

OXFORD

Business Result

SECOND EDITION



Starter Student's Book

John Hughes & Penny McLarty

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OXFORD
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Introduction

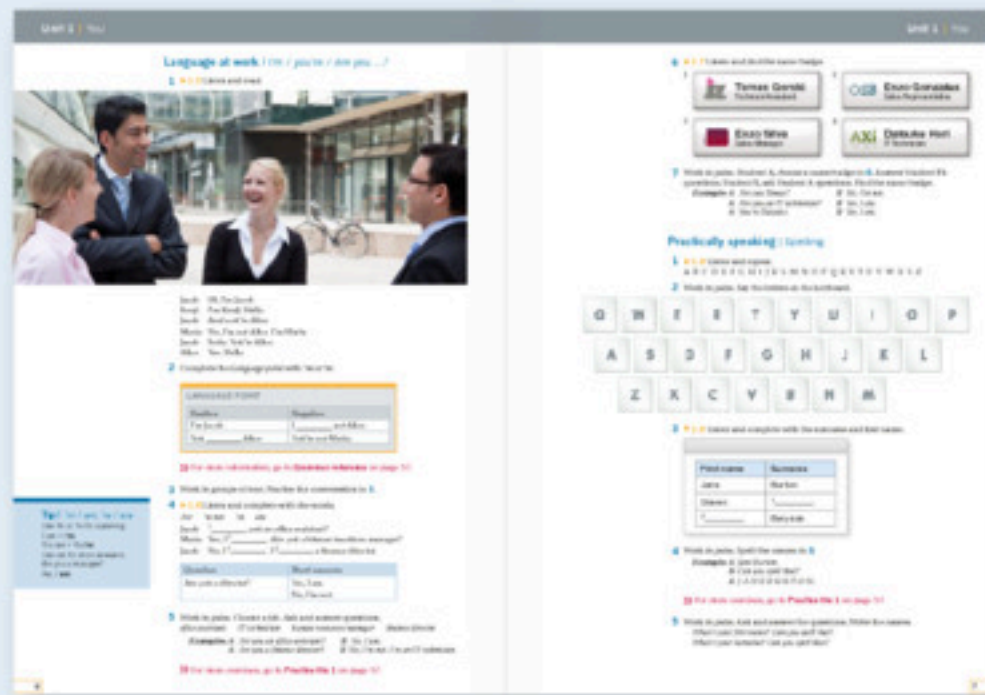
What's in the Student's Book?

Welcome to *Business Result Second Edition Starter*. In this book you will find:
8 units, 2 Viewpoint video lessons, Practice files, Communication activities, Audio scripts.

