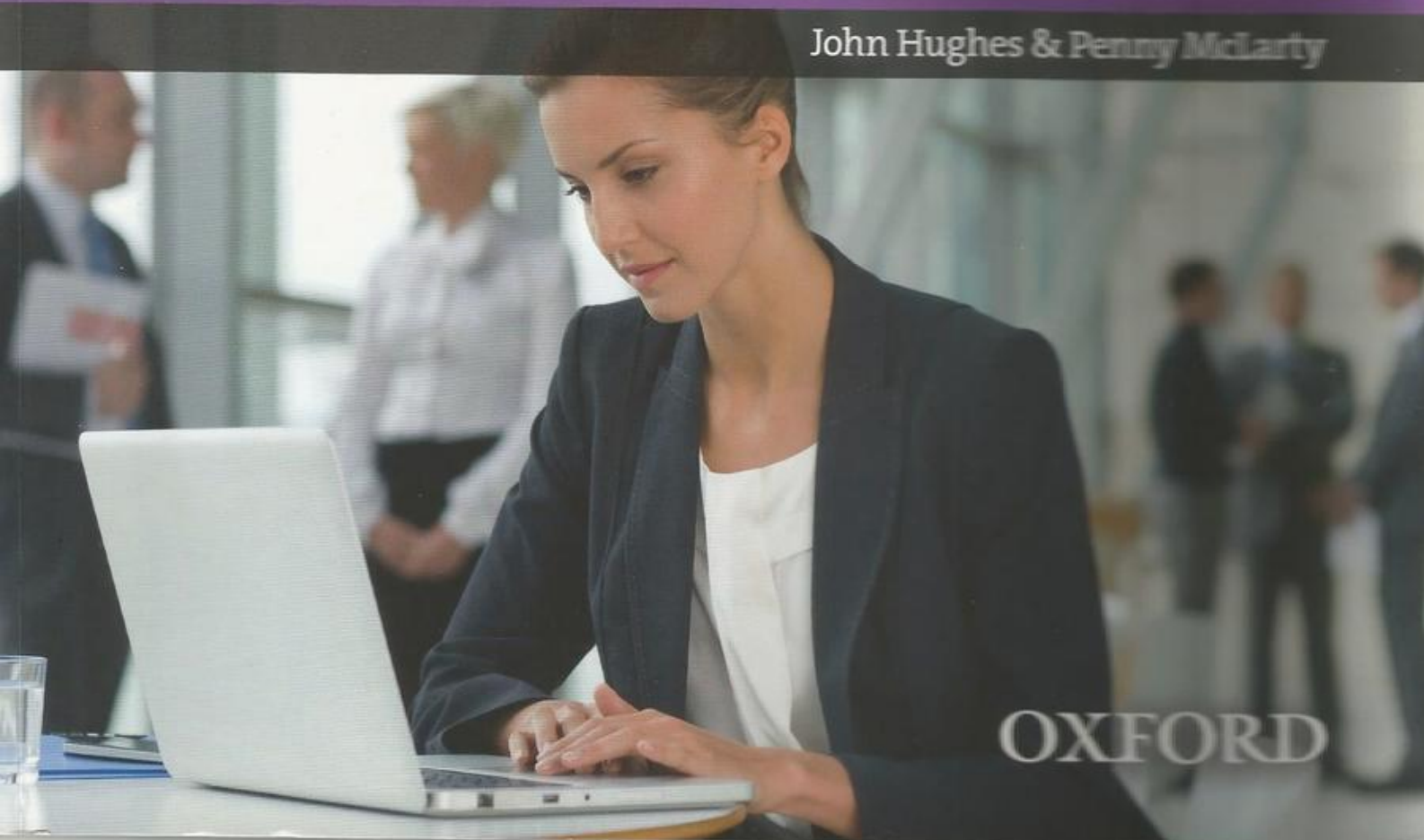




# Business Result

**Starter** Student's Book

John Hughes & Penny McLarty



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# Introduction

## How to use Business Result Starter | A complete blended learning package

In your *Business Result Starter Student's Book* pack:

Student's Book; DVD-ROM; Access card to Business Result Starter Online Workbook

### In class

#### Student's Book | Main unit

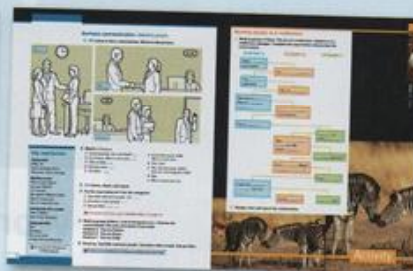


Working with words  
Vocabulary



Language at work  
Grammar

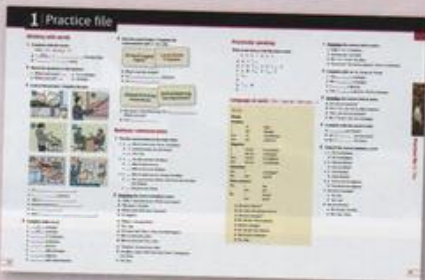
Practically speaking  
Everyday English



Business communication  
Key expressions

Activity  
Fluency task or game

#### Student's Book | Practice file



#### Video + worksheets



### At home Interactive Workbook

#### Online only

Reading activities  
Discussions



#### Online & DVD-ROM

Exercises | Tests | Email practice  
Sample emails | Video  
Glossaries | Class audio



&



#### DVD-ROM only

Phrasebank and  
personal phrasebook







# 1 | You

## Learning objectives in this unit

- Introducing yourself
- Talking about jobs
- Asking about names and jobs
- Alphabet and spelling
- Meeting people

## Activity

- Meeting people at a conference

## Starting point

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

## Working with words | Introducing yourself | Jobs

### 1 01▷ Listen and read.



### 2 01▷ 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 02▷ Listen and read.



1 IT technician



2 finance director



3 office assistant



4 sales representative



5 engineer



6 human resources manager

6 03▷ Listen and repeat.

● ● ●    ● ● ●    ● ● ●    ● ● ● ●    ● ● ●    ● ● ●  
 technician    director    assistant    representative    manager    engineer

7 04▷ Listen and complete with a job from 5.

Fabienne I'm a <sup>1</sup> \_\_\_\_\_. What's your job, Luis?

Luis Oh, I'm a <sup>2</sup> \_\_\_\_\_.

Paula What's your job, Tageshi?

Tageshi I'm an <sup>3</sup> \_\_\_\_\_. And you?

Paula I'm an <sup>4</sup> \_\_\_\_\_.

8 Work in pairs. Practise the conversations in 7.

» For more exercises, go to Practice file 1 on page 54.

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

📎 » Interactive Workbook » Glossary

**Tip** | a / an

a manager

a director

an assistant

an engineer



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

### 1 05▷ 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 with 'm or 're.

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

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

### 4 06▷ 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 information and exercises, go to Practice file 1 on page 55.

#### 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 07▷** Listen and find the name badge.

<p>1 <b>Tomas Gorski</b> Technical Assistant </p>	<p>2 <b>Enzo Gonzales</b> Sales Representative </p>
<p>3 <b>Enzo Silva</b> Sales Manager </p>	<p>4 <b>Daisuke Hori</b> IT Technician </p>

**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 08▷** 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.



**3 09▷** 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 55.

**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 10► Listen to three conversations. Match to the pictures.



## 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.

2 Match 1–5 to a–e.

1 Good morning. Are you Kasia? \_\_\_\_\_

2 I'm Franco. Nice to meet you. \_\_\_\_\_

3 This is Sally. \_\_\_\_\_

4 See you soon. \_\_\_\_\_

5 Goodbye. \_\_\_\_\_

a Good afternoon, Sally.  
Nice to meet you.

b Yes, I am.

c Yes, see you soon. And it  
was nice meeting you, Sally.

d Bye.

e Nice to meet you too.

3 11► Listen, check, and repeat.

4 Put the expressions in 2 into the categories.

1 Say hello and meet people 1b \_\_\_\_\_

2 Introduce other people \_\_\_\_\_

3 Say goodbye \_\_\_\_\_

» For more exercises, go to **Practice file 1** on page 54.

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.

② » Interactive Workbook  
» Phrasebank

② » Interactive Workbook » Email and Exercises and Tests



## 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.

STUDENT A

Hello. \_\_\_\_\_  
your name?

Can \_\_\_\_\_  
spell that?

My name's \_\_\_\_\_.  
Nice to \_\_\_\_\_  
\_\_\_\_\_.

This is \_\_\_\_\_.

It was nice \_\_\_\_\_  
\_\_\_\_\_. See you  
\_\_\_\_\_.

STUDENT B

I'm \_\_\_\_\_.

Yes, it's \_\_\_\_\_.

\_\_\_\_\_ meet you too.

Nice \_\_\_\_\_  
\_\_\_\_\_ too. My  
name's \_\_\_\_\_.

I'm a \_\_\_\_\_. What's  
\_\_\_\_\_?

Good \_\_\_\_\_!

STUDENT C

\_\_\_\_\_ to  
meet \_\_\_\_\_.

\_\_\_\_\_ your job?

I'm a \_\_\_\_\_.

\_\_\_\_\_ bye!

- 2 Change roles and repeat the conversation.



# 2 Company

## Learning objectives in this unit

- Talking about companies and countries
- Asking about people and companies
- Saying numbers 0–9
- Starting a telephone call

## Activity

- The company game

## 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 12▷ 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.



Dr Saleh Al-Banwan  
Network <sup>1</sup>E \_\_\_\_\_  
<sup>2</sup>Z \_\_\_\_\_  
Head Office, Airport Road, 13083 Safat  
<sup>3</sup> \_\_\_\_\_

### 2 13▷ Listen and complete the business cards with the companies.

Asiana Airlines Petrobras Santander





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

- 6 14▶ Listen and repeat the countries in 5.

- 7 15▶ Listen and complete with the countries.

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

- 8 15▶ Listen again. Complete the questions and answers.

- 1 Where are you from, Saleh? \_\_\_\_\_ Saudi Arabia.  
 2 \_\_\_\_\_ your company? My \_\_\_\_\_ is Santander.  
 3 \_\_\_\_\_ your head office? It's in Seoul.  
 4 \_\_\_\_\_ are you from, Ricardo? 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 56.

- 11 Work in pairs. Student A, turn to File 7 on page 71. Student B, turn to File 12 on page 72.

### Tip | and

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



**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 with *is* ('s) or *isn't*.

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 _____.

**4** 16▶ Complete with *is* ('s) or *isn't*. Listen and check.

- A Hello, I work for Oltecha.
- B Nice to meet you. My company <sup>1</sup>\_\_\_\_\_ Petrobras.
- A <sup>2</sup>\_\_\_\_\_ your head office in São Paulo?
- B No, it <sup>3</sup>\_\_\_\_\_. It's in Rio. Where's your company?
- A I work in São Paulo and the company head office <sup>4</sup>\_\_\_\_\_ in Stavanger.
- B <sup>5</sup>\_\_\_\_\_ Stavanger in Norway?
- A Yes, it <sup>6</sup>\_\_\_\_\_.

**5** Work in pairs. Practise the conversation in 4.

» For more information and exercises, go to **Practice file 2** on page 57.

**Tip** | 's or *is*?

Use 's for speaking:  
*He's* = He *is*  
*Camilla's* = Camilla *is*



# 6 Work in pairs. Student A, see below. Student B, turn to File 16 on 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 17▶ Read, listen, and repeat the numbers on the telephone.

2 18▶ Listen and circle the numbers on the telephone.

3 19▶ Listen and complete the passcode on the telephone.

4 20▶ Listen and complete the numbers.

1 Flight BA 3\_\_10      3 Credit card number 41\_\_2\_\_409 37\_\_8 2\_\_58

2 Security code \_\_82\_\_      4 Passport number 6\_\_42\_\_87\_\_2

» For more exercises, go to **Practise file 2** on page 57.

5 Complete the table for you.

Numbers	You	Your partner
Work		
Extension		
Mobile		

6 Work in pairs. Say your numbers. Write your partner's numbers in the table.

*My work number is ...      My extension number is ...*



## Tip | Saying numbers

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





## Business communication | Starting a telephone call

- 1 21▷ Listen to a telephone call. Is Aitur Garitano there?
- 2 21▷ 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 22▷ Listen to two telephone calls. Is Rosa in the office? Tick (✓) YES or NO.  
 Conversation 1 YES ☐ NO ☐  
 Conversation 2 YES ☐ NO ☐
- 5 22▷ Listen again. Match questions 1–3 to responses a–c.

1 Hi. Is that Rosa? —

2 Is Rosa there? —

3 Hello. Is Rosa in the office? —

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

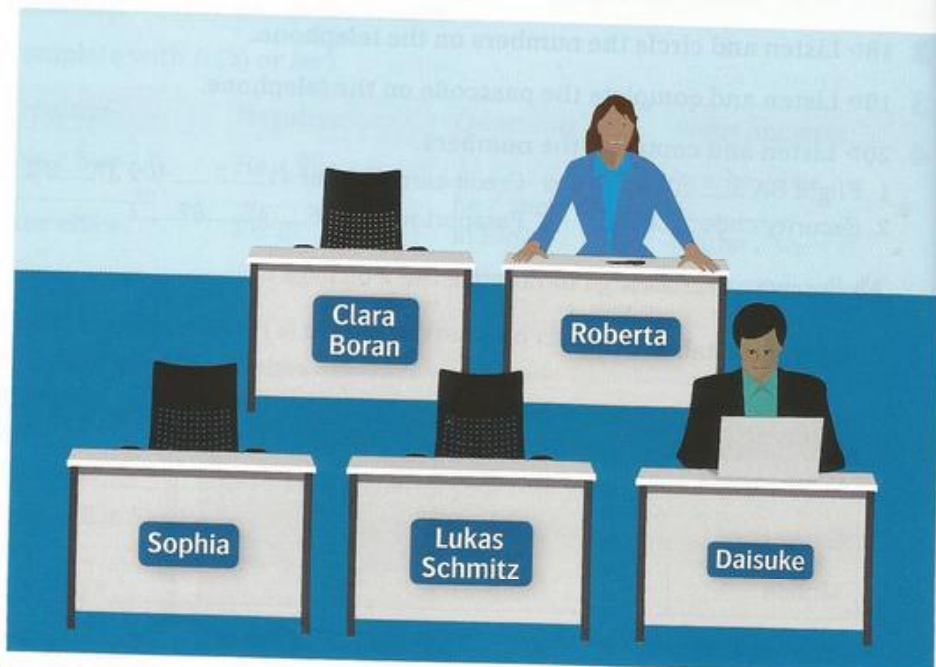
b Yes, sure. One moment.

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

» For more exercises, go to **Practice file 2** on page 56.

- 6 Work in pairs. Take turns. Start and answer a telephone 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.

② » Interactive Workbook  
 » Phrasebank

② » Interactive Workbook » Email and Exercises and Tests



## 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

## Learning objectives in this unit

- Talking about your company
- Asking questions
- Saying email and website addresses
- Emailing a request

## Activity

- What's the answer?

## Starting point

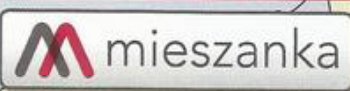
### Where is

- your company?
- the head office?
- your office?

## Working with words | Your company

### 1 23▷ Listen and read.

Mieszanka is a company in Poland.



**P o l a n d**

Poznań


Warsaw

Katowice

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?       | 3 the sales office? |
| 2 the head 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 24 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 25 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 58.

## 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)

② » Interactive Workbook » Glossary

## Tip | Adjective + noun

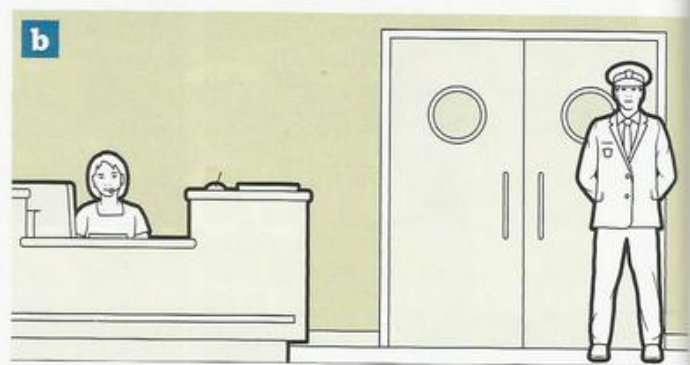
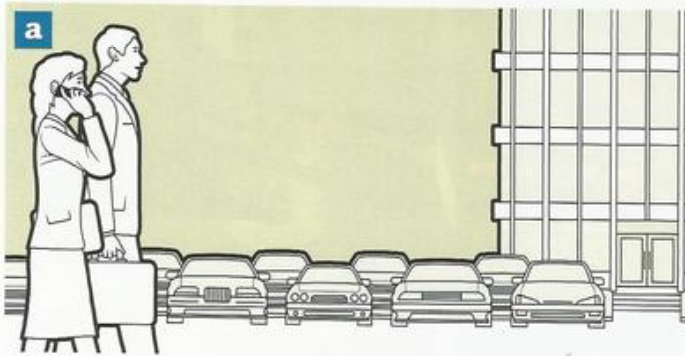
The office is new. = It's a new office.

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 Write 're, are, or aren't.

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 aren't.

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 26▷ 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 26▶** Match the questions (1–3) to the answers (a–c). Listen again and check.

- |                             |                              |
|-----------------------------|------------------------------|
| 1 What's your company? ____ | a Sonia Jones and Bill Dare. |
| 2 Who are they? ____        | b He's in the cafeteria.     |
| 3 Where's Bill? ____        | c Introcom.                  |

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

» For more information and exercises, go to **Practice file 3** on page 59.

**8** 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 *Who's in the factory?* B *The engineers.*  
 A *Where are Sonia and Bill?* B *In the car park.*

## Practically speaking | Email and website addresses

**1 27▶** Listen and repeat.

1

4

2

5

3

**2 27▶** Listen again. Match the words to the symbols.

dot dash at underscore

1 @ \_\_\_\_\_ 2 - \_\_\_\_\_ 3 \_ \_\_\_\_\_ 4 . \_\_\_\_\_

**3 28▶** Listen. Tick (✓) the address you hear in **1**.

**4 29▶** 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 59.

**5** Complete the table for you.

Address	You	Your partner
Company website		
Work email		

**6** Work in pairs. Say your company website and work email. Complete the table for your partner.

### Tip | Who ...?

*Who ...?* asks about a name or a job title.

**Who are they?**

*Sonia and Bill. / The sales reps.*



## Business communication | 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 phrases.

Thank you for    Hi    Can you please send    Kind regards  
Where is    All the best    I'm writing about    Here is    Dear

### 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

#### Emails 1 and 4

\_\_\_\_\_ Ms Aranegui / Mr Galletti

\_\_\_\_\_ my visit to  
your new factory ...

Please find attached

Best wishes / \_\_\_\_\_

#### Emails 2 and 3

\_\_\_\_\_ Maria / Hello Luca

\_\_\_\_\_ the new  
factory ...?

Thanks for

Please send

\_\_\_\_\_ / Best

### 4 Which two emails are formal?

» For more exercises, go to **Practice file 3** on page 58.

### 5 Complete the emails with phrases 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

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## What's the answer?

Work in pairs or teams. Student A / Team A, see below.  
Student B / Team B, turn to File 15 on page 73.

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.**

**Activity**



# 4 Departments

## Learning objectives in this unit

- Talking about responsibilities and departments
- Asking about people and departments
- Describing departments
- Taking and leaving a message

## Activity

- Voicemail messages

## 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?

## Tip | Talking about big numbers

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

## Working with words | Responsibilities and departments

### 1 30▷ Listen and read.



My name's Joanna. I'm from Hungary and I live in Sopron. I work for a software company. We make CD-ROMs and DVDs. 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	Home	Job	What you do	Number of people in team or department
Joanna		Sales rep		3
	England		Manage a team	

### 3 Underline the verbs in the texts in 1.

### 4 Complete with the verbs.

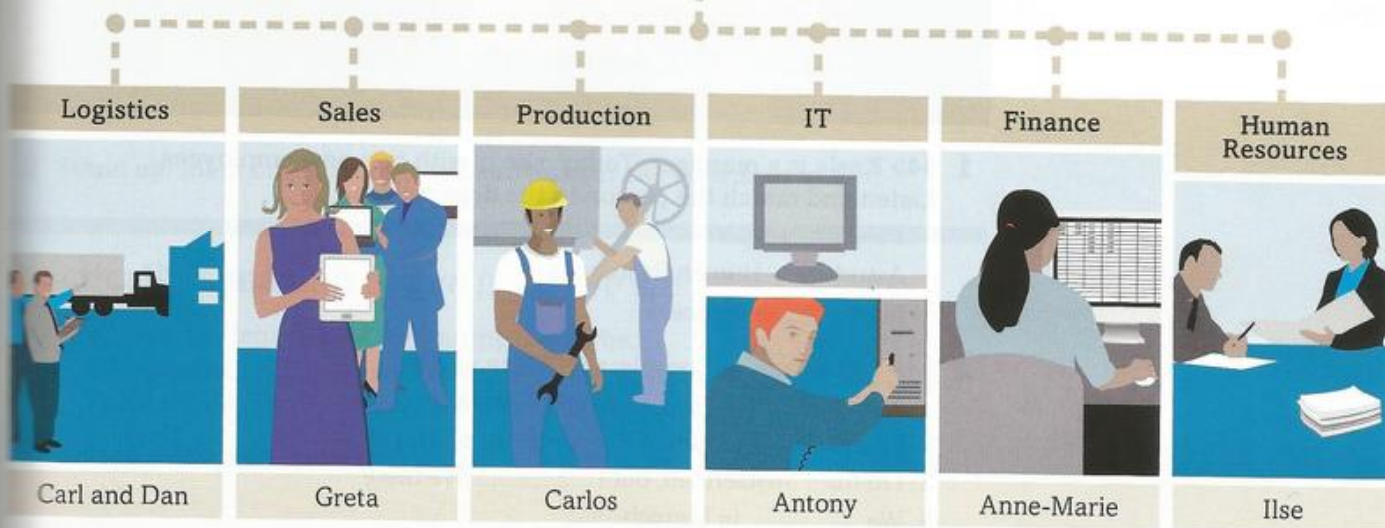
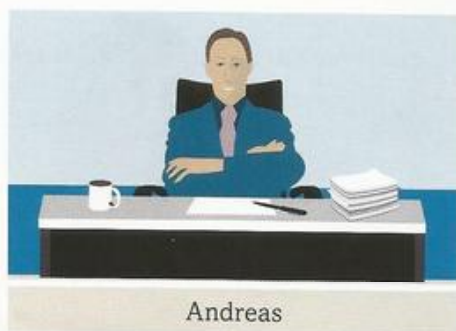
*work live make manage meet have sell*

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

### 5 31▷ Listen and repeat the verbs from 4.



- 6 Write about you with the verbs in 4, then tell your partner.
- 7 32▶ Look at the departments in the company. Listen and repeat the departments.



8 Who from 7 says 1–7?

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

9 33▶ Find the plural form of these words on pages 22 and 23. Then listen and repeat.

department <u>departments</u>	customer _____	product _____
company _____	office _____	technician _____
employee _____	person _____	country _____

» For more exercises, go to Practice file 4 on page 60.

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) ...

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**Tip | Plural form**

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



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



- 1 34▶** 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 34▶** Listen again. Complete with the words.

work (x2) don't (x2) do (x2) manage live

- I \_\_\_\_\_ the Human Resources Department.
- I'm from Switzerland, but I \_\_\_\_\_ live there.
- We \_\_\_\_\_ in Munich.
- Do you \_\_\_\_\_ in Sales?
- Yes, I \_\_\_\_\_.
- What \_\_\_\_\_ you do?
- I \_\_\_\_\_ in Finance.
- No, I \_\_\_\_\_. I live in Canada.

- 3** Complete with *do* or *don't*.

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 _____.

- 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*.



### 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 information and exercises, go to **Practice file 4** on page 61.

### 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 two verbs.

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 61.

### 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.

### Tip | *What do you do?*

*What do you do? =*

*What's your job?*



## Business communication | Taking and leaving a message

1 Do you call people in other departments? Which departments?

2 35▷ Listen to a telephone conversation. Complete the message.

Message for: *Liko*

Caller: *Janusz in the* <sup>1</sup> \_\_\_\_\_ *Department*

Reason for call: *the new* <sup>2</sup> \_\_\_\_\_ *website*

Message:

*Do you want* [www.synox-sales.com](http://www.synox-sales.com) *or* [www.synox-sales](http://www.synox-sales) <sup>3</sup> \_\_\_\_\_

*Call Janusz on this number:* <sup>4</sup> \_\_\_\_\_

3 35▷ 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 <sup>1</sup> \_\_\_\_\_?

Janusz Yes, it's Janusz in IT.

Martha Oh, hi. This is Martha. I'm the new sales assistant.

Janusz Hi, Martha. <sup>2</sup> \_\_\_\_\_ about the new sales website.

Martha Sorry, one moment. OK. <sup>3</sup> \_\_\_\_\_. 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 <sup>4</sup> \_\_\_\_\_ understand. Can you <sup>5</sup> \_\_\_\_\_ that?

Janusz The new website is [www.synox-sales](http://www.synox-sales), but do you want synox-sales dot com or synox-sales dot co dot uk?

Martha OK. <sup>6</sup> \_\_\_\_\_ anything else?

Janusz Yes. Please <sup>7</sup> \_\_\_\_\_ 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 <sup>8</sup> \_\_\_\_\_ Liko your \_\_\_\_\_.

Janusz Thanks, Martha.

4 Work in pairs. Practise the conversation in 3.

» For more exercises, go to **Practice file 4** on page 60.

5 Work in pairs. Practise two telephone conversations. Student A, turn to File 01 on page 70. Student B, turn to File 06 on page 71.

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### 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.

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## 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 36▶ You work for Synox Solutions. Listen to three voicemails on the company phone. Complete the messages.

Caller: .....  
Reason for call: .....  
Message: .....

Caller: .....  
Reason for call: .....  
Message: .....

Caller: .....  
Reason for call: .....  
Message: .....

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

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.

# Activity



# 5 Products

## Learning objectives in this unit

- Talking about company types and activities
- Asking about company products
- Saying big numbers
- Ordering a product

## Activity

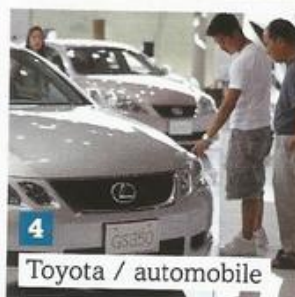
- The question game

## 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 37▷ Look at the pictures and listen.



2 37▷ Listen again. Complete 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.

A It's a retail company.

A We sell food.

B What type of company is it?

B What do you do?



4 38► 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 highlighted in 4 to the pictures.



1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_ 6 \_\_\_\_\_

6 39► 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 62.

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.

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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 40► Listen and read.

2 Complete the table.

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 eleven countries and exports products all over the world.

	Type of company	Products
Auchan		
LG		

3 Underline the verbs in the texts in 1.

4 Complete with *-s*, *does*, or *doesn't*.

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 _____.

5 Complete the sentences with the correct form of the verbs in (brackets).

- Auchan \_\_\_\_\_ (sell) food and clothes.
- He \_\_\_\_\_ (not work) in the head office.
- LG \_\_\_\_\_ (have) over 20 factories in eleven countries.
- She \_\_\_\_\_ (design) new products.
- It \_\_\_\_\_ (export) products all over the world.
- LG \_\_\_\_\_ (not make) food products.

### Tip | *have / has*

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



## 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. ____ | d Yes, it does. ____    |
| b Yes, she does. ____  | e No, she doesn't. ____ |
| c No, he doesn't. ____ |                         |

## 8 41▷ 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? ____    | a He's a store manager.                     |
| 2 Where does Soo Jin work? ____  | b It sells food and clothes.                |
| 3 What does Martin do? ____      | c It exports televisions and mobile phones. |
| 4 What does LG export? ____      | d He works for Auchan.                      |
| 5 Who does Martin work for? ____ | e She works in the R&D Department.          |

» For more information and exercises, go to **Practice file 5** on page 63.

- 11 Work in pairs. Student A, turn to File 03 on page 70. Student B, turn to File 09 on page 71.

## Practically speaking | Big numbers

## 1 42▷ 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 43▷ Listen and repeat.

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

## 4 44▷ Listen and write the numbers.

1 _____	3 _____
2 _____	4 _____

» For more exercises, go to **Practice file 5** on page 63.

## 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





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

## Business communication | An order

### 1 Read about a company.

What does it sell? Does it deliver the products?

### 2 45► 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	<sup>1</sup> _____ - _____	20 cents	<sup>2</sup> _____	<sup>3</sup> _____ euros
SSW box	Medium	<sup>4</sup> _____ - _____	<sup>5</sup> _____ cents	5,000	<sup>6</sup> _____ euros
					<sup>7</sup> _____ euros

### 3 Who says the phrases 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 45► Listen again and check.

►► For more exercises, go to **Practice file 5** on page 62.

### 5 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.

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## 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.

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## 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 question.
- 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

#### Topic 1 | You

- your name
- your country
- your job
- other?

#### Topic 2 | Work

- your workplace
- your department
- your responsibilities
- other?

#### Topic 3 | A company

- head office and offices
- location
- products and services
- other?

### Questions

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 ...?

### Topic 1 Points

### Topic 2 Points

### Topic 3 Points

Total points:





# 6 Entertaining

## Learning objectives in this unit

- Talking about food and drink
- Talking about ability
- Saying days and times
- Inviting, accepting and declining

## Activity

- Making conversation in the restaurant

## 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	\$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 46▷ Listen, check, and repeat.

3 47▷ 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 47▷ 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 48▷ 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 49▷ 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 64.

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?

A Do you like Japanese food?

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

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 100 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 50▶ Listen to a conversation. Who sings at lunchtime? The man or the woman?
- 4 50▶ Listen again. Complete with *can* or *can't*.  
 A What do you do at lunchtime?  
 B I sing in the company choir.  
 A <sup>1</sup>\_\_\_\_\_ you sing?  
 B Yes, I <sup>2</sup>\_\_\_\_\_. Do you want to come?  
 A No. I <sup>3</sup>\_\_\_\_\_ sing.
- 5 Work in pairs. Practise the conversation in 4.
- 6 51▶ 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 golf?

A No, I can't.

» For more information and exercises, go to Practice file 6 on page 65.



- 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 type of food can you cook?			

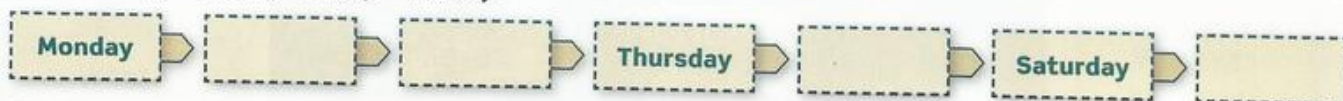
- 9 Tell the class about the three people in 8. What can they do?

*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 52▷ 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 53▷ 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 65.

- 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*



## Business communication | Inviting, accepting and declining

### 1 54▶ Listen and match the invitations to the conversations.

*play tennis    have dinner*

Conversation 1: \_\_\_\_\_

Conversation 2: \_\_\_\_\_

### 2 54▶ Listen again. Match 1–9 to a–i.

- |                          |                               |
|--------------------------|-------------------------------|
| 1 Do you like _____      | a ... be nice.                |
| 2 Would you like _____   | b ... Mexican food?           |
| 3 That would _____       | c ... play tennis after work? |
| 4 I'm afraid I'm _____   | d ... to have dinner?         |
| 5 Is six thirty _____    | e ... OK?                     |
| 6 Do you want to _____   | f ... I can't today.          |
| 7 I'd love to, but _____ | g ... great.                  |
| 8 See you _____          | h ... on Thursday.            |
| 9 That'd be _____        | i ... busy at six.            |

### 3 55▶ Tick (✓) the correct answer to the questions. Listen and check.

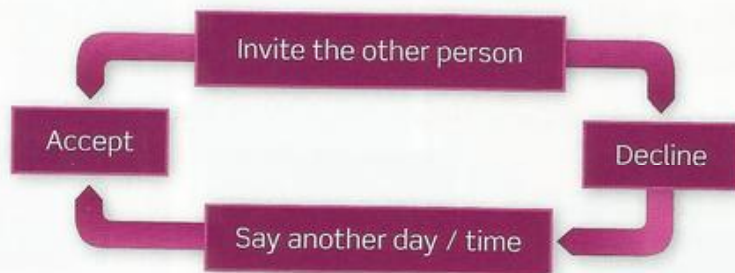
- |                                  |   |   |
|----------------------------------|---|---|
| 1 Would you like to play tennis? | a Yes, I'd like tennis.                     | b Yes, that'd be great.                         |
| 2 Do you want to play on Friday? | a I'd love to, but I can't.                 | b I'd love to, but I don't.                     |
| 3 What day can you play?         | a Sorry, I can't.                           | b On Thursday.                                  |
| 4 Is six OK?                     | a I afraid I busy at six. Is six thirty OK? | b I'm afraid I'm busy at six. Is six thirty OK? |

### 4 Work in pairs. Take turns. Student A, ask the four questions in 3. Student B, close your book. Answer Student A's questions.

» For more exercises, go to Practice file 6 on page 64.

### 5 Work in pairs. Practise two conversations using the flowchart. Invite the other person to

- have dinner at a Mexican restaurant at 6.30
- play tennis after work.



### 6 Work in pairs. Invite your partner to do something after this lesson.

② » Interactive Workbook » Email and Exercises and Tests

## Key expressions

### Inviting

Would you like to have dinner?  
Do you want to play tennis  
after work?

### Accepting (saying 'Yes')

Yes, please. That would be  
nice.  
That'd be great. Thanks.  
See you on Thursday / at  
seven / in reception.

### Declining (saying 'No')

I'd love to, but I can't (today).  
I'm afraid I'm busy (at six).

### Saying a day / time

What day can you play?  
What time?  
Is six thirty OK?

② » Interactive Workbook  
» Phrasebank



## Making conversation in the restaurant

Play the game in groups of three or four. You are in a restaurant with new clients.

- All players go to START.
- Toss a coin.  
Heads = Move 1 square.  
Tails = Move 2 squares.
- On a blue square, follow the instructions. Talk to the person on your left.
- On a yellow square, ask the person on your right.

**START**

**INTRODUCE YOURSELF**

What food do you like?

Do you like Italian food?

**ORDER FOOD**

**FINISH**

**SAY GOODBYE**

What languages can you speak?

What sports can you play?

**INVITE THE OTHER PERSON TO PLAY TENNIS ON FRIDAY**



Can you cook?

What can you cook?

What musical instruments can you play?

Can you sing?

Can you play tennis?

What sports do you like?

**INVITE THE OTHER PERSON TO CHOIR ON TUESDAY**

**Activity**



# 7 Technology

## Learning objectives in this unit

- Talking about office technology
- Talking about what's in your office
- Giving instructions

## Activity

- Guess the technology

## Starting point

- 1 Where do you normally work (e.g. in an office, at home)?
- 2 What technology do you use?

## Working with words | Office technology

### 1 56▷ Listen and read about three people at work. Who

- 1 works in Sales? \_\_\_\_\_
- 2 is an engineer? \_\_\_\_\_
- 3 is a graphic designer? \_\_\_\_\_

#### Mustafa QATAR

I'm an engineer. I work for an oil company and I manage projects all over the country. In my office, I have a PC and a printer. On site, I have a tablet for notes and a digital camera.