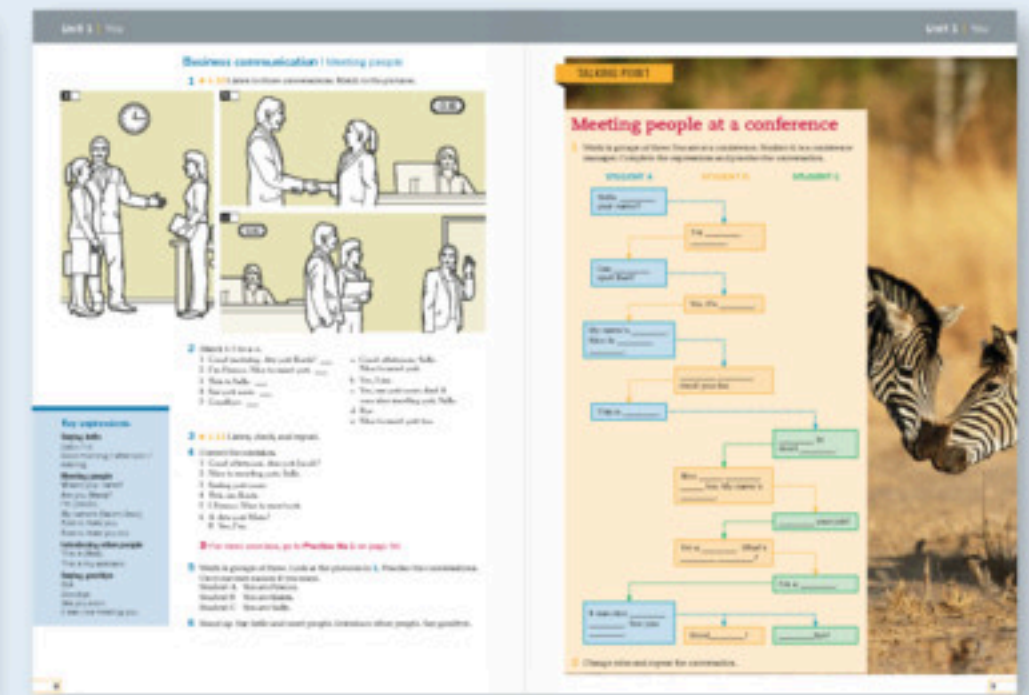
Student's Book | Main unit



Working with words
Vocabulary



Language at work
Grammar

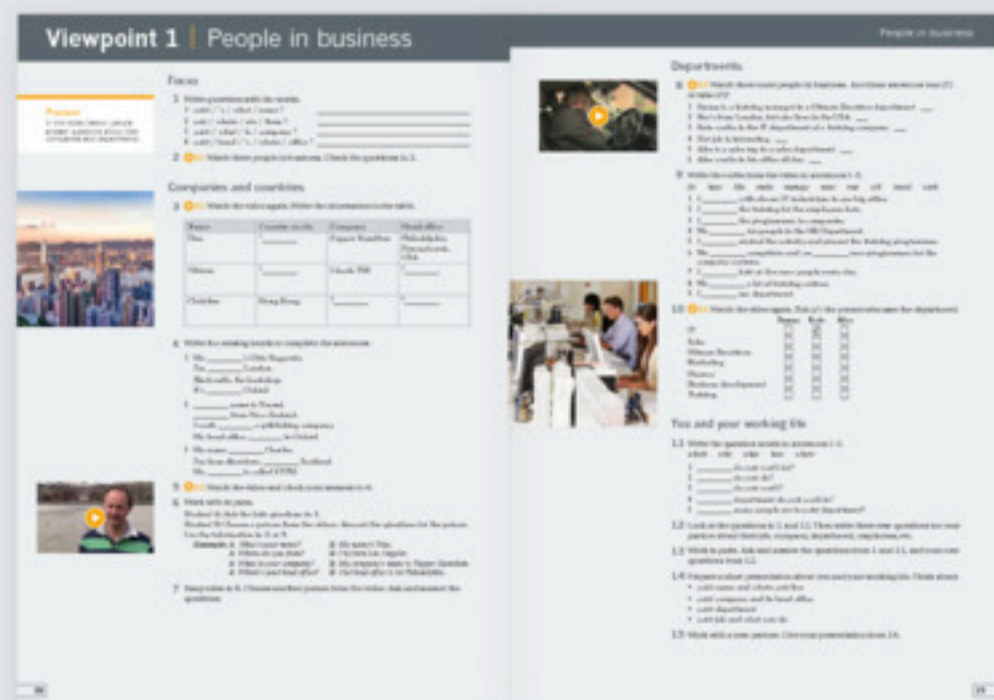


Business communication
Key expressions

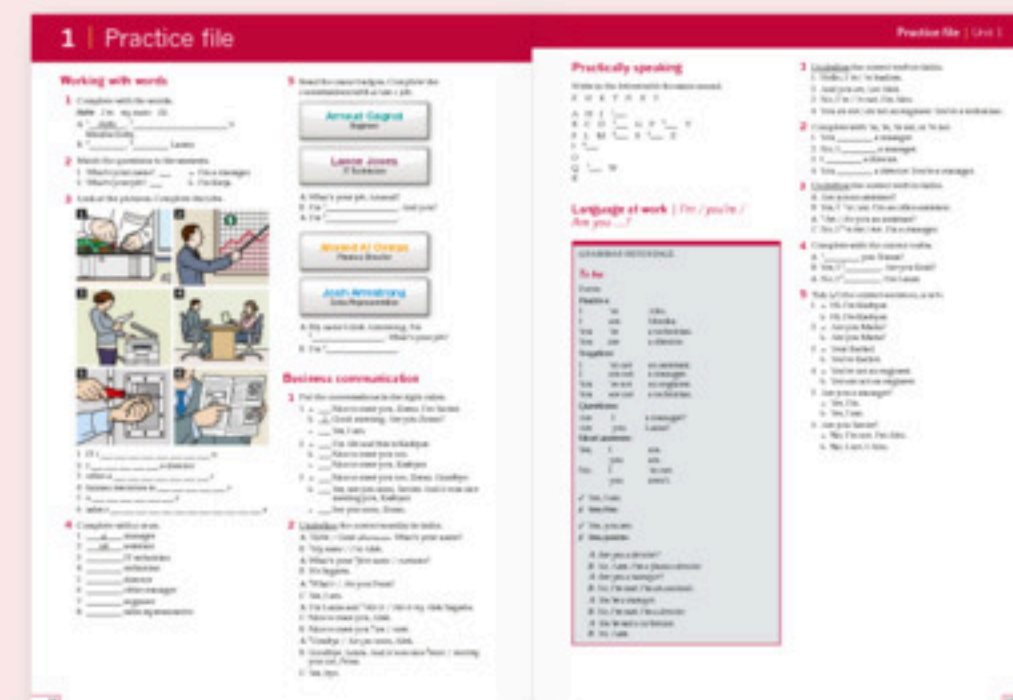
Practically speaking
Everyday English

Talking point
Fluency task or game

Student's Book | Viewpoint lesson



Student's Book | Practice file





1

You

Starting point

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

Working with words | Introducing yourself | Jobs

1 ▶ 1.1 Listen and read.



2 ▶ 1.1 Listen again and repeat.

3 Work in pairs. Introduce yourself.

*Examples: Hello, my name's (Sarah Kocian).
Hi, I'm (Yann).*

4 Stand up. Introduce yourself to other students.

5 ▶ 1.2 Listen and read.



1 IT technician



2 finance director



3 office assistant



4 sales representative



5 engineer



6 human resources manager

6 ▶ 1.3 Listen and repeat.

• • • technician	• • • director
• • • assistant	• • • • • representative
• • • manager	• • • engineer

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

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

Luis Oh, I'm a ² _____ .

Paula What's your job, Tageshi?

Tageshi I'm an ³ _____ . And you?

Paula I'm an ⁴ _____ .

8 Work in pairs. Practise the conversations in 7.

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

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

Tip | a / an

a **m**anager

a **d**irector

an **a**ssistant

an **e**ngineer

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

1 ▶ 1.5 Listen and read.



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

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

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

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

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

4 ▶ 1.6 Listen and complete with the words.

Are 'm not 'm am
 Jacob ¹ _____ you an office assistant?
 Maria Yes, I ² _____. Are you a human resources manager?
 Jacob No, I ³ _____. I ⁴ _____ a finance director.

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

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

office assistant IT technician human resources manager finance director

Examples: A Are you an office assistant? B Yes, I am.
 A Are you a finance director? B No, I'm not. I'm an IT technician.

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

Tip | 'm / am, 're / are

Use 'm or 're for speaking:

I am = I'm

You are = You're

Use am for short answers:

Are you a manager?

Yes, I am.

6 ▶ **1.7** Listen and find the name badge.

1	 <p>Tomas Gorski Technical Assistant</p>	2	 <p>Enzo Gonzales Sales Representative</p>
3	 <p>Enzo Silva Sales Manager</p>	4	 <p>Daisuke Hori 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 ▶ **1.8** Listen and repeat.

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

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



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

First name	Surname
Jane	Burton
Steven	1 _____
2 _____	Borysiak

4 Work in pairs. Spell the names in **3**.

Example: A Jane Burton.
B Can you spell that?
A J-A-N-E B-U-R-T-O-N.

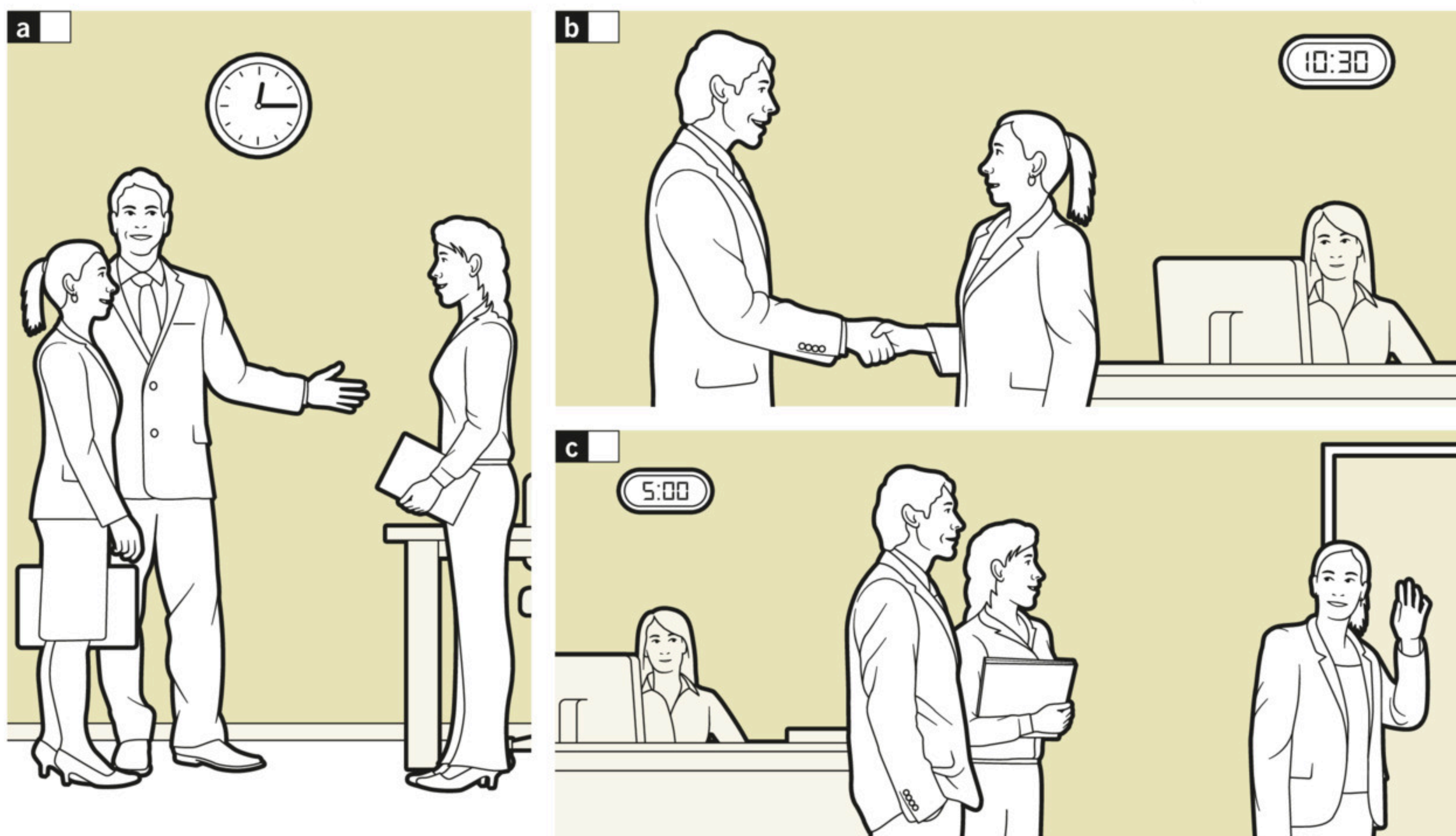
» For more exercises, go to **Practice file 1** on page 57.

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

What's your first name? Can you spell that?
What's your surname? Can you spell that?

Business communication | Meeting people

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



2 Match 1–5 to a–e.

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

3 ▶ 1.11 Listen, check, and repeat.

4 Correct the mistakes.

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

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

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

Student A You are Franco.

Student B You are Kasia.

Student C You are Sally.

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

Key expressions

Saying hello

Hello / Hi.

Good morning / afternoon / evening.

Meeting people

What's your name?

Are you (Mara)?

I'm (Jacob).

My name's (Naomi Sato).

Nice to meet you.

Nice to meet you too.

Introducing other people

This is (Alek).

This is my assistant.

Saying goodbye

Bye.

Goodbye.

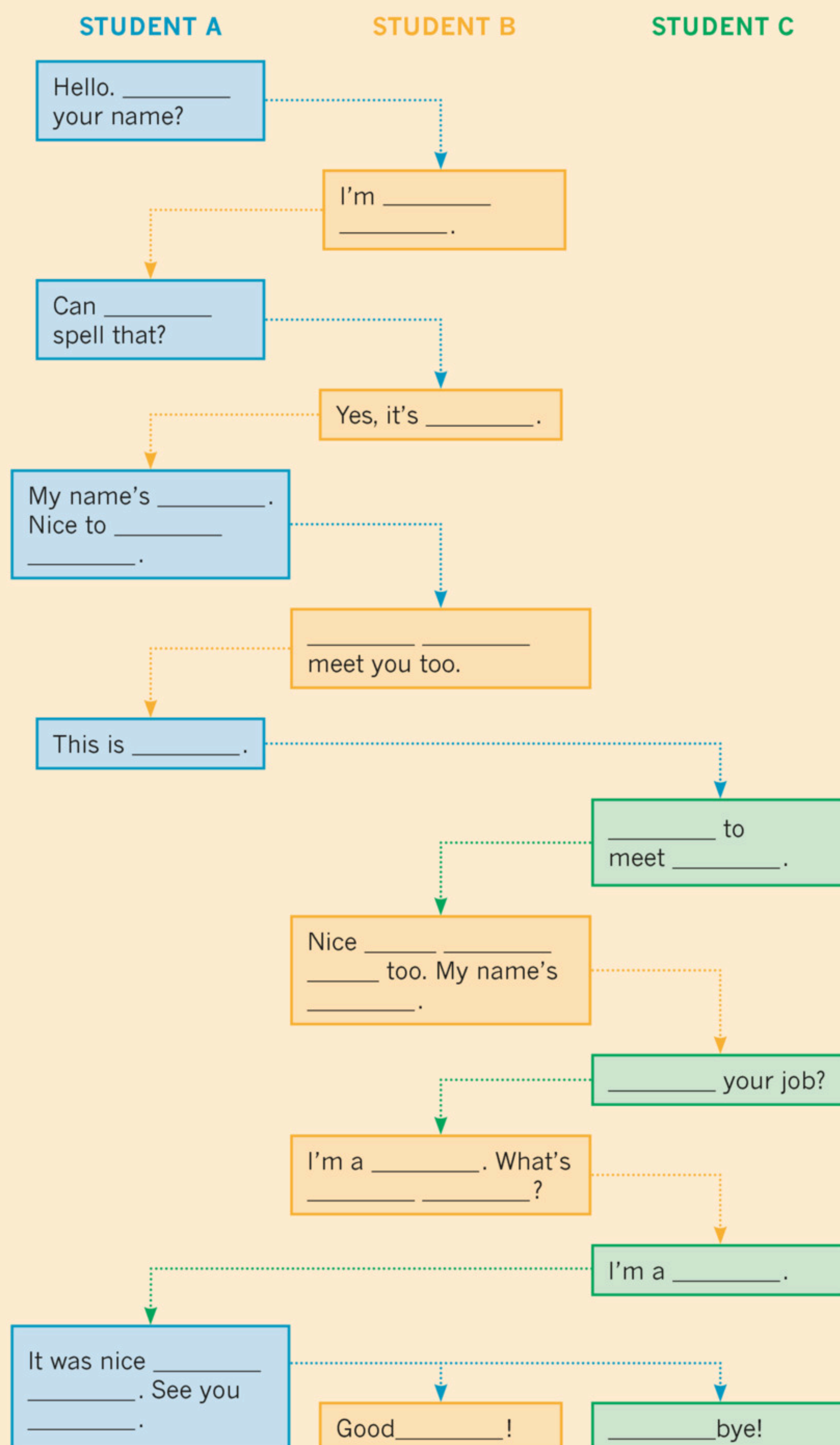
See you soon.

It was nice meeting you.

TALKING POINT

Meeting people at a conference

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



- 2 Change roles and repeat the conversation.