#### Julie AUSTRALIA

I'm a graphic designer in Brisbane, Australia and I work at home. I design websites on my laptop. I have Skype meetings with clients so I need a webcam and headset. I also have a smartphone, of course!

#### Andrea

#### THE NETHERLANDS

I'm in Sales. I work in an office. Sometimes I travel, and I work in my hotel room or in my car. I have a **desktop computer** in my office. When I travel, I have my **laptop** and a small **projector** with me for presentations. Oh, and my USB stick.

### 2 Match the words in bold in 1 to the pictures.



1 \_\_\_\_\_



2 \_\_\_\_\_



3 \_\_\_\_\_



4 \_\_\_\_\_



5 \_\_\_\_\_



6 \_\_\_\_\_



7 \_\_\_\_\_



8 \_\_\_\_\_



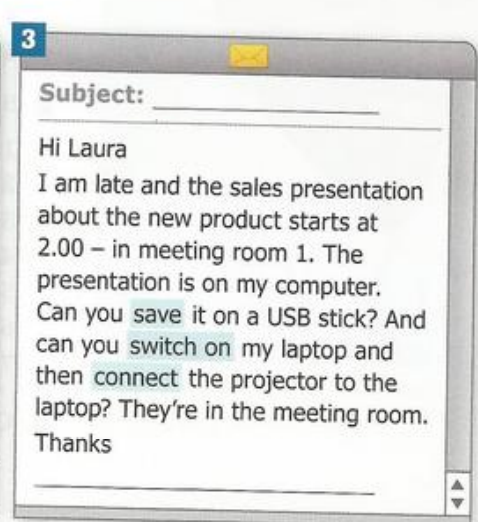
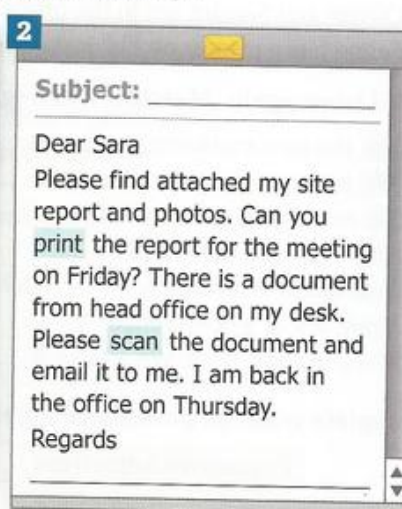
9 \_\_\_\_\_



10 \_\_\_\_\_



- 3 57▷ Listen, check, and repeat.
- 4 Work in pairs. What things in 2 do you have at work?
- 5 Read the emails from the people in 1 and answer the questions.
- 1 What is the email about? Write *Site report*, *Presentation*, or *Company logo* on the 'Subject' line.
- 2 Who writes the email? Write *Andrea*, *Julie*, or *Mustafa*.



- 6 Match the highlighted verbs in 5 to the pictures.



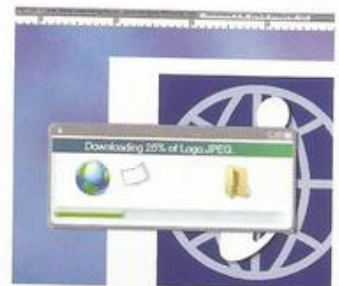
1 \_\_\_\_\_  
on a USB stick



2 \_\_\_\_\_  
a projector



3 \_\_\_\_\_  
a link



4 \_\_\_\_\_  
a file



5 \_\_\_\_\_  
a document



6 \_\_\_\_\_  
a report



7 \_\_\_\_\_  
a password



8 \_\_\_\_\_  
to the laptop

» For more exercises, go to **Practice file 7** on page 66.

- 7 Work in pairs. Talk about the things you do / don't do at work.

Example: I download information. I scan documents. I don't save documents on a USB stick.

**Tip | computer / USB stick**

desktop computer = PC  
USB stick = memory stick =  
flash drive





## Language at work | Possessive adjectives

**1 58▷ Felipe Gonzales has a new job at IUG. Listen to the conversation. Are the sentences true (T) or false (F)?**

- 1 Felipe is the new marketing manager. \_\_\_\_
- 2 There are six people in the team. \_\_\_\_
- 3 Nadine manages the website. \_\_\_\_
- 4 Olivier and Sandra are in the office today. \_\_\_\_
- 5 Felipe has a printer on his desk. \_\_\_\_

**2 58▷ Listen again. Match 1-7 to a-g.**

- |  |                                  |
|--|----------------------------------|
| 1 I'm the new marketing assistant. ____    | a Her office is there.           |
| 2 We have six people in the team. ____     | b Your desk is here.             |
| 3 He manages key accounts. ____            | c My name's Felipe Gonzales.     |
| 4 She manages the website. ____            | d Their desks are over there.    |
| 5 You are in this office. ____             | e Its 'on' switch is there.      |
| 6 They are at a conference. ____           | f Our project manager is Pierre. |
| 7 The printer is here. We all use it. ____ | g His office is there.           |

**3 Complete with the possessive adjectives from a-g in 2.**

	Possessive adjectives		Possessive adjectives
I	my	it	
you		we	
he		they	
she			

**4 Complete with possessive adjectives.**

- 1 I'm the Production Manager. My name's Antonio.
- 2 Selma and Luis are from Brazil, but \_\_\_\_\_ company is American.
- 3 He's my manager. \_\_\_\_\_ office is over there.
- 4 The company is German. \_\_\_\_\_ head office is in Berlin.
- 5 We're Marc and Rosa. This is \_\_\_\_\_ department.
- 6 She's from China. \_\_\_\_\_ company is Chinese.
- 7 You are the assistant. \_\_\_\_\_ office is here.

**5 59▷ Listen and read. Where is the laptop?**

- A I can't find my laptop.  
 B Is it on your desk?  
 A No, it isn't.  
 B Is it on Pierre's desk?  
 A No.  
 B Is it in Remi and Ludo's office?  
 A No, it isn't there.  
 B Is it in your manager's office?  
 A Oh, yes, it is! Thanks.

**6 59▷ Listen again. Circle 's.**

» For more information and exercises, go to **Practice file 7** on page 67.

### Tip | 's

*Pierre's desk = the desk of Pierre*

*Remi and Ludo's office = the office of Remi and Ludo*



- 7 Work in pairs. Where are your things? Student A, see below. Student B, turn to File 08 on page 71.

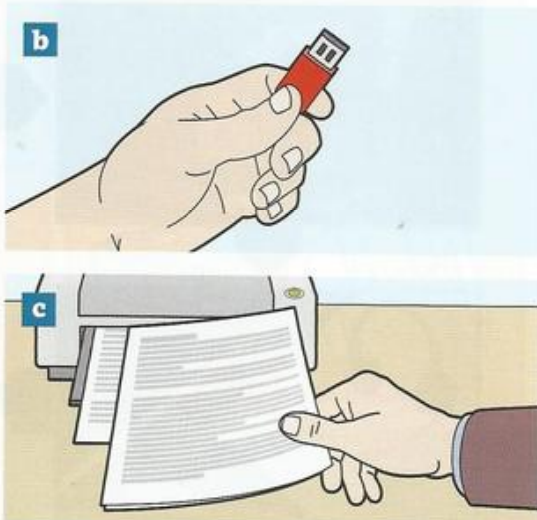
**Student A**

- Choose an object for each name and place.  
*smartphone USB stick projector laptop*  
 Juliette's desk \_\_\_\_\_  
 Andrey's office \_\_\_\_\_  
 the manager's desk \_\_\_\_\_  
 Medhat and Sultan's office \_\_\_\_\_
- Answer Student B's questions about each object.  
*Example: B Is my smartphone on Juliette's desk?*  
*A No, it isn't on her desk.*  
*B Is it in Medhat and Sultan's office?*  
*A Yes, it is in their office.*
- Ask Student B about these objects. Match to the names and places.  
*webcam digital camera printer tablet*  
 Juliette / desk \_\_\_\_\_  
 Andrey / office \_\_\_\_\_  
 the manager / desk \_\_\_\_\_  
 Medhat and Sultan / office \_\_\_\_\_

**Practically speaking** | *this, that, these, those*

- 1 Match the sentences to the pictures. Write the letter.

- This is my USB stick. \_\_\_\_
- That's your USB stick. \_\_\_\_
- Those are your documents. \_\_\_\_
- These are my documents. \_\_\_\_



» For more exercises, go to **Practice file 7** on page 67.

- 2 Work in pairs. Put three objects from your bag on the table. Talk about your objects and your partner's objects.

*Examples: This is (your mobile). That's (my pen).*  
*These are my (keys). Those are your (pens).*



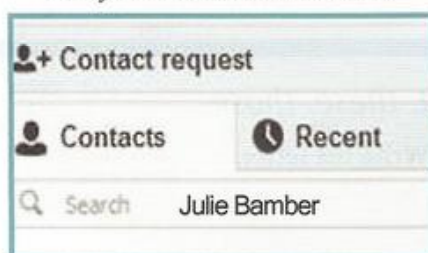


## Business communication | Giving instructions

- 1 What technology do you need for a video conference?
- 2 Ryan Mitchell works for a company in Melbourne, Australia. His company works with Julie, a graphic designer in Brisbane. Normally, Ryan and Julie talk by phone. Today, they need a video conference on the computer. Ryan asks his colleague Amanda for help.
- 60▷ Listen to the conversation. What technology do Ryan and Amanda talk about?
- 3 60▷ Listen again. Match the questions to the responses.
 

1 What's the problem? ____	a No, I don't.
2 How does it work? ____	b I don't know how to use this software.
3 Do you have a headset? ____	c First, you need to enter her name.
4 Does it work now? ____	d Yes, I think so.
5 Is your microphone on? ____	e Just there.
6 Where do I switch it on? ____	f I don't know.
- 4 Work in pairs. Practise the conversation between Ryan and Amanda. Look at the pictures. Use the questions and answers in 3 to help.

*First you need to enter her name.*



### Key expressions

#### Asking for help

What's the problem?  
I don't know how to use ...  
How does it work?  
Where do I switch it on?

#### Checking equipment

Do you have a ...?  
Is the ... on?  
Does it work now?

#### Giving instructions

You need to ...

#### Sequencing the instructions

First ...  
Next ...  
Then ...

② » Interactive Workbook  
» Phrasebank

» For more exercises, go to **Practice file 7** on page 66.

- 5 Work in pairs. Practise asking about technology and giving instructions. Student A, turn to File 04 on page 70. Student B, turn to File 10 on page 71

② » Interactive Workbook » Email and Exercises and Tests



## Guess the technology

Work in groups of four. You are in two teams: Team A and Team B (two students in each team).

- 1 Team A starts. Choose a picture. Say how the technology works. DO NOT say the name. Team B guesses the technology.

*Example: A First, you switch it on. You also need a computer. Then connect it to your computer. Next, play your music and listen.*

*B It's the speaker.*

*A Correct. You win a point!*

- 2 Team B – Your go! Repeat the activity.
- 3 Repeat the activity for all 16 pictures. There are 8 pictures for each team. Do not use the same picture twice.

Your team can win 8 points. Which team is the winner?







# 8 Travel

## Learning objectives in this unit

- Talking about transport and travel
- Talking about the past
- Saying months and dates
- Arranging a meeting

## Activity

- When can we meet?

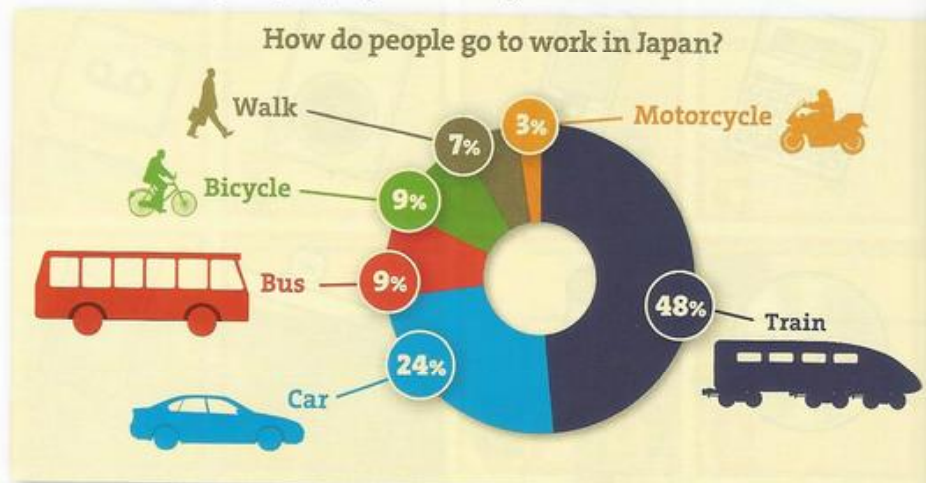
## Starting point

- 1 What time do you
  - leave for work?
  - arrive at work?
 How long does it take?
- 2 Do you travel for your job? Where do you travel?

## Working with words | Transport and travel

### 1 Read the pie chart about travel in Japan. Answer the questions.

- 1 What percentage (%) of people go to work by car?
- 2 What percentage of people walk to work?
- 3 What percentage of people go to work by train?



### 2 61▷ Listen and repeat the transport words.

car bus train bicycle motorcycle

### 3 Find out about your class. Ask people the question and tick (✓) the answers

Example: A How do you go to work? B I walk.

How do you go to work?

I walk.

I go by car.

I go by train.

I go by bus.

I go by bicycle.

I go by motorcycle.

Other? (Write answers)

Answers

✓

## Tip | go, travel

Use *go* for everyday travel:

I *go* to work by train.

Use *travel* for long journeys:

I *travel* from London to Sydney.



- 4 Work in pairs. Draw a pie chart for the answers in 3. Present the chart to your class.

Example: Five people walk to work. / 25 per cent of the class walk to work.

- 5 62▶ Donald Jones is on a business trip. Listen to two conversations and tick (✓) the transport.

taxi ☐ bus ☐ train ☐ plane ☐

- 6 Find the things in the pictures. Write the letter.

terminal \_\_\_\_\_ bag \_\_\_\_\_ passport \_\_\_\_\_  
receipt \_\_\_\_\_ boarding gate \_\_\_\_\_ e-ticket \_\_\_\_\_



- 7 Complete with the verbs.

want (x2) take check in leave go arrive have

- Can you \_\_\_\_\_ me to the airport?
- Which terminal do you \_\_\_\_\_?
- Do you \_\_\_\_\_ a receipt?
- Can I \_\_\_\_\_ your passport and e-ticket, please?
- Do you have any bags to \_\_\_\_\_?
- Your flight \_\_\_\_\_s at one o'clock.
- Please \_\_\_\_\_ to the boarding gate at twelve fifteen.
- What time does the flight \_\_\_\_\_ in Muscat?

- 8 62▶ Listen again and check.

» For more exercises, go to Practice file 8 on page 68.

- 9 Work in pairs. Practise Donald's two conversations.

1 In the taxi

- A Ask for the airport.  
B Ask which terminal.  
A Reply.  
B Say the price. Ask about receipt.  
A Reply.

2 At the airport

- A Say your flight.  
B Ask for passport, ticket, and bags.  
A Reply.  
B Give boarding card. / Say when flight leaves.  
A Ask when flight arrives.  
B Say the time.

Tip | take + transport

take + transport = travel by transport:

take a taxi to the airport



## Language at work | was / were

- 1 63▷** Donald Jones is in his office. Alice asks about his business trip. Match the words to the time phrases.

1 Dubai	—	a last Wednesday and Thursday
2 Oman and the UAE	—	b yesterday
3 Muscat	—	c last week
4 on holiday	—	d for five days

- 2 63▷** Listen to the conversation again. Underline was, were, wasn't, or weren't.

Alice Hi, Donald. Where were you yesterday?

Donald In Dubai. I <sup>1</sup> was / were in Oman and the UAE for five days.

Alice Oh, yes. How <sup>2</sup> was / were your trip?

Donald OK. Our clients in Muscat <sup>3</sup> was / were very happy with the new machines.

Alice Great! Was Muscat nice?

Donald I don't know, because I <sup>4</sup> wasn't / weren't there very long. Er ... I was in Muscat last Wednesday and Thursday and then there <sup>5</sup> was / were two meetings in Dubai yesterday. But they <sup>6</sup> wasn't / weren't very useful. And what about you? <sup>7</sup> Was / Were you busy last week?

Alice I <sup>8</sup> wasn't / weren't here. I was on holiday.

- 3** Complete the rules for the verb *be* with *am / is / are* or *was / were*.

We talk about the present with \_\_\_\_\_.

We talk about the past with \_\_\_\_\_.

- 4** Read the next part of the conversation. Complete with *was*, *were*, *wasn't*, or *weren't*.

Donald How <sup>1</sup> \_\_\_\_\_ your holiday?

Alice Great. We <sup>2</sup> \_\_\_\_\_ in Barcelona for six days.