2

Company

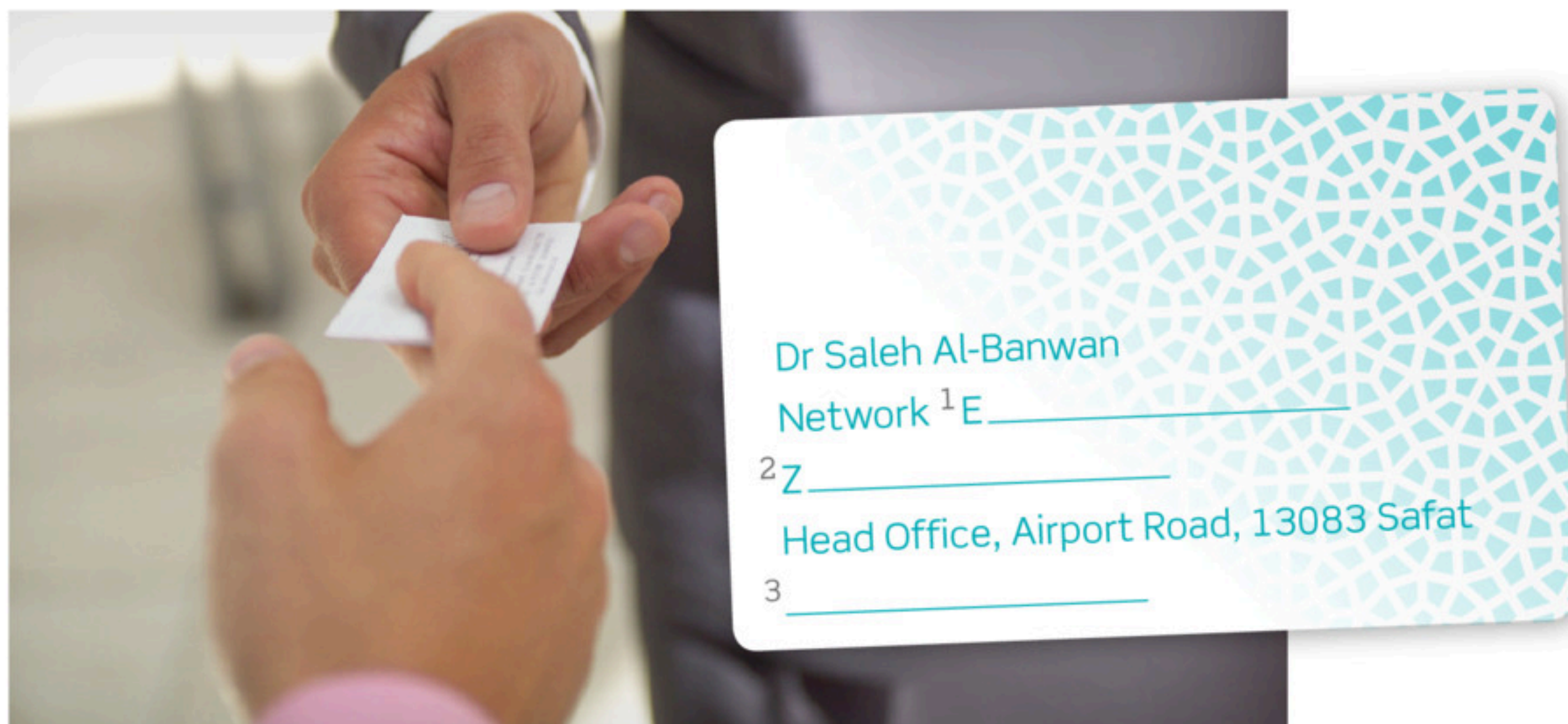
Starting point

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

Working with words | Companies and countries

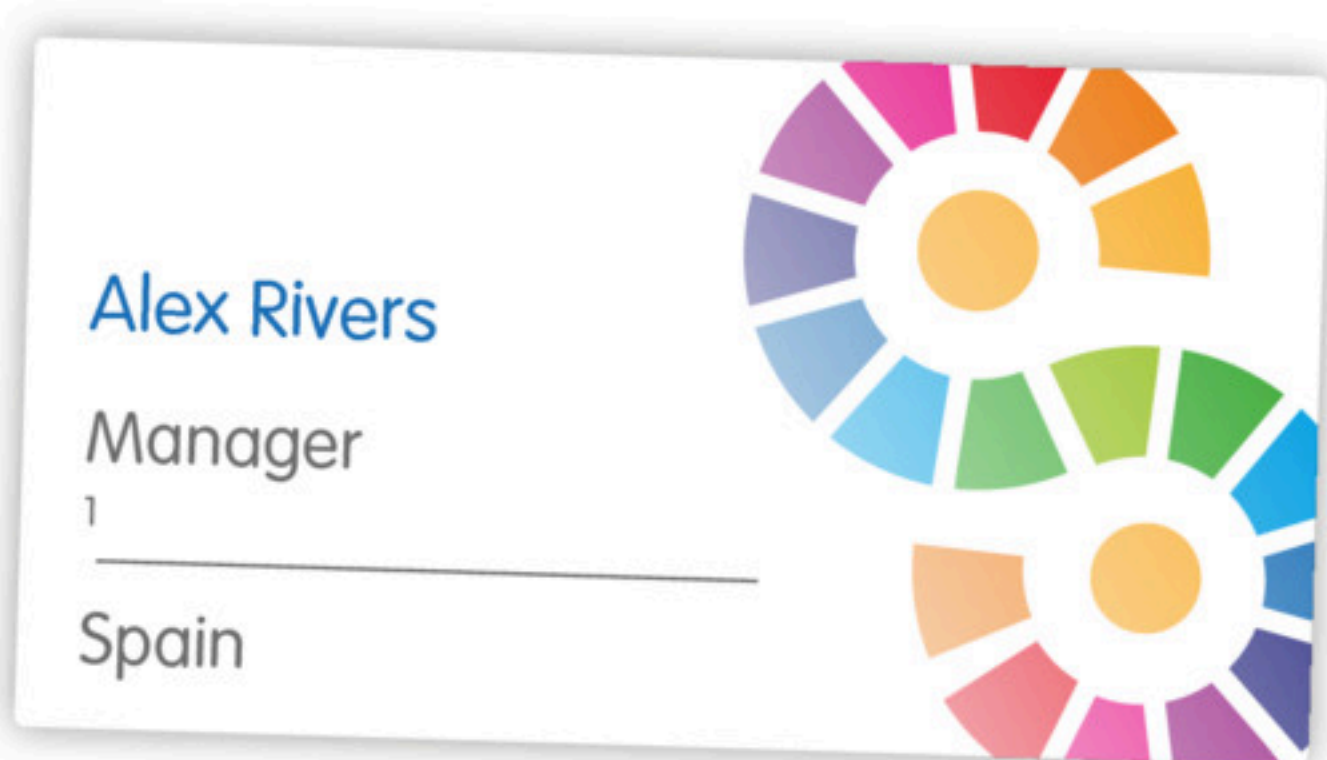
1 ▶ 2.1 Listen and read. Complete the business card.

Saleh Hello. Are you Ricardo Ferreira?
 Ricardo Yes, I am.
 Saleh My name's Saleh Al-Banwan. I work for Zain.
 Ricardo Oh, nice to meet you.
 Saleh I'm an engineer in the head office in Kuwait. Here's my card.



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

Asiana Airlines Petrobras Santander



Tip | and

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

3 Work in pairs. Practise the conversation.

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

B My company is ...

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



5 Look at the map again. Find the countries.

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

6 ▶ 2.3 Listen and repeat the countries in 5.

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

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

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

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

9 Complete the sentences about you.

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

10 Work in pairs. Ask and answer.

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

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

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

Language at work | *is / isn't*



1 Read the emails. Underline the correct answer in *italics*.

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

✉

Subject: Information on Camilla

Hi Richard

Is Camilla Branco in the Recife office?

Bruce

✉

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

R

✉

Thanks. Is the number 0055 3064 4758?

✉

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

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

LANGUAGE POINT

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

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

Tip | 's or is?

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

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

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

5 Work in pairs. Practise the conversation in 4.

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

6 Work in pairs. Student A, see below. Student B, turn to page 73.

Student A

1 Look at the map. Ask Student B about Ricardo, Lokas and Chen.

Example: A Is Ricardo in the Portugal office?

B No, he isn't.

A Is he in the Brazil office?

B Yes, he is.

2 Answer Student B about Rachel, Maya and Alex.



Ricardo, Petrobras



Lokas, Oltecha



Chen, Shell



Rachel, Oltecha



Maya, Shell



Alex, Petrobras

Practically speaking | Numbers 0–9



- 1 ▶ **2.6** Read the tip. Listen and repeat the numbers.
- 2 ▶ **2.7** Listen and circle the numbers on the phone.
- 3 ▶ **2.8** Listen and complete the passcode on the phone.
- 4 ▶ **2.9** Listen and complete the numbers.
 - 1 Flight BA 3__10
 - 2 Security code __82__
 - 3 Credit card number 41__2__409 37__8 2__58
 - 4 Passport number 6__42__87__2

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

5 Complete the table for you.

Numbers	You	Your partner
Work		
Extension		
Mobile		

Tip | Saying numbers

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

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

My work number is ...

My extension number is ...

My mobile number is ...



Business communication | Starting a phone call

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

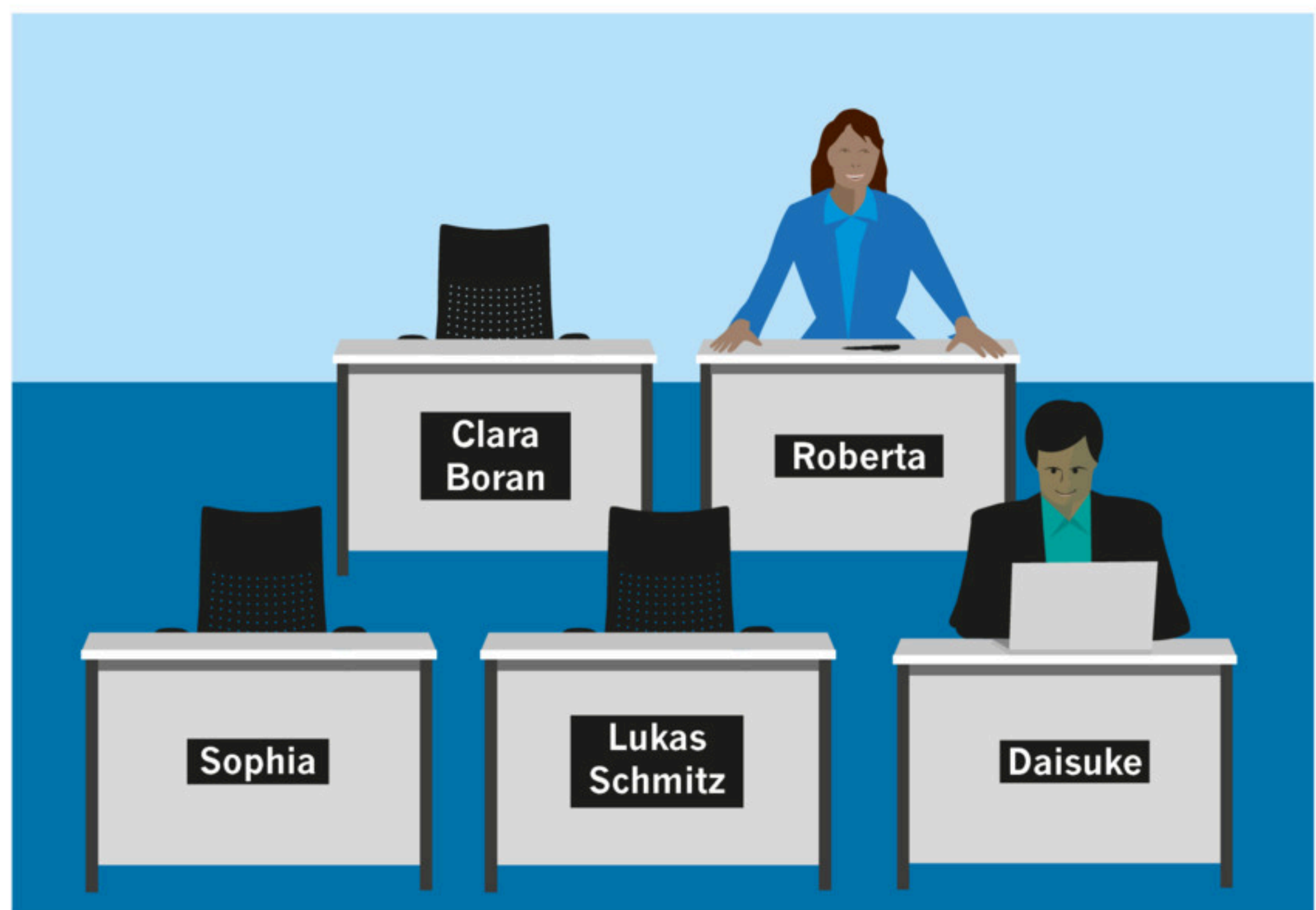
- 5 ▶ **2.11** Listen again. Match questions 1–3 to responses a–c.

1	Hi. Is that Rosa?	—	a	No, I'm sorry, she's out.
2	Is Rosa there?	—	b	Yes, sure. One moment.
3	Hello. Is Rosa in the office?	—	c	No, it isn't. It's Maria.

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

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

*Example: A Good morning, Markus speaking.
 B Hello. Is Sophia there?
 A No, I'm sorry, she's not in the office.
 B OK. Thanks.*



Key expressions

Starting a call

Good morning / afternoon.
 Hello / Hi.

Answering a call

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

Asking for someone

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

Saying 'yes'

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

Saying 'no'

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

Ending a call

OK. Thanks.
 Goodbye.

TALKING POINT

The company game

Work in pairs. Make five conversations.

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



3

Workplace

Starting point

Where is ...?

- your company
- the head office
- your office

Working with words | Your company

1 ▶ 3.1 Listen and read.