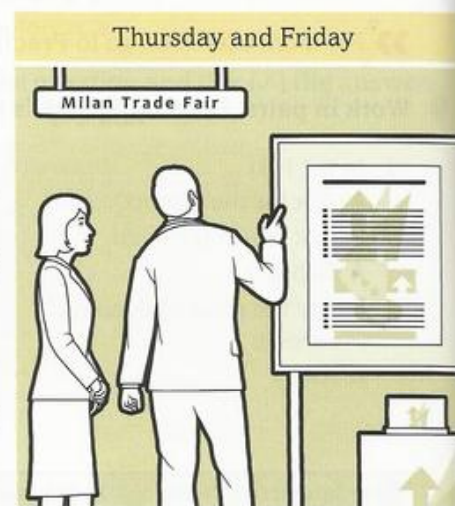
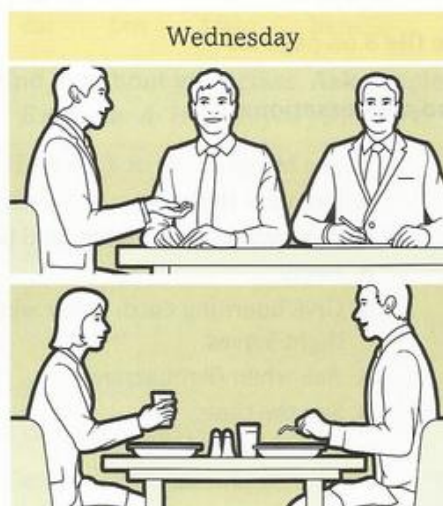
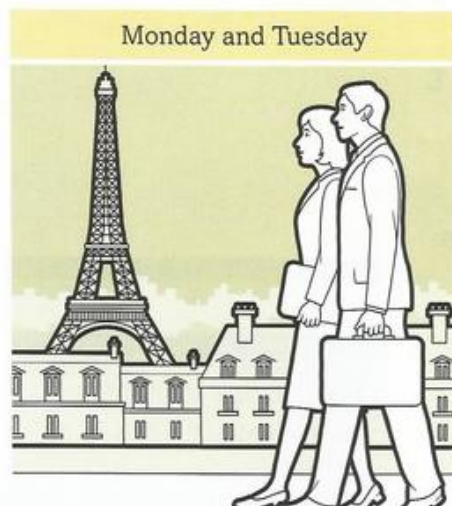
Donald I was in Barcelona last year. It was a sales conference, so it <sup>3</sup> \_\_\_\_\_ a holiday. The restaurants <sup>4</sup> \_\_\_\_\_ very good, but the city <sup>5</sup> \_\_\_\_\_ busy. Were there hundreds of tourists?

Alice No, there <sup>6</sup> \_\_\_\_\_. It was quiet in the centre.

- 5 64▷** Listen and check.

- 6** Work in pairs. Last week Donald and Alice were on a business trip. Look at the pictures. Say sentences about the trip.

*Example: They were in Paris last Monday ...*





# 7 Work in pairs. Ask and answer questions.

Where were you

- yesterday? • last night? • last weekend?

» For more information and exercises, go to **Practice file 8** on page 69.

# 8 Work in pairs. Ask questions about two business trips. Student A, turn to File 05 on page 70. Student B, turn to File 11 on page 72.

## Practically speaking | Months and dates

### 1 65► Listen and repeat the months.

January February March April May June  
July August September October November December

### 2 66► Listen to the conversation. Tick (✓) the months in 1 you hear.

### 3 66► Listen again. Mark (X) the dates of these events.

*last trip to Turin   next trip   factory visit   sales conference*

#### JUNE

M	Tu	W	Th	F	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

#### JULY

M	Tu	W	Th	F	Sa	Su
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

#### AUGUST

M	Tu	W	Th	F	Sa	Su
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

#### SEPTEMBER

M	Tu	W	Th	F	Sa	Su
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

#### OCTOBER

M	Tu	W	Th	F	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

#### NOVEMBER

M	Tu	W	Th	F	Sa	Su
30						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

### 4 67► Listen and repeat the dates.

1st June                      3rd August                      14th August  
11th September            27th November                30th November

» For more exercises, go to **Practice file 8** on page 69.

### 5 Work in pairs. Ask and answer the questions.

What's the date today?  
When's your birthday?  
When was your last holiday?

### Tip | Saying the date

We say:

*the eighteenth of March*

We write:

*18th March*

*18 March*

*18/3*

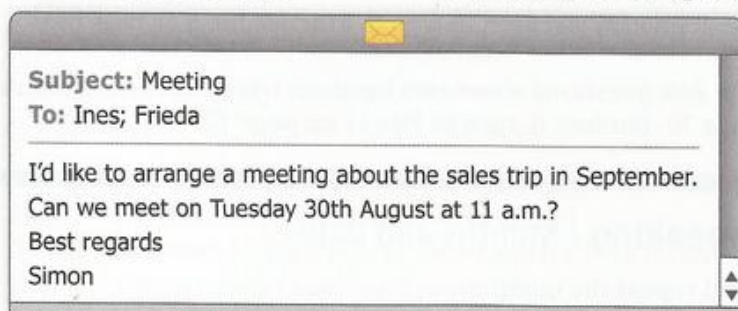


## Business communication | Arranging a meeting

### 1 Read the email from Simon about a meeting. Answer the questions.

1 When is the meeting?

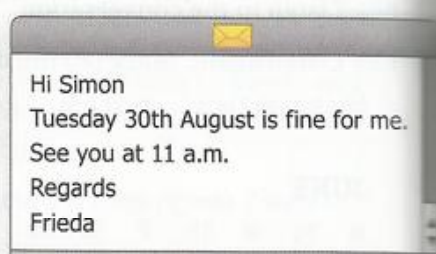
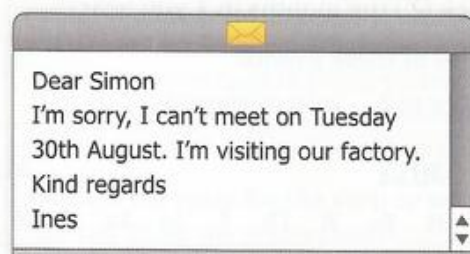
2 What is the meeting about?



### 2 Read the replies. Answer the questions.

1 Who can go to the meeting?

2 Who can't go? Why not?



### 3 68> Simon calls Ines. Listen to the conversation. When can they meet?

### 4 68> Listen again. Complete with the words.

*I'm busy    Are you free    Can we arrange    How about  
 What time    I'm free    Is ... OK*

**Simon** It's about the meeting. <sup>1</sup> \_\_\_\_\_ a new date and time?

**Ines** Yes, of course.

**Simon** <sup>2</sup> \_\_\_\_\_ on Wednesday 31st at 2 p.m.?

**Ines** Sorry, <sup>3</sup> \_\_\_\_\_. I'm visiting the factory on Tuesday and Wednesday.

**Simon** <sup>4</sup> \_\_\_\_\_ Thursday morning? Are you free then?

**Ines** Yes, <sup>5</sup> \_\_\_\_\_ on Thursday morning. <sup>6</sup> \_\_\_\_\_ is good for you?

**Simon** <sup>7</sup> \_\_\_\_\_ 10 a.m. \_\_\_\_\_ for you?

### 5 69> Match 1–6 to a–f. Then listen and check.

- |                            |                             |
|----------------------------|-----------------------------|
| 1 I'd like to arrange ____ | a ... on Tuesday 3rd April. |
| 2 I'm free ____            | b ... I'm busy.             |
| 3 Is 2 p.m. ____           | c ... a meeting.            |
| 4 How about ____           | d ... OK for you?           |
| 5 Sorry, ____              | e ... is fine for me.       |
| 6 The 21st April ____      | f ... Friday 11th February? |

» For more exercises, go to **Practice file 8** on page 68.

### 6 Work in pairs. Student A, turn to File 02 on page 70. Student B, turn to File 14 on page 72.

## Key expressions

### Arranging to meet

I'd like to arrange a meeting.  
 Can we arrange a new date and time?

### Asking about dates and times

How about (Wednesday)?  
 Can we meet on / at ...?  
 Are you free on (Monday) / at (2 p.m.)?  
 What time is good for you?  
 Is (9 a.m.) OK for you?

### Saying you are free

I'm free on (Friday) / at (3 p.m.).  
 (Tuesday) is fine for me.

### Saying you are not free

Sorry, I'm busy.  
 I'm sorry, I can't meet on (30th June) / at (11 a.m.).

② » Interactive Workbook  
 » Phrasebank

② » Interactive Workbook » Email and Exercises and Tests



## When can we meet?

Work in groups of four. Divide your group into Pair A and Pair B. Pair A, see below. Pair B, turn to File 13 on page 72.

Pair A

- 1 Read information 1–3. Complete your calendar below.

### 1 KLM FLIGHT SÃO PAULO – FRANKFURT

DATE: 18TH APRIL

FLIGHT TIME: 12.00

RETURN FLIGHT: 23RD APRIL

### 2 TDI Annual Sales Conference

Frankfurt | 20th–22nd April

Tdi

3  
Subject: Sales trip  
To: Gerard, Igor

This is to confirm your sales trip to Hungary.  
The dates for your calendar are 8th–11th May.

Best  
Ricardo

April–May

15	16	17	18	19	20	21
22	23	24	25 <i>Holiday</i>	26	27	28
29	30	1 May	2	3	4	5
6	7	8	9	10	11	12

- 2 70▶ Listen to a voicemail message. Write the information in your calendar.

- 3 Have a teleconference with Pair B. Arrange a date for a meeting.

Activity



## The revision game

Work in pairs. Take turns to choose a square.

Talk to your partner.

Read the instruction and answer.

Answer the questions.

Complete and win five squares in a row, across (→), down (↓), or diagonally (↘).

Introduce yourself.

Ask and answer three questions about your company.

Call your partner.  
You: Ask for Piotr.  
Partner: Say he's out.  
Take a message.

Say five transport words.

What's your company?  
Can you spell it?

Ask and answer about your last business trip or holiday:

*How was it?*

Correct the mistake.

*Are you Maria?*  
*Yes, I are.*

You have a plane journey. Say three things you need.

How many people work in your ...  
- department?  
- company?

Call your partner.

You: Order two boxes of paper.

Partner: Take the order.

You are in a café.

You: Order lunch.

Partner: Take the order.

Say two sentences about your company or department with:

*There is ...*  
*There are ...*





<p>What's your favourite ...</p> <ul style="list-style-type: none"> <li>- food?</li> <li>- type of restaurant?</li> </ul> <p><input type="checkbox"/></p>	<p>Say three jobs in your company.</p> <p><input type="checkbox"/></p>	<p>Where were you last Monday?</p> <p><input type="checkbox"/></p>
<p>Call your partner.</p> <p><b>You:</b> Ask for Rosa.</p> <p><b>Partner:</b> Say she's out. Take a message.</p> <p><input type="checkbox"/></p>	<p>What day was yesterday?</p> <p>What is the first day of the week?</p> <p><input type="checkbox"/></p>	<p>Say three departments in your company.</p> <p><input type="checkbox"/></p>
<p>Ask and answer three questions about your work.</p> <p><b>Example:</b> Do you work in a team?</p> <p><input type="checkbox"/></p>	<p>Correct the mistake.</p> <p><i>Please find attach the map.</i></p> <p><input type="checkbox"/></p>	<p>Does your company sell or make products? What does it sell or make?</p> <p><input type="checkbox"/></p>
<p>Say three sentences about what you do at work.</p> <p><input type="checkbox"/></p>	<p>Where are you now?</p> <p>Are you in your office?</p> <p><input type="checkbox"/></p>	<p>Say three countries and three nationalities.</p> <p><b>Example:</b> the UK → British</p> <p><input type="checkbox"/></p>
<p>Are you from Spain?</p> <p>Where's your head office?</p> <p><input type="checkbox"/></p>	<p>Invite your partner somewhere.</p> <p>Arrange to meet.</p> <p><input type="checkbox"/></p>	<p>Say three abilities.</p> <p><b>Example:</b> I can use PowerPoint software.</p> <p><input type="checkbox"/></p>
<p>Call your partner.</p> <p>Arrange a date and time for a sales meeting.</p> <p><input type="checkbox"/></p>	<p>Say three adjectives about your workplace and company buildings.</p> <p><input type="checkbox"/></p>	<p>Say goodbye to your partner.</p> <p><input type="checkbox"/></p>



# 1 | Practice file

## Working with words

### 1 Complete with the words.

Hello I'm my name Hi

- A <sup>1</sup> *Hello*, <sup>2</sup> \_\_\_\_\_'s Monika Kelly.  
B <sup>3</sup> \_\_\_\_\_, <sup>4</sup> \_\_\_\_\_ Laurie.

### 2 Match the questions to the answers.

- 1 What's your name? \_\_\_\_ a I'm a manager.  
2 What's your job? \_\_\_\_ b I'm Katja.

### 3 Look at the pictures. Complete the jobs.



- 1 IT t \_\_\_\_\_ n  
2 f \_\_\_\_\_ e director  
3 office a \_\_\_\_\_ t  
4 human resources m \_\_\_\_\_ r  
5 e \_\_\_\_\_ r  
6 sales r \_\_\_\_\_ e

### 4 Complete with *a* or *an*.

- 1 *a* manager  
2 *an* assistant  
3 \_\_\_\_\_ IT technician  
4 \_\_\_\_\_ technician  
5 \_\_\_\_\_ director  
6 \_\_\_\_\_ office manager  
7 \_\_\_\_\_ engineer  
8 \_\_\_\_\_ sales representative

### 5 Read the name badges. Complete the conversations with *a* / *an* + job.

**Arnaud Cagnol**  
Engineer

**Lance Jones**  
IT Technician

- A What's your job, Arnaud?  
B I'm <sup>1</sup> \_\_\_\_\_. And you?  
A I'm <sup>2</sup> \_\_\_\_\_.

**Ahmed Al Omran**  
Finance Director

**Josh Armstrong**  
Sales Representative

- A My name's Josh Armstrong. I'm <sup>3</sup> \_\_\_\_\_.  
What's your job?  
B I'm <sup>4</sup> \_\_\_\_\_.

## Business communication

### 1 Put the conversations in the right order.

- 1 a \_\_\_\_ Nice to meet you, Zoran. I'm Xavier.  
b *1* Good morning. Are you Zoran?  
c \_\_\_\_ Yes, I am.  
2 a \_\_\_\_ I'm Abi and this is Kashyar.  
b \_\_\_\_ Nice to meet you too.  
c \_\_\_\_ Nice to meet you, Kashyar.  
3 a \_\_\_\_ Nice to meet you too, Zoran. Goodbye.  
b \_\_\_\_ Yes, see you soon, Xavier. And it was nice meeting you, Kasyar.  
c \_\_\_\_ See you soon, Zoran.

### 2 Underline the correct word(s) in *italics*.

- A <sup>1</sup> *Hello* / Good afternoon. What's your name?  
B <sup>2</sup> *My name* / I'm Alek.  
A What's your <sup>3</sup> *first name* / *surname*?  
B It's Sagarra.  
A <sup>4</sup> *What's* / Are you Petra?  
C Yes, I am.  
A I'm Laura and <sup>5</sup> *this is* / *this is my* Alek Sagarra.  
C Nice to meet you, Alek.  
B Nice to meet you <sup>6</sup> *too* / *soon*.  
A <sup>7</sup> *Goodbye* / See you soon, Alek.  
B Goodbye, Laura. And it was nice <sup>8</sup> *meet* / *meeting* you too, Petra.  
C Yes, bye.



## Practically speaking

Write in the letters with the same sound.

E U K T N X Y

A H J <sup>1</sup>\_\_\_

B C D <sup>2</sup>\_\_\_ G P <sup>3</sup>\_\_\_ V

F L M <sup>4</sup>\_\_\_ S <sup>5</sup>\_\_\_ Z

I <sup>6</sup>\_\_\_

O

Q <sup>7</sup>\_\_\_ W

R

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

### To be

#### Form

##### Positive:

I	'm	Alex.
I	am	Monika.
You	're	a technician.
You	are	a director.

##### Negative:

I	'm not	an assistant.
I	am not	a manager.
You	're not	an engineer.
You	are not	a technician.

##### Questions:

Am	I	a manager?
Are	you	Laura?

##### Short answers:

Yes,	I	am.
	you	are.
No,	I	'm not.
	you	aren't.

A Are you a director?

B Yes, I am. I'm a finance director.

A Are you a manager?

B No, I'm not. I'm an assistant.

A You're a manager.

B No, I'm not. I'm a director.

A You're not a technician.

B Yes, I am.

### 1 Underline the correct verb in *italics*.

- Hello, I 'm / 're Isadora.
- And you *am* / *are* Alek.
- No, I 'm / 're not. I'm Alex.
- You *am not* / *are not* an engineer. You're a technician.

### 2 Complete with 'm, 're, 'm not, or 're not.

- You \_\_\_\_\_ a manager.
- No, I \_\_\_\_\_ a manager.
- I \_\_\_\_\_ a director.
- You \_\_\_\_\_ a director. You're a manager.

### 3 Underline the correct verb in *italics*.

- Are you an assistant?
- Yes, I <sup>1</sup>'m / *am*. I'm an office assistant.
- <sup>2</sup>*Am* / Are you an assistant?
- No, I <sup>3</sup>'m not / *not*. I'm a manager.

### 4 Complete with the correct verbs.

- <sup>1</sup>\_\_\_\_\_ you Tomas?
- Yes, I <sup>2</sup>\_\_\_\_\_. Are you Enid?
- No, I <sup>3</sup>\_\_\_\_\_. I'm Laura.

### 5 Tick (✓) the correct sentence, a or b.

- Hi. I'm Kashyar.
  - Hi. I're Kashyar.
- Am you Maria?
  - Are you Maria?
- Your Rachel.
  - You're Rachel.
- You're not an engineer.
  - You am not an engineer.
- Are you a manager?
  - Yes, I'm.
  - Yes, I am.
- Are you Xavier?
  - No, I'm not. I'm Alex.
  - No, I not. I Alex.





# 2 | Practice file

## Working with words

### 1 Complete with the words.

company South Korea office Samsung

A Hi, I work for <sup>1</sup>\_\_\_\_\_ in <sup>2</sup>\_\_\_\_\_.

B My <sup>3</sup>\_\_\_\_\_ is BMW. The head <sup>4</sup>\_\_\_\_\_ is in Munich.