Mieszanka is a company in Poland.



The sales office is in Warsaw.

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

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

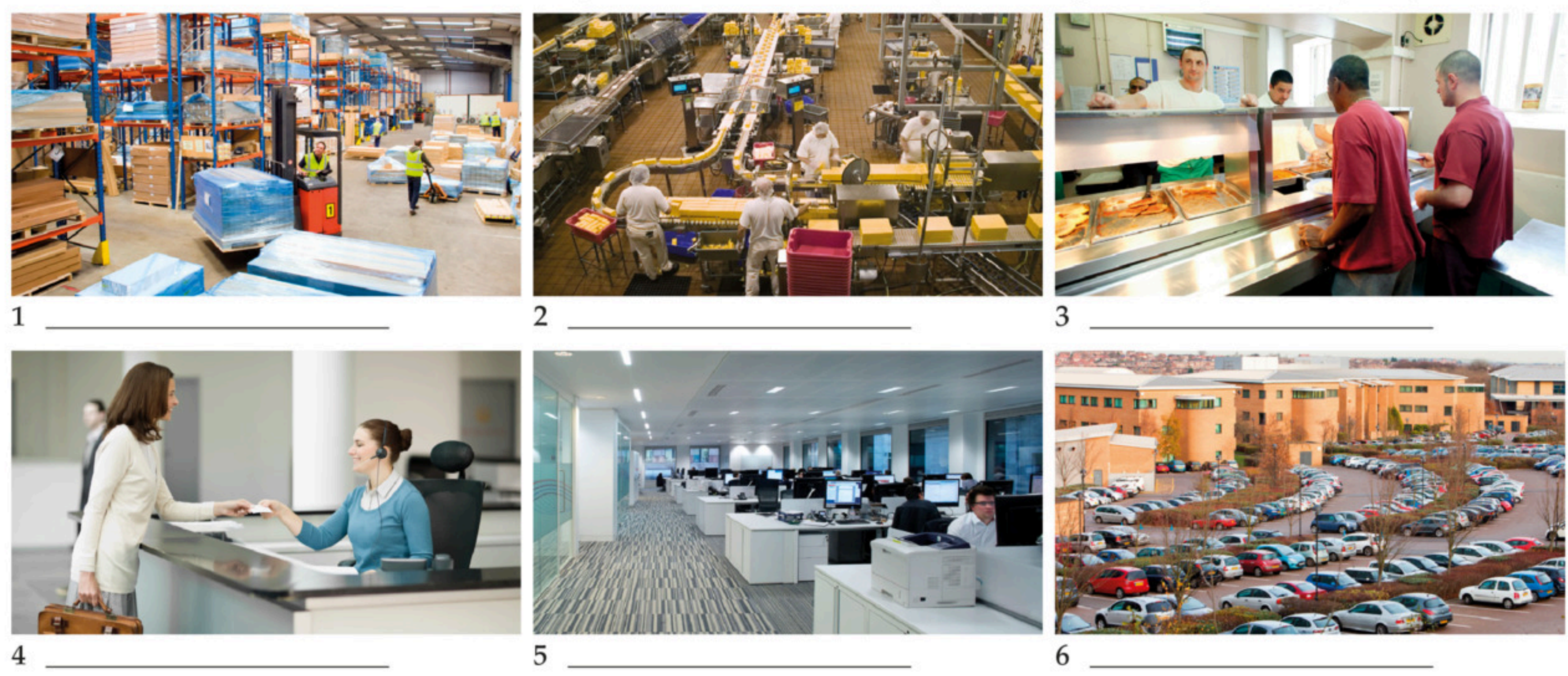


2 Where is ...?

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

3 Match the words to the pictures.

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



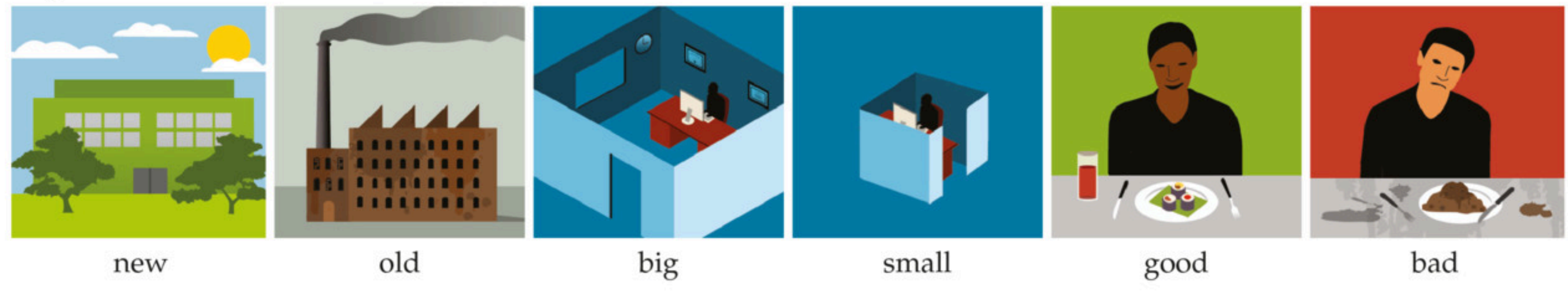
4 ▶ **3.2** Listen and repeat.

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

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

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

Adjectives



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

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

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

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

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

Example: My office is old.

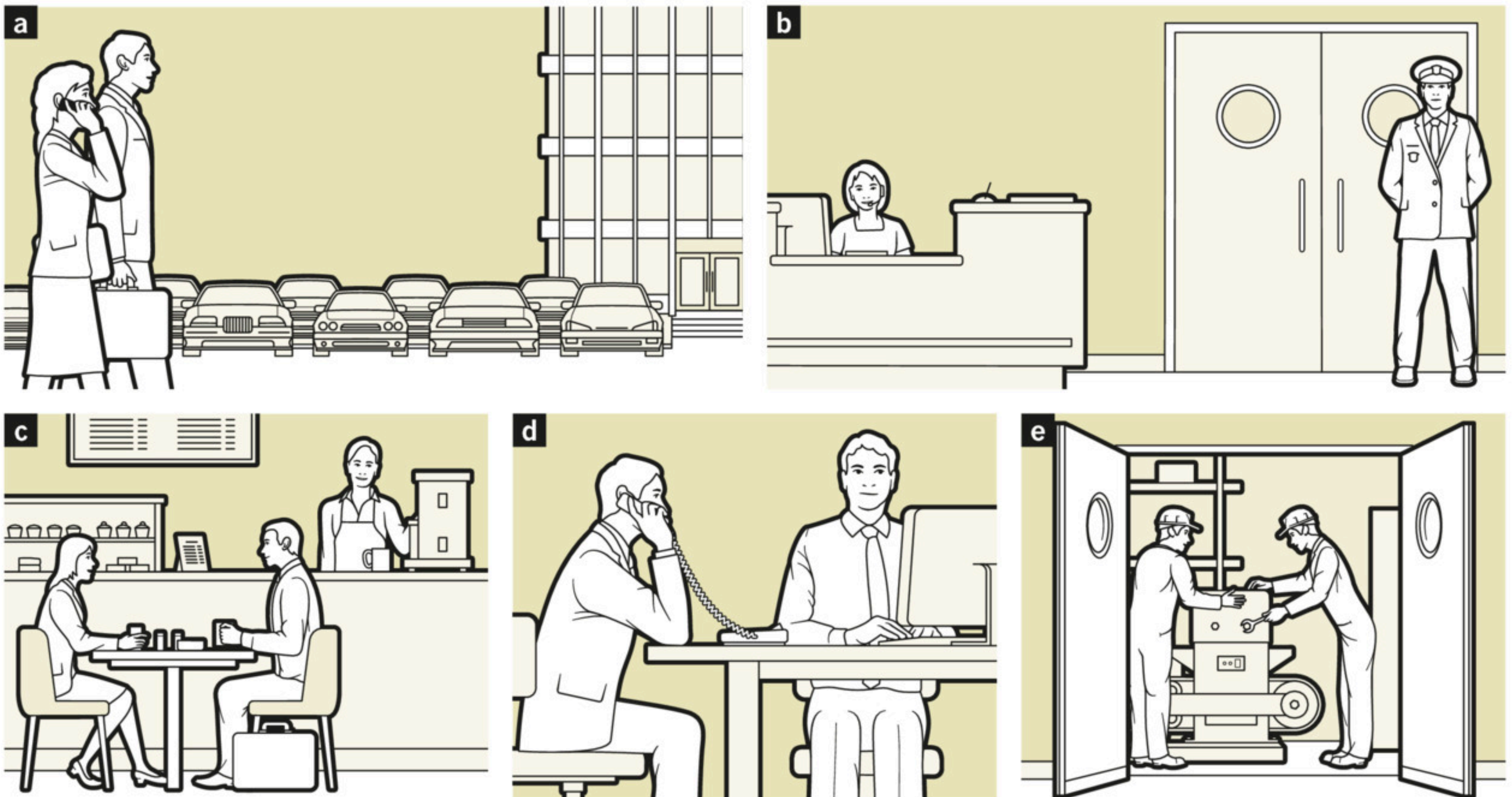
- your office
- the car park
- the cafeteria (or café)
- your head office
- other places (e.g. the warehouse)

Tip | Adjective + noun

The office is new. = It's a new office.
 NOT It's an office new.

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

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



2 Match the sentences to people a–e in the pictures.

- 1 Sonia and Bill: 'We're the sales reps. We're in the car park.' ____
- 2 The managers are in the cafeteria. ____
- 3 Mike and Jim: 'We aren't in the factory. We're in the office.' ____
- 4 The engineers aren't in reception. They're in the factory. ____
- 5 Are Gill and the security guard in reception? Yes, they are. ____

3 Complete *Language point 1* with 're, are, or aren't.

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

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

4 Work in pairs. Ask and answer questions about the people in the pictures.

Example: A Are Sonia and Bill in the cafeteria?

B No, they aren't. They're in the car park.

5 Work in pairs. Choose two people in the pictures. Work with another pair. Ask and answer questions.

Example: Pair 1 Are you in the car park?

Pair 2 No, we aren't.

Pair 1 Are you in the factory?

Pair 2 Yes, we are. We're the engineers.

6 ▶ 3.4 Listen to three conversations. Where are the people?

- 1 Sonia and Bill: in the car park in reception
- 2 Mike: in reception in the office
- 3 Bill: in the cafeteria in the factory

7 ▶ 3.4 Match the questions (1–3) to the answers (a–c). Listen again and check.

- 1 What's your company? ____ 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 exercises, go to **Practice file 3** on page 61.

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

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

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

9 Work in pairs. Look at the pictures in **1** again. Ask and answer questions about the people. Use *Who ...?* and *Where ...?*

Examples: A *Who is he?* B *The security guard.*
 A *Where are Sonia and Bill?* B *In the car park.*

Tip | Who ...?

Who ...? asks about a person or a job title.

Who are they?
 Sonia and Bill. / The sales reps.

Practically speaking | Email and website addresses

1 ▶ 3.5 Listen and repeat.

- 1 4
 2 5
 3

2 ▶ 3.5 Listen again. Match the words to the symbols.

dot dash at underscore

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

3 ▶ 3.6 Listen. Tick (✓) the address you hear in **1**.

4 ▶ 3.7 Put the words in the right order. Listen, check, and repeat.

you / that / repeat / Can _____?

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

5 Complete the table for you.

Address	You	Your partner
Company website		
Work email		

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

Business communication | Sending email requests

1 Read emails 1 and 2. Answer the questions.

1 Where is the visit?

2 What is the request?

1 


Subject: Factory visit

Dear Ms Aranegui

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

Kind regards

Sergio Galletti

2 

Subject: Visit


Hi Maria


Where is the new factory and warehouse? Please send me a map.

All the best

Luca

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

3 

Subject: Re: Visit 

Hello Luca

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

Best

Maria

4 

Subject: Re: Factory visit 

Dear Mr Galletti

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

Best wishes

Maria Aranegui

3 Complete with the expressions.


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

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

4 Which two emails are formal?

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

5 Complete the emails with expressions from 3.




1 _____ Taro

Where's the meeting?

2 _____ me details.

Best

Keita



3 _____ Mr Nakamura

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

5 _____

Miki Shiratori

Key expressions

Opening

Hello / Hi
Dear Mr / Mrs / Ms*

Previous contact

Thank you for (your email).
Thanks for (your email).

Reason for writing

I'm writing about ...*

Requesting

Please send ...
Can you please send ...*

Attachments

Please find attached (a map).
Here is (a map).

Closing

Best wishes / Kind regards*
All the best / Best

* formal phrases

TALKING POINT

What's the answer?

Work in pairs or teams. Ask and answer questions.

Team A

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

Team B

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

Student A / Team A

Yes, she is.	Is the factory in Russia?	It's in Lima.	Where are the offices?
Are they in reception?	It's old.	Where is Simon?	Yes, it is.

Student B / Team B

No, they're in the car park.	Is the factory new or old?	Yes, it is.	Where is the head office?
Is Claudia in the warehouse?	They're in Dubai.	Is your office big?	He's in the cafeteria.

4

Departments

Starting point

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

Working with words | Responsibilities and departments

1 ▶ 4.1 Listen and read.