### 2 Complete the country names with a, e, i, o, or u.

1 Br \_ \_ z \_ l

2 S \_ \_ \_ d \_ \_ \_ r \_ \_ b \_ \_ \_

3 J \_ \_ p \_ \_ n

4 G \_ \_ r m \_ \_ n y

5 S \_ \_ \_ t h K \_ \_ r \_ \_ \_

6 C h \_ \_ n \_ \_

7 S p \_ \_ \_ n

8 K \_ \_ w \_ \_ \_ t

### 3 Look at the business cards. Complete the information.

**Taro Nakamura**

Engineer

Honda, Tokyo, Japan

1 My name's \_\_\_\_\_. I'm from \_\_\_\_\_.

My company is \_\_\_\_\_. The head office is in \_\_\_\_\_.

**Jenny Thomas**

Sales Manager

Nike Inc

Oregon

USA

2 I'm \_\_\_\_\_. I'm from \_\_\_\_\_.

I work for \_\_\_\_\_. The head office is in \_\_\_\_\_.

**Robert Bosisio**

IT Technician

Inditex

Arteixo | Spain

3 My name's \_\_\_\_\_. I'm from \_\_\_\_\_.

My company is \_\_\_\_\_. The head office is in \_\_\_\_\_.

### 4 Put the words in the right order.

1 you / from / Where / are \_\_\_\_\_?

2 office / is / Where / your / head \_\_\_\_\_?

3 your / company / What / is \_\_\_\_\_?

### 5 Match the questions in 4 to the answers.

a My company is Siemens. \_\_\_\_

b It's in Zurich. \_\_\_\_

c I'm from Brazil. \_\_\_\_

## Business communication

### 1 Put the conversations in the right order.

- 1 a \_\_\_\_ Yes, of course. One moment.
- b \_\_\_\_ Good afternoon. Can I speak to Regis, please?
- c \_\_\_\_ Thanks.
- d 1 Good afternoon. IP Electronics.
- 2 a \_\_\_\_ No, I'm sorry, she's not in the office.
- b \_\_\_\_ Good morning, Pascale speaking.
- c \_\_\_\_ OK. Thanks.
- d \_\_\_\_ Hello, Is Simone there?

### 2 Complete the conversations with the words.

speaking there One moment

A Hello, Sara <sup>1</sup>\_\_\_\_\_.

B Hi. Is Loic <sup>2</sup>\_\_\_\_\_?

A Yes, sure. <sup>3</sup>\_\_\_\_\_.

B Thanks.

that It's in the office out

A Hi, Is <sup>4</sup>\_\_\_\_\_ Pauline?

B No, it isn't. <sup>5</sup>\_\_\_\_\_ Gemma.

A Is Pauline <sup>6</sup>\_\_\_\_\_?

B No, I'm sorry. She's <sup>7</sup>\_\_\_\_\_.

A OK. Thanks.

### 3 Underline the correct word(s) in *italics*.

A Good morning, Cisco Systems.

B Hello. Can I <sup>1</sup>*speaking* / *speaking* to Hugo, please?

A Yes, <sup>2</sup>*it is* / *of course*. <sup>3</sup>A / *One moment*.

B <sup>4</sup>*OK, thanks* / *No, thanks*.



## Practically speaking

Match 1-4 to a-d.

- 1 My phone number is 07700819527. \_\_\_\_
  - 2 Flight KLM 214 is ready for boarding. \_\_\_\_
  - 3 The security code is 2424. \_\_\_\_
  - 4 My passport number is 017317589. \_\_\_\_
- a two four two four  
b zero one seven three one seven five eight nine  
c zero seven seven zero zero eight one nine five two seven  
d two one four

## Language at work | is / isn't

### To be

#### Form

##### Positive:

He / She / It	is	in the head office.
He / She / It	's	in Frankfurt.

##### Negative:

He / She / It	is not	in Chile.
He / She / It	isn't	in Japan.

##### Questions:

Is	he / she / it	in Brazil?
----	---------------	------------

##### Short answers:

Yes,	he / she / it	is.
No,	he / she / it	isn't.

*Richard is in the Recife office.*

*She's in China.*

*It isn't in Spain.*

*A Is he in Saudi Arabia?*

*B Yes, he is.*

*A Is the head office in São Paulo?*

*B No, it isn't. It's in Rio.*

### 1 Complete with is ('s) or isn't.

- 1 Paul's in China. He \_\_\_\_\_ in Japan.
- 2 Clara isn't in Germany. She \_\_\_\_\_ in Spain.
- 3 The head office is in Milan. It \_\_\_\_\_ in Rome.
- 4 He isn't in Brazil. He \_\_\_\_\_ in the USA.
- 5 The company isn't in Saudi Arabia. It \_\_\_\_\_ in Kuwait.
- 6 She's in Tokyo. She \_\_\_\_\_ in Seoul.

### 2 Match the questions to the answers.

- 1 Is Henri in China? \_\_\_\_
  - 2 Is Carole in the Rome office? \_\_\_\_
  - 3 Is your company ING? \_\_\_\_
- a No, it isn't. It's ICI.  
b Yes, he is. He's in Beijing.  
c No, she isn't. She's in the Milan office.

### 3 Tick (✓) the correct sentence, a or b.

- 1 a He not in Kuwait.  
b He isn't in Kuwait.
- 2 a My company is Electrolux.  
b My company Electrolux.
- 3 a Is she's in the head office?  
b Is she in the head office?
- 4 a Yes, it in Japan.  
b Yes, it's in Japan.
- 5 a She's from Spain.  
b She from Spain.
- 6 a Is it's in Berlin?  
b Is it in Berlin?

### 4 Complete with the correct verbs.

- A <sup>1</sup>\_\_\_\_\_ your company in South Korea?  
B Yes, it <sup>2</sup>\_\_\_\_\_. And your company?  
A It <sup>3</sup>\_\_\_\_\_ in South Korea. It <sup>4</sup>\_\_\_\_\_ in Japan.  
A <sup>5</sup>\_\_\_\_\_ Regis in the Rio office?  
B No, he <sup>6</sup>\_\_\_\_\_. He <sup>7</sup>\_\_\_\_\_ in the São Paulo office.  
A Sara <sup>8</sup>\_\_\_\_\_ in Germany. She <sup>9</sup>\_\_\_\_\_ in Italy.  
B <sup>10</sup>\_\_\_\_\_ she in Rome?  
A No, she <sup>11</sup>\_\_\_\_\_. She <sup>12</sup>\_\_\_\_\_ in Turin.



# 3 | Practice file

## Working with words

1 Look at the pictures. Find the places in the box.



r	e	c	e	p	t	i	o	n
e	c	a	r	p	a	r	k	o
c	a	f	z	a	f	l	t	f
d	y	e	o	t	a	o	a	f
e	m	t	t	u	c	d	x	i
h	n	e	o	f	t	t	o	c
w	a	r	e	h	o	u	s	e
o	r	i	a	w	r	e	c	e
n	f	a	c	t	y	w	h	i

2 Match the opposite adjectives.

- 1 new \_\_\_\_\_ a small  
2 big \_\_\_\_\_ b bad  
3 good \_\_\_\_\_ c old

3 Rewrite the sentences.

- 1 The office is new. It's a new office.  
2 The factory is old. It's \_\_\_\_\_.  
3 The cafeteria is good. It's \_\_\_\_\_.  
4 The car park is big. It's \_\_\_\_\_.  
5 The warehouse is small. It's \_\_\_\_\_.

## Business communication

1 Complete the words.

Hi Adira

<sup>1</sup>T \_\_\_\_\_ s for your email. <sup>2</sup>H \_\_\_\_\_ is a map of my company. <sup>3</sup>P \_\_\_\_\_ send me a map of your company.

<sup>4</sup>A \_\_\_\_\_ the best

Heiner

2 Underline the correct word(s) in *italics*.

<sup>1</sup>Dear / Hello Mr Chen

<sup>2</sup>I write / I'm writing about my visit to your head office.

<sup>3</sup>Are you / Can you send me the address?

<sup>4</sup>Best / Kind wishes

Kimberly Black

3 Match 1-5 to a-e.

- 1 Thank you \_\_\_\_\_  
2 I'm writing \_\_\_\_\_  
3 Can you send \_\_\_\_\_  
4 Please find \_\_\_\_\_  
5 Kind \_\_\_\_\_
- a ... about my visit.  
b ... attached a map.  
c ... for your email.  
d ... regards  
e ... me your number?

4 Complete the formal phrases.

- 1 Hello Madelaine Dear Madelaine  
2 Thanks for your email. \_\_\_\_\_  
3 Please send a photograph. \_\_\_\_\_  
4 Here is the document. \_\_\_\_\_  
5 Best \_\_\_\_\_
- for your email.  
please send a photograph?  
attached the document.  
Best \_\_\_\_\_



## Practically speaking

Read and tick (✓) the correct email or website address.

- 1 www dot uk dot tata dot com
  - a www.uk.tata.com
  - b www.uktata.com
  - c www.tata.co.uk
- 2 paolo underscore boas at meteo dot pt
  - a paolo.boas@meteo.com
  - b paolo-boas@meteo.pt
  - c paolo\_boas@meteo.pt
- 3 k dot steger at gp dash oil dot com
  - a k.steger@gp\_oil.com
  - b k.steger@gp-oil.com
  - c k-steger@gpoil.com

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

### To be

#### Form

##### Positive:

We / They	're	in the office.
We / They	are	in the car park.
Sonia and Bill	are	in the factory.

##### Negative:

We / They	aren't	in reception.
We / They	are not	in the warehouse.
Sonia and Bill	are not	in the cafeteria.

##### Questions:

Are	we / they	in the warehouse?
-----	-----------	-------------------

##### Short answers:

Yes,	we / they	are.
No,	we / they	aren't.

### Wh- questions

What	's	your name?
What	are	your jobs?
Where	's	the head office?
Where	are	the warehouses?
Who	's	your director?
Who	are	they?

We are in the cafeteria.

- |                                    |                     |
|------------------------------------|---------------------|
| A Are Sonia and Bill in reception? | B Yes, they are.    |
| A Are they in the factory?         | B No, they aren't.  |
| A Where are the factories?         | B They're in Delhi. |

### 1 Complete with 're, are, or aren't.

- 1 They aren't in the warehouse. They \_\_\_\_\_ in the factory.
- 2 We're in the sales office. We \_\_\_\_\_ in the head office.
- 3 Gail and Konrad aren't in the car park. They \_\_\_\_\_ in reception.
- 4 The offices are new. They \_\_\_\_\_ old offices.
- 5 \_\_\_\_\_ they in your office?
- 6 No, they \_\_\_\_\_.
- 7 \_\_\_\_\_ we in your office?
- 8 Yes, we \_\_\_\_\_.

### 2 Correct the verb to be.

- 1 I are a manager.  
\_\_\_\_\_
- 2 Is you an IT technician?  
\_\_\_\_\_
- 3 Is he from Germany?  
Yes, he are.  
\_\_\_\_\_
- 4 Are the offices new?  
No, they isn't.  
\_\_\_\_\_

### 3 Match the questions to the answers.

- 1 What's your name? \_\_\_\_\_
  - 2 Where are you from? \_\_\_\_\_
  - 3 Who is he? \_\_\_\_\_
  - 4 What's your job? \_\_\_\_\_
  - 5 Where are the new offices? \_\_\_\_\_
  - 6 Who are they? \_\_\_\_\_
- a Sales assistant.  
b In Toronto.  
c Canada.  
d Lisa Quayle.  
e The Sales Manager and the Finance Director.  
f My manager.

### 4 Complete with a question word + 's or are.

- 1 Wh\_\_\_\_\_ your surname? Jones.
- 2 Wh\_\_\_\_\_ you from? New Zealand.
- 3 Wh\_\_\_\_\_ your job? I'm an engineer.
- 4 Wh\_\_\_\_\_ the factories? In Singapore and Hong Kong.
- 5 Wh\_\_\_\_\_ your manager? Mr Clements.



## Working with words

### 1 Put the letters in the right order.

- |                 |                     |
|-----------------|---------------------|
| 1 s l l e _____ | 4 m n g e a a _____ |
| 2 m t e e _____ | 5 h e a v _____     |
| 3 w k o r _____ | 6 l v i e _____     |

### 2 Complete with the verbs from 1.

- I'm from France and I \_\_\_\_\_ in Paris.
- I \_\_\_\_\_ for GSK. It's a pharmaceutical company.
- We \_\_\_\_\_ our products all over the world.
- We \_\_\_\_\_ factories in France, the UK, and the USA.
- I \_\_\_\_\_ the Sales Department. I have eight people in my team.
- The sales reps \_\_\_\_\_ customers and sell our products.

### 3 Match 1-6 to a-f.

- manage the money \_\_\_\_\_
- meet customers and sell products \_\_\_\_\_
- meet new employees \_\_\_\_\_
- make the products \_\_\_\_\_
- manage the company computers \_\_\_\_\_
- transport the products \_\_\_\_\_

- Human Resources
- Logistics
- Production
- Finance
- IT
- Sales

### 4 Write the plurals.

- company \_\_\_\_\_
- customer \_\_\_\_\_
- person \_\_\_\_\_
- office \_\_\_\_\_
- department \_\_\_\_\_
- country \_\_\_\_\_
- employee \_\_\_\_\_
- factory \_\_\_\_\_

## Business communication

### 1 Who says the phrases, the caller (C) or the receiver (R)?

- Can I take a message? \_\_\_\_\_
- I'm calling about the new product. \_\_\_\_\_
- Please call me back as soon as possible. \_\_\_\_\_
- I'll give Claudia your message. \_\_\_\_\_
- Is there anything else? \_\_\_\_\_
- Go ahead. \_\_\_\_\_

### 2 Put the conversation in the right order.

#### Part 1

- Hi. Is Tomas there?
- OK. Go ahead.
- 1 Production. Hello?
- No, I'm sorry, he's out. Can I take a message?
- Yes, it's Sonia in Sales. I'm calling about the new product.
- It's about product SM 4389X1. There's a problem.

#### Part 2

- 1 Sorry, Can you repeat that?
- OK. Is there anything else?
- OK. I'll give Tomas your message.
- There's a problem with SM 4389X1.
- That's right.
- Yes. Please call me back as soon as possible.  
My number is 0963 325 449.
- So that's 0963 325 449.

### 3 Complete the conversations with the phrases.

- Can I take a message? I'll give Claudia your message.  
I'm calling about Can you repeat that?  
Please call me back as soon as possible. So that's

- A Good morning. Can I speak to Claudia?  
B I'm sorry, she's out.

- A Hi, \_\_\_\_\_ the new assistants, George and Chloe.  
B Sorry, I don't understand.

- A It's about George and Chloe, the new assistants.  
B OK. Go ahead.

- A \_\_\_\_\_ My phone number is 08762 534 212.  
B \_\_\_\_\_ 08762 534 212.  
A That's right  
B OK. \_\_\_\_\_



## Practically speaking

**Underline the correct verb in *italics*.**

- There 's / *are* five people in my department.
- There 's / *are* a Logistics Department.
- There 's / *are* an assistant.
- There 's / *are* ten offices in Europe.
- There 's / *are* one project manager.
- There 's / *are* seven departments.

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

### Form

#### Positive:

I	live	in Tokyo.
You	manage	the IT Department.
We	work	for a software company.
They	sell	products.
	work	in Finance.
	meet	people.

#### Negative:

I	don't work	in Sales.
You	don't live	in Brazil.
We	don't make	products.
They		

#### Questions:

Do you / we / they work in Sales?

Do you / we / they live in Brazil?

#### Short answers:

Yes, I / you / we / they do.

No, I / you / we / they don't.

#### Questions with question words:

Where	you	work?
What	do	live?
Who	we	sell?
	they	manage?
		work for?

*We work for GSK.*

*They don't live in Munich.*

*Where do you live?*

*What do you do?*

*Who do they work for?*

*A Do you work in Sales?*

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

## 1 Complete with the phrases.

don't live	They meet	I work (x2)
I manage	They don't sell	I live
		We have

My name's Giorgio. <sup>1</sup> \_\_\_\_\_ for Siemens.  
I'm from Rome, but I <sup>2</sup> \_\_\_\_\_ in Italy.  
<sup>3</sup> \_\_\_\_\_ in New York. Siemens is a global  
company. <sup>4</sup> \_\_\_\_\_ offices all over the world.  
<sup>5</sup> \_\_\_\_\_ in the Human Resources  
Department. <sup>6</sup> \_\_\_\_\_ a team of three people.  
<sup>7</sup> \_\_\_\_\_ products. <sup>8</sup> \_\_\_\_\_  
new employees in the company.

## 2 Write questions. Complete the short answers.

- A you / live / in Japan Do you live in Japan?  
B Yes, I do.
- A you / work / in Finance \_\_\_\_\_?  
B No, we \_\_\_\_\_.
- A they / have / factories / in Germany \_\_\_\_\_?  
B Yes, they \_\_\_\_\_.
- A they / manage / people \_\_\_\_\_?  
B No, they \_\_\_\_\_.

## 3 Match 1–6 to a–f.

- Where do you live? \_\_\_\_
  - Who do you work for? \_\_\_\_
  - Do you work in Frankfurt? \_\_\_\_
  - What do you do? \_\_\_\_
  - Do they work in Sales? \_\_\_\_
  - Do you make products? \_\_\_\_
- a I'm a production manager.  
b Yes, they do.  
c I live in China.  
d No, we don't. We sell products.  
e We work for Airbus.  
f No, I don't. I work in Munich.

## 4 Write the questions.

- A \_\_\_\_\_?  
B I'm an IT technician.
- A \_\_\_\_\_?  
B We work for a big finance company.
- A \_\_\_\_\_?  
B They live in South Korea.
- A \_\_\_\_\_?  
B I work for Air France.
- A \_\_\_\_\_?  
B They are sales reps.



# 5 | Practice file

## Working with words

### 1 Match 1-5 to a-e.

- 1 Carrefour is a retail company. \_\_\_\_
- 2 Boeing is an aeronautical company. \_\_\_\_
- 3 Tata Motors is an automobile company. \_\_\_\_
- 4 Shell is an energy company. \_\_\_\_
- 5 Sony is an electronics company. \_\_\_\_

- a We make televisions.
- b We make cars.
- c We sell food.
- d We make aeroplanes.
- e We sell oil and gas.

### 2 Complete with the verbs.

have sell order make

American Apparel is a clothes retail company. We <sup>1</sup>\_\_\_\_\_ the clothes in a big factory in Los Angeles. We <sup>2</sup>\_\_\_\_\_ the clothes in 285 shops around the world. We <sup>3</sup>\_\_\_\_\_ a website and customers <sup>4</sup>\_\_\_\_\_ clothes from the online store.

design build buy

IKEA is a Swedish company. We <sup>5</sup>\_\_\_\_\_ products for the home. Customers <sup>6</sup>\_\_\_\_\_ the products from our shops and they <sup>7</sup>\_\_\_\_\_ the products at home.

### 3 Write the country or nationality.

	Country	Nationality
1	the USA	_____
2	_____	Brazilian
3	China	_____
4	_____	English
5	Italy	_____
6	_____	Indian
7	Japan	_____
8	_____	Mexican

## Business communication

### 1 Put the words in the right order to make questions.

- 1 Can / help / you / I  
\_\_\_\_\_?
- 2 Do / have / the / you / item / number  
\_\_\_\_\_?
- 3 How / you / like / many / would  
\_\_\_\_\_?
- 4 What / price / the / 's  
\_\_\_\_\_?
- 5 Does / include / delivery / that  
\_\_\_\_\_?
- 6 Can / by / email / my / order / you / confirm  
\_\_\_\_\_?

### 2 Match the questions in 1 to the answers.

- a \_\_\_\_ One chair is 35 euros.
- b \_\_\_\_ Yes, it does.
- c \_\_\_\_ Five, please.
- d \_\_\_\_ Yes, of course. What's your email?
- e \_\_\_\_ I'd like to order black office chairs.
- f \_\_\_\_ Yes, it's OC-31-B.

### 3 Complete with the words.

order have include confirm  
email want like help

- A Hello, can I <sup>1</sup>\_\_\_\_\_ you?
- B Yes, I'd like to <sup>2</sup>\_\_\_\_\_ some boxes.
- A Do you <sup>3</sup>\_\_\_\_\_ the item number?
- B No, sorry, I don't. It's the Single Wall boxes in your catalogue.
- A OK. That's item SW-110. How many would you <sup>4</sup>\_\_\_\_\_?
- B I <sup>5</sup>\_\_\_\_\_ 300, please.
- A OK. The total price is £250.
- B Does that <sup>6</sup>\_\_\_\_\_ delivery?
- A Yes, it does.
- B Great. Can you <sup>7</sup>\_\_\_\_\_ my order by email?
- A Sure. I'll <sup>8</sup>\_\_\_\_\_ you now.



## Practically speaking

Complete the sentences with the numbers. Then say the numbers.

27 53,000\* 11 60,000,000\*

- 1 The population of Italy is \_\_\_\_\_.
- 2 The number of employees at Google is \_\_\_\_\_.
- 3 The number of countries in the European Union is \_\_\_\_\_.
- 4 The number of people in a football team is \_\_\_\_\_.

\*Numbers are approximate.

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

### Present simple: he / she / it

#### Form

##### Positive:

He	makes	products.
She	designs	clothes.
It	sells	cars.

##### Negative:

He	doesn't make	products.
She	doesn't design	clothes.
It	doesn't sell	cars.

##### Questions:

Does	he make products?
Does	she design clothes?
Does	it sell cars?

##### Short answers:

Yes, he / she / it does.

No, he / she / it doesn't.

*He designs cars.*

*She doesn't sell clothes.*

*A Does he make products? B Yes, he does.*

*A Does the company sell cars? B No, it doesn't.*

#### Careful!

*He doesn't make cars. ✓ He doesn't makes cars. ✗*

## Spelling

Most verbs: verb + -s

*He makes / sells / builds / designs.*

Verbs ending in -o: *It does.*

Exception: *have → has*

*We have an online store. → The company has an online store.*

### 1 Complete the sentences with the correct form of the verbs in (brackets).

- 1 He \_\_\_\_\_ (export) cars to other countries.
- 2 She \_\_\_\_\_ (sell) electronics in the store.
- 3 It \_\_\_\_\_ (build) houses.
- 4 He \_\_\_\_\_ (not / import) cars from other countries.
- 5 She \_\_\_\_\_ (not / buy) electronics.
- 6 It \_\_\_\_\_ (not / build) aeroplanes.
- 7 The company \_\_\_\_\_ (have) three factories.

### 2 Underline the correct verb in *italics*.

- 1 Gazprom *sell* / *sells* oil and gas.
- 2 I *sell* / *sells* cars.
- 3 It *design* / *designs* houses.
- 4 We *deliver* / *delivers* products.
- 5 The company *don't have* / *doesn't have* an online store.
- 6 They *don't make* / *doesn't make* mobiles.

### 3 Make questions with the verbs in (brackets). Complete the short answers.

- 1 A \_\_\_\_\_ Toyota \_\_\_\_\_ cars? (make)  
B Yes, it \_\_\_\_\_.
- 2 A \_\_\_\_\_ Apple \_\_\_\_\_ food? (deliver)  
B No, it \_\_\_\_\_.
- 3 A \_\_\_\_\_ Walmart \_\_\_\_\_ food and clothes? (sell)  
B Yes, it \_\_\_\_\_.

### 4 Complete the questions with *do* or *does*.

- 1 \_\_\_\_\_ you have the item number?
- 2 What products \_\_\_\_\_ the company export to China?
- 3 Where \_\_\_\_\_ she buy the clothes?
- 4 \_\_\_\_\_ Simon and Sue work in this department?
- 5 Who \_\_\_\_\_ you work for?
- 6 \_\_\_\_\_ the price include delivery?



# 6 | Practice file

## Working with words

1 Look at the pictures and complete the word puzzle.



1 c \_ \_ \_ e \_ \_ \_  
 2 \_ \_ \_ a \_ \_ \_ i \_ \_ \_  
 3 \_ \_ \_ n \_ \_ \_ a \_ \_ \_  
 4 \_ \_ \_ o \_ \_ \_ \_ \_ \_ a \_ \_ \_  
 5 \_ \_ \_ e \_ \_ \_ \_ \_ \_ d \_ \_ \_ \_ \_  
 6 \_ \_ \_  
 7 \_ \_ \_ a \_ \_ \_  
 8 \_ \_ \_ n \_ \_ \_ \_ \_ u \_ \_ \_

2 Complete with the phrases.

I'd like (x2) can I have that's (x2)  
 would you like can I help you

- A Hello, <sup>1</sup> \_\_\_\_\_?  
 B What <sup>2</sup> \_\_\_\_\_, Ana?  
 C <sup>3</sup> \_\_\_\_\_ vegetable lasagne and salad,  
 please. And mineral water.  
 B And <sup>4</sup> \_\_\_\_\_ a cheese sandwich and  
 chocolate cake? And <sup>5</sup> \_\_\_\_\_ tea.  
 A So, <sup>6</sup> \_\_\_\_\_ vegetable lasagne and salad, a  
 cheese sandwich, chocolate cake, mineral water, and tea.  
<sup>7</sup> \_\_\_\_\_ 19 dollars, please.

3 Put the words in the right order.

- 1 food / like / do / What / you \_\_\_\_\_?  
 2 steak / like / I / fries / and \_\_\_\_\_.  
 3 don't / Mexican / I / like / food \_\_\_\_\_.  
 4 but / like / rice / don't / I / pasta / like / I \_\_\_\_\_.  
 5 Japanese / Do / like / food / you \_\_\_\_\_?  
 6 like / Chinese / I / food \_\_\_\_\_.

## Business communication

1 Put the conversations in the right order.

- 1 a \_\_\_\_\_ At seven thirty?  
 b \_\_\_\_\_ There's a new Indian restaurant in town.  
 Would you like to have dinner?  
 c 1 Do you like Indian food?  
 d \_\_\_\_\_ OK. Sure. See you in reception at seven thirty.  
 e \_\_\_\_\_ Yes, please. That would be nice. What time?  
 f \_\_\_\_\_ Yes, I love it.  
 2 a \_\_\_\_\_ What time can you play?  
 b \_\_\_\_\_ Sure. See you at three thirty.  
 c \_\_\_\_\_ I'd love to, but I'm afraid I'm busy at two.  
 d \_\_\_\_\_ Is three thirty OK?  
 e 1 Do you want to play tennis today at two?

2 Put the words in the right order to make questions.

- 1 you / Would / dinner / Tuesday / have / like / to / on? \_\_\_\_\_?  
 2 meet / time / What / you / can? \_\_\_\_\_?  
 3 play / you / want / to / Do / tennis / Wednesday / on? \_\_\_\_\_?  
 4 two / OK / thirty / Is? \_\_\_\_\_?  
 5 you / day / can / play / What? \_\_\_\_\_?

3 Match the questions in 2 to the answers.

- a \_\_\_\_\_ I'm afraid I'm busy at two thirty.  
 b \_\_\_\_\_ I can play on Friday.  
 c \_\_\_\_\_ That'd be great. Thanks. What time on Tuesday?  
 d \_\_\_\_\_ At eleven thirty.  
 e \_\_\_\_\_ I'd love to, but I can't on Wednesday.



## Practically speaking

### 1 Put the days of the week in the right order.

Saturday      Tuesday      Thursday  
 Sunday      Wednesday      Friday  
 Monday \_\_\_\_\_

### 2 Match 1–5 to a–e.

- |         |                                    |
|---------|------------------------------------|
| 1 8.00  | a I have lunch at twelve thirty.   |
| 2 10.45 | b I finish work at five thirty.    |
| 3 7.00  | c I have coffee at ten forty-five. |
| 4 12.30 | d I start work at eight.           |
| 5 5.30  | e I have dinner at seven.          |

## Language at work | can / can't

### can / can't

#### Form

##### Positive:

I		
You		can speak English.
He / She	can	play tennis.
We		sing.
They		

##### Negative:

I		
You		can't play golf.
He / She	can't	run a marathon.
We		cook.
They		

##### Questions:

Can you play the guitar?  
 Can she speak Japanese?  
 Can they play a musical instrument?

##### Short answers:

Yes, I / you / he / she / it / we / they can.  
 No, I / you / he / she / it / we / they can't.

##### Questions with question words:

What sports		he play?
What languages	can	you speak?
What type of food		they cook?

A Can you play tennis? B Yes, I can. / No, I can't.

We can't cook Japanese food.

A What languages can he speak?

B He can speak Polish and English.

### 1 Write sentences with can (+) or can't (-).

- play the guitar (+)  
I can play the guitar.
- cook (-)  
She \_\_\_\_\_.
- run a marathon (-)  
They \_\_\_\_\_.
- play a musical instrument (+)  
I \_\_\_\_\_.
- play tennis (+)  
He \_\_\_\_\_.

### 2 Write questions with can. Complete the short answers.

- you / English / speak  
Can you speak English?  
Yes, I can.
- cook / he / food / Indian  
\_\_\_\_\_  
No, \_\_\_\_\_.
- the / she / guitar / play  
\_\_\_\_\_  
No, \_\_\_\_\_.
- other / speak / she / languages  
\_\_\_\_\_  
Yes, \_\_\_\_\_.

### 3 Underline the correct word(s) in *italics*.

- I *don't can* / *can't* play golf.
- Does he *can* / *Can he* play a musical instrument?
- She *can't* / *doesn't can* cook Indian food.
- Do you *can* / *Can you* speak English?
- Karl can play the guitar, but he *can't* / *doesn't can* sing.

### 4 Put the words in the right order to make questions.

- play / can / sports / you / What  
\_\_\_\_\_?
- speak / she / What / can / languages  
\_\_\_\_\_?
- type / What / Simon / of / can / food / cook  
\_\_\_\_\_?
- instrument / play / they / musical / What / can  
\_\_\_\_\_?

### 5 Match the questions from 4 to the answers.

- Simon can cook Italian food, but he can't cook Mexican food.
- They can play the guitar and the piano.
- Claudine can speak three languages: French, German, and English.
- I can play football and tennis, but I can't play golf.



# 7 | Practice file

## Working with words

1 Look at the technology. Complete the words.



- 1 l \_\_\_\_\_ p
- 2 w \_\_\_\_\_ m
- 3 h \_\_\_\_\_ t
- 4 p \_\_\_\_\_ r
- 5 p \_\_\_\_\_ r

2 Complete with the words.

USB stick    smartphone    computer    digital camera

- 1 I can photograph machines with a \_\_\_\_\_.
- 2 Please call this number on your \_\_\_\_\_.
- 3 When I travel, I have my documents on a \_\_\_\_\_.
- 4 I use an old \_\_\_\_\_, but I want a modern tablet!

3 Underline the correct verb in *italics*.

**Subject:** Your presentation

Dear Arnie

Here is the link to the presentation. <sup>1</sup>*Switch on* / *Click* the link and then <sup>2</sup>*enter* / *scan* your password. <sup>3</sup>*Connect* / *Download* the PowerPoint presentation from the website. You can <sup>4</sup>*print* / *save* the presentation on a USB stick or <sup>5</sup>*click* / *connect* your laptop to the projector.

Also find attached the documents for your presentation. <sup>6</sup>*Print* / *Enter* the documents for the clients.

Good luck with the presentation!

Sally

## Business communication

1 Complete with the question words.

How    What    Where    Do    Is    Does

- a \_\_\_\_\_'s the problem?
- b \_\_\_\_\_ does it work?
- c \_\_\_\_\_ you have a laptop?
- d \_\_\_\_\_ the projector on?
- e \_\_\_\_\_ it work now?
- f \_\_\_\_\_ do I switch it on?

2 Complete the conversation with questions a-f from 1.

A Can you help me?

B Sure. <sup>1</sup>\_\_\_\_\_?

A I don't know how to use this projector.

<sup>2</sup>\_\_\_\_\_?

B <sup>3</sup>\_\_\_\_\_?

A No, it isn't.

B First, you need to switch it on.

A Yes, but <sup>4</sup>\_\_\_\_\_?

B Here. <sup>5</sup>\_\_\_\_\_?

A Yes, it does.

B Great. <sup>6</sup>\_\_\_\_\_?

A No, I don't. My presentation is on this USB stick.

3 Complete the instructions.

<sup>1</sup>F\_\_\_\_\_, scan the designs. <sup>2</sup>T\_\_\_\_\_, save the document on your laptop. <sup>3</sup>N\_\_\_\_\_, attach the document to an email. You <sup>4</sup>n\_\_\_\_\_ to send the email to me and to Peter in Rome.

4 Tick (✓) the correct response, a or b.

1 What's the problem with the projector?

a I don't use it.

b I don't know how to use it.

2 How does it work?

a I don't know.

b No, I don't.

3 Where do I switch it on?

a Press.

b Here.

4 Is the Internet on?

a I think so.

b I think yes.

5 How do I start the software?

a You need click *enter*.

b You need to click *enter*.



## Practically speaking

Look at the pictures. Complete the sentences with *this*, *that*, *these*, or *those*.

1  \_\_\_\_\_'s your office.

2  \_\_\_\_\_ are my documents.

3  \_\_\_\_\_ are your colleague's desks.

4  \_\_\_\_\_ is my phone.

## Language at work | Possessive adjectives

### Possessive adjectives

#### Form

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

*It's my car.*

*Your company is in Spain.*

*Is this his pen?*

*It isn't her desk.*

*Our factory is modern.*

*Are their offices here?*

### Possessive 's

For names of people, add possessive 's.

the office of Nigel = *Nigel's office*

the office of Atif and Giulio = *Atif and Giulio's office*.

#### Careful!

Possessive 's: *Ben's car* = the car of Ben

Verb be: *Ben's in the car.* = Ben is in the car.

### 1 Complete with the possessive adjectives.

our his your her my their its

- I'm from Germany, but \_\_\_\_\_ job is in France.
- You have a meeting at ten and \_\_\_\_\_ interview is at twelve.
- We have a sales office in London, but \_\_\_\_\_ head office is in Dubai.
- He is in reception, but \_\_\_\_\_ interview is after lunch.
- She works at home and \_\_\_\_\_ boss works in an office.
- They sell electronics and \_\_\_\_\_ customers buy the products from the online store.
- The USB stick is small but \_\_\_\_\_ memory is big.

### 2 Underline the correct word in *italics*.

- What's *you* / *your* name?
- I* / *My* job is good.
- I* / *My* name's Piotr.
- It's* / *Its* a bad projector.
- She* / *Her* smartphone doesn't work.
- His* / *He's* out of the office at the moment.
- We* / *Our* video conference is at three.
- They* / *Their* use our printer.

### 3 Write the possessive 's in the sentences.

- Is this Mike headset?
- Juliette and Medhat office is here.
- Rosa computer is on, so she's here.
- Where is Remi, Sultan, and Ricardo meeting today?

### 4 Correct the mistakes.

- He's name is Mike.  
\_\_\_\_\_
- Is this I new mobile?  
\_\_\_\_\_
- Hello. This is Nigel voicemail.  
\_\_\_\_\_
- The printer is old and its slow.  
\_\_\_\_\_
- Their office is there and are office is here.  
\_\_\_\_\_



# 8 | Practice file

## Working with words

1 Match the pictures to the words. Write the letter.



- 1 bus \_\_\_\_
- 2 car \_\_\_\_
- 3 train \_\_\_\_
- 4 taxi \_\_\_\_
- 5 plane \_\_\_\_
- 6 bicycle \_\_\_\_
- 7 motorcycle \_\_\_\_

2 Complete the travel words.

- 1 t \_ r m \_ n \_ l
- 2 r \_ c \_ \_ p t
- 3 \_ - t \_ c k \_ t
- 4 b \_ g
- 5 p \_ s s p \_ r t
- 6 b \_ \_ r d \_ n g g \_ t \_
- 7 f l \_ g h t

3 Underline the correct verb in *italics*.

- 1 Can I *have* / *check in* your passport and e-ticket, please?
- 2 Please *arrive* / *go* to the boarding gate at nine fifteen.
- 3 That's ten pounds. Do you *have* / *want* a receipt?
- 4 Can you *take* / *go* me to the airport?
- 5 What time does the flight *arrive* / *go* in Berlin?
- 6 Which terminal do you *check in* / *want*?
- 7 Your flight *takes* / *leaves* at two forty-five.
- 8 Do you have any bags to *check in* / *go*?

## Business communication

1 Complete the emails with the phrases.

I can't meet    I'd like to arrange    is fine for me  
Can we meet on    we arrange a new date and time

To: Regina; Laurent

1 \_\_\_\_\_ a  
meeting about the new project in March.

2 \_\_\_\_\_  
Wednesday 21st September at 9.30 a.m.?

Best regards  
Federico

Dear Federico

I'm sorry, <sup>3</sup> \_\_\_\_\_ on  
Wednesday 21st September. I'm at a sales conference.

Can <sup>4</sup> \_\_\_\_\_?

Kind regards  
Regina

Hi Federico

Wednesday 21st <sup>5</sup> \_\_\_\_\_.

See you at 9.30 a.m.

Regards  
Laurent

2 Put the words in the right order.

- 1 a meeting / I'd / arrange / like / to  
\_\_\_\_\_.
- 2 sorry / can't / I / at 2 p.m. / meet / I'm  
\_\_\_\_\_.
- 3 you / on Monday / Are / free / at 3.30 p.m.  
\_\_\_\_\_?
- 4 fine / 13th April / me / is / for  
\_\_\_\_\_.

3 Put the conversation in the right order.

- a \_\_\_\_\_ Sorry, I'm busy on Monday. I'm visiting a new client.
- b \_\_\_\_\_ Yes, sure. See you on Tuesday 27th at one thirty.
- c 1 \_\_\_\_\_ Hi, Regina. Are you free on Monday 26th September?
- d \_\_\_\_\_ Is one thirty OK for you?
- e \_\_\_\_\_ How about Tuesday afternoon?
- f \_\_\_\_\_ Yes, I'm free on Tuesday. What time is good for you?



## Practically speaking

Match the dates to the sentences.

- 1 3rd September \_\_\_\_
- 2 7/3 \_\_\_\_
- 3 2nd February \_\_\_\_
- 4 31/5 \_\_\_\_
- 5 24th December \_\_\_\_

- a My birthday is on the thirty-first of May.
- b Our trip to Munich is on the second of February.
- c I'm on holiday on the twenty-fourth of December.
- d We have a project meeting on the seventh of March.
- e The factory visit is on the third of September.

## Language at work | was / were

### was / were

#### Form

##### Positive:

I		
He / She	was	in Oman last Thursday.
It		
You		
We	were	in Barcelona for four days.
They		

##### Negative:

I		
He / She	wasn't	in Rio yesterday.
It		
You		
We	weren't	there last week.
They		

##### Questions:

Was he / she / it in Lima last weekend?  
Were you / we / they there last Tuesday?

##### Short answers:

Yes, he / she / it was. No, he / she / it wasn't.  
Yes, you / we / they were. No, you / we / they weren't.

##### Questions with question words:

Where were you yesterday?  
When were you in Rome?  
How was your trip?

*I was in Tokyo on Monday.*

*We weren't in London last week.*

*A Was she on holiday yesterday?*

*A Where were they last Friday?*

*B Yes, she was.*

*B They were at a conference.*

## 1 Complete with was / were (+) or wasn't / weren't (-).

- 1 I \_\_\_\_\_ in Peru last week. +
- 2 She \_\_\_\_\_ in Dubai yesterday. -
- 3 They \_\_\_\_\_ there for three days. +
- 4 The meeting \_\_\_\_\_ very useful. -
- 5 We \_\_\_\_\_ there very long. -
- 6 He \_\_\_\_\_ on holiday last weekend. +

## 2 Write questions with was / were. Complete the short answers.

1 you / in Barcelona / last week  
*Were you in Barcelona last week?*  
Yes, *I was*.

2 they / busy / yesterday  
\_\_\_\_\_  
No, \_\_\_\_\_.

3 he / there / last week  
\_\_\_\_\_  
No, \_\_\_\_\_.

4 the city / quiet / last night  
\_\_\_\_\_  
Yes, \_\_\_\_\_.

## 3 Underline the correct verb in *italics*.

A <sup>1</sup> *Were* / *Was* you here last week?

B No, I <sup>2</sup> *weren't* / *wasn't*. I <sup>3</sup> *were* / *was* in Japan for six days.

A How <sup>4</sup> *was* / *were* your trip?

B The sales conference <sup>5</sup> *were* / *was* very useful, but the meetings with clients <sup>6</sup> *wasn't* / *weren't*. And you? <sup>7</sup> *Was* / *Were* you busy?

A No, I <sup>8</sup> *weren't* / *wasn't*. I <sup>9</sup> *was* / *were* on holiday for four days!

## 4 Put the words in the right order to make questions.

- 1 Monday / you / last / were / Where  
\_\_\_\_\_?
- 2 in / they / When / Santiago / were?  
\_\_\_\_\_?
- 3 How long / was / Dubai / in / she  
\_\_\_\_\_?
- 4 your / How / trip / business / was  
\_\_\_\_\_?

## 5 Match the questions in 4 to the answers.

- a — OK. The meetings with clients were very useful.
- b — In Barcelona. I was there for three days.
- c — She was in Dubai for two days.
- d — They were in Santiago last Tuesday and Wednesday.



# Information files | 01–10

## File 01 | Unit 4

Business communication, Exercise 5, page 26

Student A

- 1 You work in Production. Call Karla Herzog in Human Resources. You want two new employees in your department. You want Karla to call back as soon as possible. Your mobile number is 0556 476 38744.
- 2 You work in Sales. Henrik Mortensen is your manager, but he is out. Answer the telephone and take a message.

## File 02 | Unit 8

Business communication, Exercise 6, page 50

Student A

Look at your notes.

What?	Sales meeting
When?	Monday 25th January
Time?	11.30 a.m.

Call Student B. Arrange a meeting.

*Example: Hello, I'd like to arrange a sales meeting on ...*

## File 03 | Unit 5

Language at work, Exercise 11, page 31

Student A

- 1 Ask questions about Zara. Complete the table.

*Examples: A Does the company make products?  
B Yes, it does.  
A What products does it make?  
B It makes clothes.*

Company	Zara
Company products	
Company activity	
Factories	
Stores	

- 2 Answer questions about Fiat.

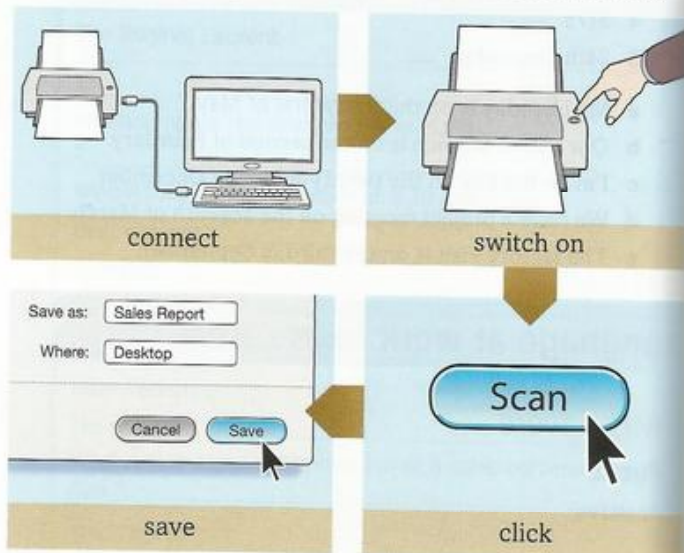
**Company:** Fiat  
**Company products:** cars and car engines  
**Company activity:** designs / makes / exports cars  
**Factories:** Italy, Brazil, Argentina, and Poland  
**Stores:** an online store

## File 04 | Unit 7

Business communication, Exercise 5, page 44

Student A

Student B doesn't know how to scan documents on a new printer. Look at the pictures and words. Give instructions.



## File 05 | Unit 8

Language at work, Exercise 8, page 49

Student A

- 1 This is Student B's diary for last week. Ask questions with these words and complete the diary.

Where ... last Monday?

When ... in Hong Kong?

Where ... last Thursday?

How long ... in ...?

Monday - In \_\_\_\_\_  
 \_\_\_\_\_ and \_\_\_\_\_ - In Hong Kong  
 Thursday, \_\_\_\_\_, and \_\_\_\_\_  
 - In \_\_\_\_\_

- 2 This is your diary for last week. Answer Student B's questions.

Saturday - In Rio  
 Sunday and Monday - In Lima  
 Tuesday, Wednesday, and Thursday  
 - In Santiago



## File 06 | Unit 4

Business communication, Exercise 5, page 26

Student B

- 1 You work in Human Resources. Karla Herzog is your manager, but she is out. Answer the telephone and take a message.
- 2 You work in Finance. Call Henrik Mortensen in Sales. You want sales information for this month. You want Henrik to call back as soon as possible. Your mobile number is 0657 671 1156.

## File 07 | Unit 2

Working with words, Exercise 11, page 11

Student A

- 1 You are Elias. Answer Student B's questions.

Name: Elias Bauer  
Country: Germany  
Company: Alterlink  
Head office: Vienna, Austria

- 2 Student B is Rita Epstein. Ask questions. Complete the card.

Name: Rita Epstein  
Country: \_\_\_\_\_  
Company: \_\_\_\_\_  
Head office: \_\_\_\_\_

## File 08 | Unit 7

Language at work, Exercise 7, page 43

Student B

- 1 Ask Student A about these objects. Match to the names and places.

smartphone USB stick projector laptop

Juliette / desk \_\_\_\_\_

Andrey / office \_\_\_\_\_

the manager / desk \_\_\_\_\_

Medhat and Sultan / office \_\_\_\_\_

Example: A Is my smartphone on Juliette's desk?

B No, it isn't on her desk.

A Is it in Medhat and Sultan's office?

B Yes, it is in their office.

- 2 Choose an object for each name and place.

webcam digital camera printer tablet

Juliette's desk \_\_\_\_\_

Andrey's office \_\_\_\_\_

the manager's desk \_\_\_\_\_

Medhat and Sultan's office \_\_\_\_\_

- 3 Answer Student A's questions about each object.

## File 09 | Unit 5

Language at work, Exercise 11, page 31

Student B

- 1 Answer questions about Zara.

Company: Zara  
Company products: clothes  
Company activity: makes/sells clothes  
Factories: Spain and Portugal  
Stores: 450

- 2 Ask questions about Fiat. Complete the table

Examples: A Does the company make products?

B Yes, it does.

A What products does it make?

B It makes cars.

Company	Fiat
Company products	
Company activity	
Factories	
Stores	

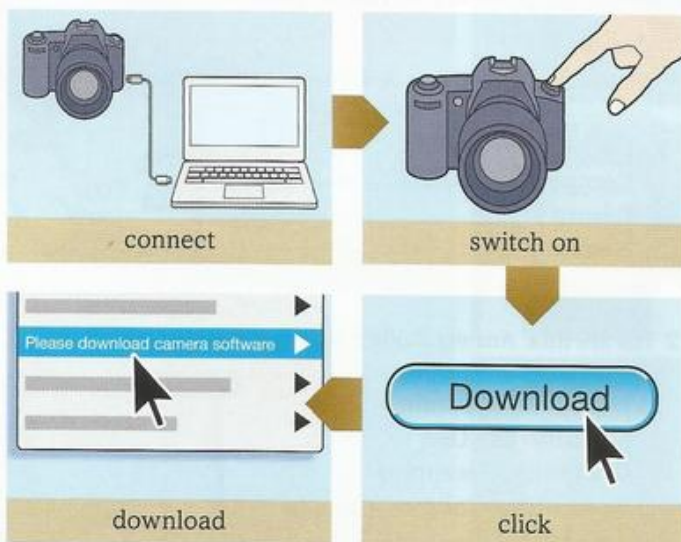
## File 10 | Unit 7

Business communication, Exercise 5, page 44

Student B

Student A doesn't know how to download photographs from a digital camera to a laptop.

Look at the pictures and words. Give instructions.





# Information files | 11–16

## File 11 | Unit 8

Language at work, Exercise 8, page 49

Student B

1 This is your diary for last week. Answer Student A's questions.

Monday – In Tokyo  
Tuesday and Wednesday –  
In Hong Kong  
Thursday, Friday, and Saturday –  
In Beijing

2 This is Student A's diary for last week. Ask questions with these words and complete the diary.

Where ... last Saturday?  
When ... in Lima?  
Where ... last Tuesday?  
How long ... in ...?

Saturday – In \_\_\_\_\_  
\_\_\_\_\_ and \_\_\_\_\_ – In Lima  
Tuesday, \_\_\_\_\_, and \_\_\_\_\_ –  
In \_\_\_\_\_

## File 12 | Unit 2

Working with words, Exercise 11, page 11

Student B

1 Student A is Elias Bauer. Ask questions. Complete the card.

Name: Elias Bauer  
Company: \_\_\_\_\_  
Country: \_\_\_\_\_  
Head office: \_\_\_\_\_

2 You are Rita. Answer Student A's questions.

Name: Rita Epstein  
Country: the USA  
Company: Greenbird  
Head office: Toronto, Canada

## File 13 | Unit 8

Activity, page 51

Pair B

1 Read information 1–3. Complete your calendar below.

1  
**BRITISH AIRWAYS FLIGHT**  
**HEATHROW – BANGKOK**  
DATE: 15TH APRIL  
FLIGHT: TIME 10.00  
RETURN: 20TH APRIL

2  
**ULO Annual Sales Conference**  
Phuket • 17th April–18th April

3  
**Subject:** Sales trip  
**To:** Peter; Lynn  
This is to confirm your sales trip to Hungary.  
The dates for your calendar are 1st–5th May.  
Best  
Simon

April–May

15	16	17	18	19	20	21 Holiday
22 Holiday	23 Holiday	24 Holiday	25 Holiday	26 Holiday	27 Holiday	28 Holiday
29	30	1 May	2	3	4	5
6	7	8	9	10	11	12

2 **70▶** Listen to a voicemail message. Write the information in your calendar.

3 Have a teleconference with Pair A. Arrange a date for a meeting.

## File 14 | Unit 8

Business communication, Exercise 6, page 50

Student B

Student A calls you to arrange a meeting. You are busy on Monday 25th January. You are visiting a factory. Ask for a different date and time.



## File 15 | Unit 3

Activity, page 21

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.

## File 16 | Unit 2

Language at work, Exercise 6, page 13

Student B

- 1 Look at the map. Answer Student A 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 Ask Student A about Rachel, Maya, and Alex.



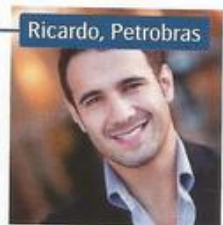
Rachel, Oltecha



Maya, Shell



Alex, Petrobras



Ricardo, Petrobras



Lokas, Oltecha



Chen, Shell



# Audio scripts | 01–31

## Unit 1

01

**Luis** Hello, I'm Luis Moreira.

**Fabienne** Hello, my name's Fabienne Mercier.

**Tageshi** Hello, I'm Tageshi.

**Paula** Hi, I'm Paula.

02

- 1 IT technician
- 2 finance director
- 3 office assistant
- 4 sales representative
- 5 engineer
- 6 human resources manager

03

technician  
director  
assistant  
representative  
manager  
engineer

04

**Fabienne** I'm a human resources manager. What's your job, Luis?

**Luis** Oh, I'm a finance director.

**Paula** What's your job, Tageshi?

**Tageshi** I'm an IT technician. And you?

**Paula** I'm an office assistant.

05

**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.

06

**Jacob** Are you an office assistant?

**Maria** Yes, I am. Are you a human resources manager?

**Jacob** No, I'm not. I'm a finance director.

07

**A** Hello. Are you Tomas?

**B** No, I'm not.

**A** Are you an IT technician?

**B** No, I'm not.

**A** What's your name?

**B** My name's Enzo.

**A** Are you a sales representative?

**B** No, I'm not.

**A** Are you a sales manager?

**B** Yes, I am.

**A** So, you're Enzo Silva.

**B** Yes.

08

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

09

**Assistant** David?

**Manager** Yes?

**Assistant** Is Steven's surname Azikiwe or Azakawe?

**Manager** Azikiwe.

**Assistant** Can you spell that?

**Manager** It's A-Z-I-K-I-W-E.

**Assistant** A-Z-I-K-I-W-E. Azikiwe.

Thanks. Oh. And one more. Mrs Borysiak. What's the first name?

**Manager** Er ... Gabryjela.

**Assistant** Oh! Can you spell that?

**Manager** G-A-B-R-Y-J-E-L-A.

**Assistant** G-A-B-R-Y-J-E-L-A. Thanks.

10

1 **Franco** Good morning. Are you Kasia?

**Kasia** Yes, I am.

**Franco** I'm Franco. Nice to meet you.

**Kasia** Nice to meet you too.

2 **Sally** Hello, Franco.

**Franco** Hi, Sally. Kasia, this is Sally, my assistant.

**Kasia** Good afternoon, Sally. Nice to meet you.

**Sally** Nice to meet you too, Kasia.

3 **Franco** See you soon, Kasia.

**Kasia** Yes, see you soon. And it was nice meeting you, Sally. Goodbye.

**Sally/Franco** Bye.

11

1 Good morning. Are you Kasia?  
Yes, I am.

2 I'm Franco. Nice to meet you.  
Nice to meet you too.

3 This is Sally.  
Good afternoon, Sally. Nice to meet you.

4 See you soon.  
Yes, see you soon. And it was nice meeting you, Sally.

5 Goodbye.  
Bye.

## Unit 2

12

**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.

13

1 **A** Hello, I'm Alex. I work for Santander.

**B** Nice to meet you.

2 **A** Hi, I'm Jae Min. I'm a marketing assistant.

**B** What's your company?

**A** It's Asiana Airlines.

3 **A** What's your name?

**B** Ricardo Ferreira.

**A** Nice to meet you, Ricardo. I'm Jae Min.

**B** Nice to meet you too. My company is Petrobras. Here's my card.

**A** Thanks.

14

Spain

China

Brazil

Japan

Kuwait

Germany

South Korea

the USA

Saudi Arabia

15

1 **A** Where are you from, Saleh?

**B** I'm from Saudi Arabia.

**A** Where's your head office?

**B** It's in Kuwait.

2 **A** My name's Alex. I'm from the USA.

**B** What's your company?

**A** My company is Santander. It's a bank in Spain.

3 **A** Hi, Jae Min. Are you from South Korea?

**B** Yes, I am.

**A** Where's your head office?

**B** It's in Seoul.

4 **A** Where are you from, Ricardo?

**B** I'm from Brazil and I work for Petrobras.

**A** Where's your head office?

**B** It's in Rio de Janeiro.



16

- A Hello, I work for Oltecha.  
 B Nice to meet you. My company is Petrobras.  
 A Is your head office in São Paulo?  
 B No, it isn't. It's in Rio. Where's your company?  
 A I work in São Paulo and the company head office is in Stavanger.  
 B Is Stavanger in Norway?  
 A Yes, it is.

17

0 1 2 3 4 5 6 7 8 9

18

0 7 8 5 4 2

19

6 7 2 0

20

- 1 Flight BA 3710 for Paris is boarding. That's British Airways flight 3710.
- 2 The security code for my company is 2828. That's 2828.
- 3 My credit card number is 4162 7409 3708 2358. Let me repeat that. 4162 7409 3708 2358.
- 4 My passport number is 654218792. That's 654218792.

21

- A Good morning. Inditex Spain.  
 B Good morning. Can I speak to Aitur Garitano, please?  
 A Yes, of course. One moment.  
 B Thanks.

22

- 1 Maria Hello?  
 Caller Hi. Is that Rosa?  
 Maria No, it isn't. It's Maria.  
 Caller Oh, is Rosa there?  
 Maria No, I'm sorry, she's out.  
 Caller OK. Thanks.
- 2 Maria Good afternoon, Maria speaking.  
 Caller Hello. Is Rosa in the office?  
 Maria Yes, sure. One moment.  
 Caller Thanks.

## Unit 3

23

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.

24

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

25

- 1 A Is your sales office in London?  
 B Yes, it is. It's small, but it's in the centre of London.
- 2 A Where's your company?  
 B The head office is in Milan, but the factory and the warehouse are in Turin. They are old, but they are big.
- 3 A Where's the cafeteria?  
 B Here.  
 A Is it good?  
 B Yes. It's small, but the food is good.

26

- 1 A Hello.  
 B Hello. We're here for Mike Thompson. My name's Sonia Jones and this is Bill Dare.  
 A OK. What's your company?  
 B Introcom.  
 A OK. One moment.
- 2 C Hello. Mike Thompson.  
 A Hello, Mike. It's Gill. Two people are here for you.  
 C Who are they?  
 A Sonia Jones and Bill Dare from Introcom.  
 C Oh yes, of course. Thanks, Gill.
- 3 C Hello, Sonia.  
 B Hello, Mike. Nice to see you again.  
 C Where's Bill?  
 B He's in the cafeteria.  
 C Oh, OK. Let's have a coffee then.

27

- 1 www dot bp dot com
- 2 www dot jbs dot com dot br
- 3 www dot toyota dash global dot com
- 4 d dot roberts at fisons dot co dot uk
- 5 juan underscore mata at nike dot com

28

- A My address is d dot roberts at fisons dot co dot uk.  
 B Can you repeat that?  
 A Yes, it's d dot roberts at fisons dot co dot uk.  
 B Thanks.

29

Can you repeat that?

## Unit 4

30

**Joanna** My name's Joanna. I'm from Hungary and I live in Sopron. I work for a software company. We make CD-ROMs and DVDs. 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.

**Fred** 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.

31

work  
 live  
 make  
 manage  
 meet  
 have  
 sell



## 32

Logistics  
Sales  
Production  
IT  
Finance  
Human Resources

## 33

departments  
customers  
products  
companies  
offices  
technicians  
employees  
people  
countries

## 34

**Karla** Good afternoon. Thank you for coming. Let's start with introductions. My name's Karla and I manage the Human Resources Department. And you're Astrid?

**Astrid** Yes.

**Karla** Where are you from, Astrid?

**Astrid** I'm from Switzerland, but I don't live there.

**Karla** Where do you live?

**Astrid** I live in Germany with my husband. We live in Munich.

**Karla** Right. Do you work in Sales?

**Astrid** Yes, I do.

**Karla** Great, thanks, Astrid. ... And what do you do?

**Mark** Hi. My name's Mark. I work in Finance.

**Karla** Thanks, Mark. Do you live in the USA?

**Mark** No, I don't. I live in Canada. I'm from Vancouver.

## 35

**Martha** Sales. Hello?

**Janusz** Hi. Is Liko there?

**Martha** No, I'm sorry, he's out. Can I take a message?

**Janusz** Yes, it's Janusz in IT.

**Martha** Oh, hi. This is Martha. I'm the new sales assistant.

**Janusz** Hi, Martha. I'm calling about the new sales website.

**Martha** Sorry, one moment. OK. Go ahead. 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 don't understand. Can you repeat that?

**Janusz** The new website is www dot synox dash sales, but do you want synox dash sales dot com or synox dash sales dot co dot uk?

**Martha** OK. Is there anything else?

**Janusz** Yes. Please call me back 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 give Liko your message.

**Janusz** Thanks, Martha.

## 36

1 Hello. My name's Raul Avasthi. That's A-V-A-S-T-H-I. I work for Tinto Insurance. We have a software problem in the office in Dubai. Can you call 00941 775 7568? Thanks.

2 Hi. This is Emily in HR. Sorry, I have a problem with my car, so I'm late. Can you tell my team?

3 It's Jan Wilders in Rotterdam. Sorry, but there's a problem with your new software. I'm not in my office so call my mobile. It's 0031 476 4857. That's 0031 476 4857. It's very urgent!

## Unit 5

## 37

1 I work for Gazprom. It's an energy company. We sell oil and gas.

2 I work for Dassault. It's an aeronautical company. We make and sell aeroplanes.

3 I work for Aldi. It's a retail company. We sell food.

4 I work for Toyota. It's an automobile company. We make and sell cars.

5 I work for Samsung. It's an electronics company. We make and sell televisions and mobiles.

## 38

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.

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.

## 39

- 1 buy
- 2 export
- 3 design
- 4 deliver
- 5 build
- 6 order

## 40

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 eleven countries and exports products all over the world.

## 41

1 Does Martin work in Croix?  
No, he doesn't.

2 Does LG export products?  
Yes, it does.

3 Does Auchan have stores in Africa?  
No, it doesn't.

4 Does Soo Jin Lee design new products?  
Yes, she does.

5 Does she work in the Sales Department?  
No, she doesn't.



42

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

43

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

44

- 1 There are 1,600 employees in my company.
- 2 We export 250 cars a week.
- 3 Brazil has a population of 424,000,000.
- 4 We have 59 factories in 14 countries.

45

- A Hello, Euroboxes. Paul Rice speaking. Can I help you?
- B Hi, it's Carel Peeters from Equest. I'd like to order Standard Single Wall boxes.
- A One moment, please. Do you have the item number?
- B Yes, it's SSW dash 3411.
- A Thanks. One box is 20 cents. How many would you like?
- B 10,000.
- A So that's ... 2,000 euros.
- B Does that include delivery?
- A Yes, it does.
- B OK. And I also want 5,000 medium. The item number is SSW dash 3412. What's the price?
- A One box is 25 cents. ... That's 1,250 euros.
- B OK. That's fine.
- A Right, so that's 10,000 small. And 5,000 medium. The total price is 3,250 euros.
- B Can you confirm my order by email?
- A Yes, of course. What's your email, Carel?
- B It's C dot peeters. P-E-E-T-E-R-S at Equest dot co dot be.
- A I'll email that now.
- B Thanks very much.

## Unit 6

46

- 1 steak and fries
- 2 mineral water
- 3 tea
- 4 chicken curry and rice
- 5 ice cream
- 6 cheese sandwich
- 7 orange juice
- 8 coffee
- 9 tomato soup with bread
- 10 salad
- 11 vegetable lasagne
- 12 chocolate cake

47

- Jarvis So here's our company cafeteria, Mr Shimura.
- Shimura It's very nice.
- Jarvis And there's the menu today.
- Shimura OK.
- Cafeteria assistant Hello, can I help you?
- Jarvis What would you like?
- Shimura I'd like steak and fries with salad. And mineral water.
- Jarvis OK. And can I have tomato soup with bread? Oh, and chocolate cake. And I'd like tea.
- Cafeteria assistant So that's steak and fries, with salad, tomato soup with bread, chocolate cake, mineral water, and tea. That's twenty-three dollars, please.

48

- Hello, can I help you?
- What would you like?
- I'd like steak and fries with salad.
- And can I have tomato soup with bread?
- That's twenty-three dollars, please.

49

- Jarvis Is your lunch OK?
- Shimura Yes, it's very good. I like steak.
- Jarvis We have a good cafeteria. What do you normally eat for lunch in Japan?
- Shimura We eat a lot of rice.
- Jarvis Do you eat sushi?
- Shimura (laughs) I don't like sushi, but Japanese people eat it.
- Jarvis Yes, I like Japanese food. Do you like Indian food?
- Shimura Yes, I do.
- Jarvis There's a good Indian restaurant in our town. Would you like to go there?

50

- A What do you do at lunchtime?
- B I sing in the company choir.
- A Can you sing?
- B Yes, I can. Do you want to come?
- A No. I can't sing.

51

- 1 play golf
- 2 play the guitar
- 3 speak English
- 4 play tennis
- 5 run a marathon
- 6 cook Italian food

52

- Monday  
Tuesday  
Wednesday  
Thursday  
Friday  
Saturday  
Sunday

53

- 1 It's twelve o'clock.
- 2 It's three fifteen.
- 3 It's seven thirty.
- 4 It's eleven forty-five.

54

- 1 A Do you like Mexican food?  
B Yes, I love it.  
A There's a new Mexican restaurant in town. Would you like to have dinner?  
B Yes, please. That would be nice. What time?  
A Is six OK?  
B I'm afraid I'm busy at six. Is six thirty OK?  
A Sure. See you in reception at six thirty.
- 2 A Hi. Do you want to play tennis after work?  
B I'd love to, but I can't today.  
A What day can you play?  
B Er ... on Thursday?  
A OK. See you on Thursday.  
B That'd be great. Thanks.



## 55

- 1 A Would you like to play tennis?  
B Yes, that'd be great.
- 2 A Do you want to play on Friday?  
B I'd love to, but I can't.
- 3 A What day can you play?  
B On Thursday.
- 4 A Is six OK?  
B I'm afraid I'm busy at six. Is six thirty OK?

## Unit 7

### 56

**Mustafa** I'm an engineer. I work for an oil company and I manage projects all over the country. In my office, I have a PC and a printer. On site, I have a tablet for notes and a digital camera.

**Julie** I'm a graphic designer in Brisbane, Australia and I work at home. I design websites on my laptop. I have Skype meetings with clients so I need a webcam and headset. I also have a smartphone, of course!

**Andrea** I'm in Sales. I work in an office. Sometimes I travel, and I work in my hotel room or in my car. I have a desktop computer in my office. When I travel, I have my laptop and a small projector with me for presentations. Oh, and my USB stick.

### 57

- 1 printer
- 2 USB stick
- 3 digital camera
- 4 webcam
- 5 headset
- 6 laptop
- 7 tablet
- 8 projector
- 9 smartphone
- 10 desktop computer

## 58

**Felipe** Hello, Sarah Portman? I'm the new marketing assistant. My name's Felipe Gonzales.

**Sarah** Hi, Felipe. Let me show you round. Right ... We have six people in the team. Our project manager is Pierre. He manages key accounts. His office is there. Nadine is our IT manager. She manages the website. Her office is there. And you are in this office. Your desk is here.

**Felipe** Great, thanks.

**Sarah** This is Simone, my PA.

**Simone / Felipe** Hi.

**Sarah** Olivier and Sandra, our other marketing assistants, aren't here today. They are at a conference. Their desks are over there.

**Felipe** OK.

**Sarah** You have a PC and phone on your desk. Oh, and the printer is here. We all use it. Its 'on' switch is there.

**Felipe** Thanks.

**Sarah** We have a meeting with Sales at ten o'clock so if you ...

### 59

- A I can't find my laptop.
- B Is it on your desk?
- A No, it isn't.
- B Is it on Pierre's desk?
- A No.
- B Is it in Remi and Ludo's office?
- A No, it isn't there.
- B Is it in your manager's office?
- A Oh, yes, it is! Thanks.

### 60

**Amanda** What's the problem?

**Ryan** I need to have a video conference with Julie, but I don't know how to use this software. How does it work?

**Amanda** First, you need to enter her name.

**Ryan** OK, so Julie Bamber.

**Amanda** Then click her name.

**Ryan** OK.

**Amanda** Next, click the green video call button.

**Ryan** Oh! She's on the screen. Hello, Julie ... Julie? But I can't hear her.

**Amanda** And she can't hear you. Do you have a headset?

**Ryan** Er, no, I don't.

**Amanda** No problem. You can use my headset. You need to connect it to your computer ... Does it work now?

**Ryan** Yes, I think so. But she can't hear me.

**Amanda** Is your microphone on?

**Ryan** I don't know. Where do I switch it on?

**Amanda** Just there.

**Julie** Hi, Ryan.

**Ryan** Yes! Now it works. Hello, Julie. Sorry about that ...

## Unit 8

### 61

- car
- bus
- train
- bicycle
- motorcycle

### 62

1 **Donald** Hello. Can you take me to the airport?

**Taxi driver** Yes. Which terminal do you want?

**Donald** Terminal 2.

...

**Taxi driver** Here you are. That's eight pounds fifty. Do you want a receipt?

**Donald** Yes, please.

2 **Donald** Hello. I'm on the Muscat flight.

**Check-in** Can I have your passport and e-ticket, please?

**Donald** Here you are.

**Check-in** Do you have any bags to check in?

**Donald** Yes. One.

...

**Check-in** Here's your passport and your boarding card. Your flight leaves at one o'clock. Please go to the boarding gate at twelve fifteen.

**Donald** What time does the flight arrive in Muscat?

**Check-in** Er ... at ten forty-five.

**Donald** Thank you.

**Check-in** Have a good flight!



63

**Alice** Hi, Donald. Where were you yesterday?

**Donald** In Dubai. I was in Oman and the UAE for five days.

**Alice** Oh, yes. How was your trip?

**Donald** OK. Our clients in Muscat were very happy with the new machines.

**Alice** Great! Was Muscat nice?

**Donald** I don't know, because I wasn't there very long. Er ... I was in Muscat last Wednesday and Thursday and then there were two meetings in Dubai yesterday. But they weren't very useful. And what about you? Were you busy last week?

**Alice** I wasn't here. I was on holiday.

**Donald** Oh, yes. How was your holiday?

64

**Donald** How was your holiday?

**Alice** Great. We were in Barcelona for six days.

**Donald** I was in Barcelona last year. It was a sales conference so it wasn't a holiday. The restaurants were very good, but the city was busy. Were there hundreds of tourists?

**Alice** No, there weren't. It was quiet in the centre.

65

January  
February  
March  
April  
May  
June  
July  
August  
September  
October  
November  
December

66

**A** Hi, Anna. Can I check some dates with you?

**B** Yes, of course.

**A** When was your last trip to Turin?

**B** Oh, it was in June – 1st June.

**A** And when is your next trip?

**B** It's in August – 3rd to 14th August.

**A** And the factory visit, when is that?

**B** That's in September – 11th September.

**A** And when's the sales conference?

**B** It's in November. It starts on 27th November and finishes on 30th November.

**A** Thanks for your help.

67

1st June  
3rd August  
14th August  
11th September  
27th November  
30th November

68

**Simon** Hi, Ines. It's Simon.

**Ines** Hi, Simon. How can I help?

**Simon** It's about the meeting. Can we arrange a new date and time?

**Ines** Yes, of course.

**Simon** Are you free on Wednesday 31st at 2 p.m.?

**Ines** Sorry, I'm busy. I'm visiting the factory on Tuesday and Wednesday.

**Simon** How about Thursday morning? Are you free then?

**Ines** Yes, I'm free on Thursday morning. What time is good for you?

**Simon** Is 10 a.m. OK for you?

**Ines** Yes, sure. Is the meeting in your office?

**Simon** Yes, it is. See you on Thursday 1st September at 10 a.m. Have a good trip.

**Ines** Thanks.

69

1 I'd like to arrange a meeting.

2 I'm free on Tuesday 3rd April.

3 Is 2 p.m. OK for you?

4 How about Friday 11th February?

5 Sorry, I'm busy.

6 The 21st April is fine for me.

70

Hi! Don't forget the meeting at head office on 29th April at 9 a.m. Please put the date in your calendar.



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