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

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



2 Complete the table about the people in 1.

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

3 Underline the verbs in the texts in 1.

4 Complete with the verbs.

work live make manage meet have sell

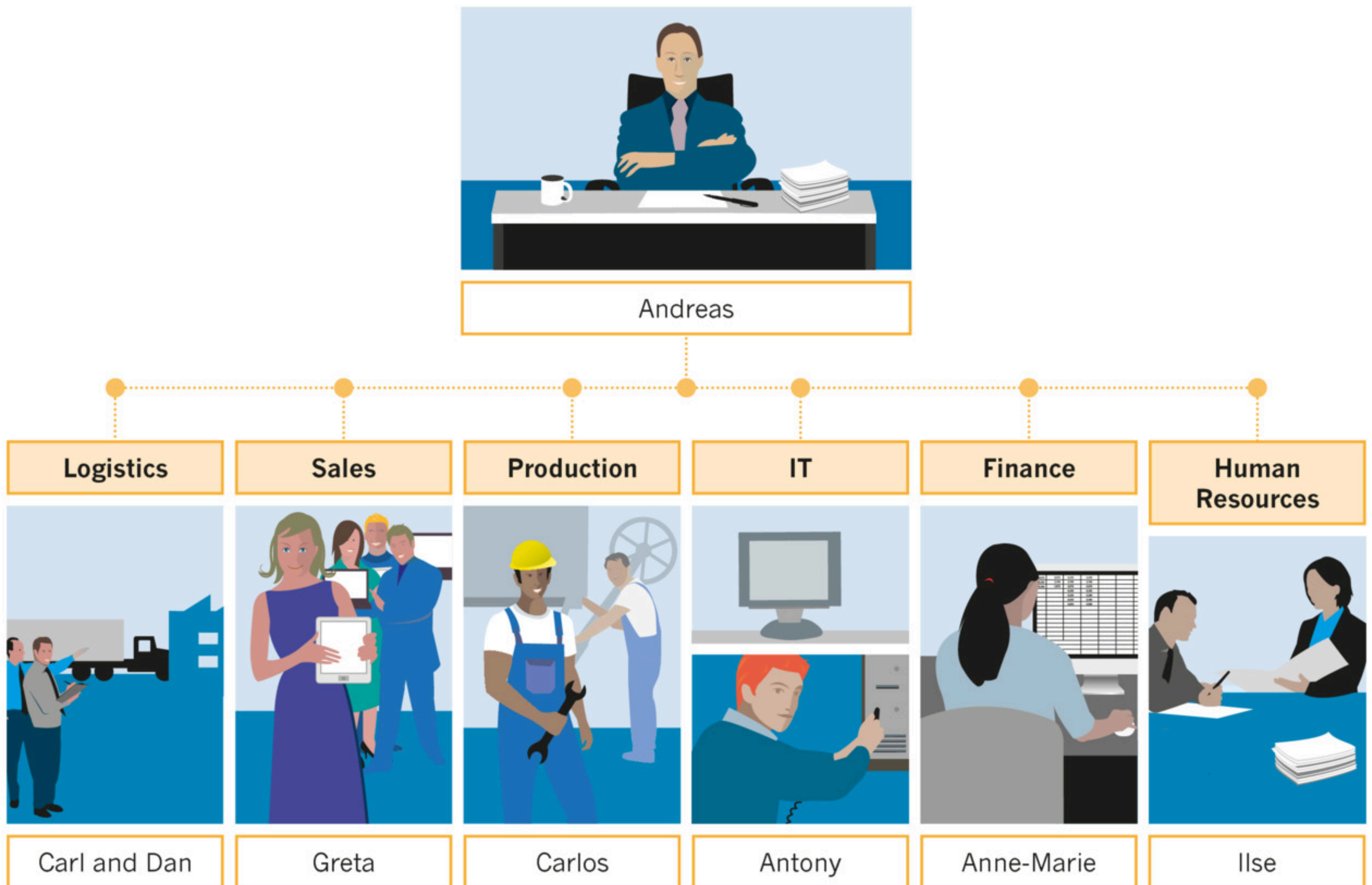
My name's Deshi and I'm a sales manager. I'm from China, but I ¹ _____ in Seattle in the USA. I ² _____ for URF Solutions. We're an IT company and we ³ _____ websites for companies. I ⁴ _____ the Sales Department. I ⁵ _____ six people in my team. They ⁶ _____ customers and they ⁷ _____ the products to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

5 ▶ 4.2 Listen and repeat the verbs from 4.

Tip | Talking about big numbers

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

- 6 Write about you with the verbs in 4, then tell your partner.
- 7 ▶ 4.3 Look at the departments in the company. Listen and repeat the departments.



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

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

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

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

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

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

Tip | Plural forms

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

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



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

- 2 ▶ 4.5** Listen again. Complete with the words.
work (x2) don't (x2) do (x2) manage live
- 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 the *Language point* with *do* or *don't*.

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

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

- 4** Work in pairs. Make six questions.

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

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

Tip | What do you do?

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

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

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

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

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

I'm a production manager.

We live in Lima.

We manage training courses.

We work for a small IT company.

I work for Alcatel-Lucent.

I make computers.

I'm an engineer.

I sell products.

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

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

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

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

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

3 Complete with *'s* or *are*.

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

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

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

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



Business communication | Taking and leaving a message



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

Message for: *Liko*

Caller: *Janusz in the* ¹ _____ *Department*

Reason for call: *the new* ² _____ *website*

Message:

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

Call Janusz on this number: ⁴ _____

- 3 ▶ 4.6 Listen again and complete the conversation.

Martha Sales. Hello?

Janusz Hi. Is Liko there?

Martha No, I'm sorry, he's out. Can I take ¹ _____ ?

Janusz Yes, it's Janusz in IT.

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

Janusz Hi, Martha. ² _____ about the new sales website.

Martha Sorry, one moment. OK. ³ _____. What's the message for Liko?

Janusz It's about the sales website. Do you want dot com or dot co dot uk in the address?

Martha Sorry, I ⁴ _____ understand. Can you ⁵ _____ that?

Janusz The new website is www.synox-sales, but do you want synox-sales.com or synox-sales.co.uk?

Martha OK. ⁶ _____ anything else?

Janusz Yes. Please ⁷ _____ me _____ as soon as possible. My mobile number is 07700 897 833.

Martha So that's 07700 897 833.

Janusz That's right.

Martha OK. I'll ⁸ _____ Liko your _____.

Janusz Thanks, Martha.

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

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

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

Key expressions

Taking a message

Can I take a message?
Go ahead.

Leaving a message

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

Asking for repetition and checking

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

Ending the call

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

TALKING POINT

Voicemail messages

- 1 Read about a company. Answer the questions.



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

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

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

CALLER: _____

REASON FOR CALL: _____

MESSAGE: _____

1

CALLER: _____

REASON FOR CALL: _____

MESSAGE: _____

2

CALLER: _____

REASON FOR CALL: _____

MESSAGE: _____

3

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

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

- 4 Tell the class your answers.

Viewpoint 1 | People in business

Preview

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



Focus

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

- 1 your / 's / What / name _____ ?
- 2 you / Where / are / from _____ ?
- 3 your / What / is / company _____ ?
- 4 your / head / 's / Where / office _____ ?

2 01 Watch three people in business. Check the questions in 1.

Companies and countries

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

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

4 Write the missing words to complete the sentences.

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

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

6 Work with in pairs.

Student A: Ask the four questions in 1.

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

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

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



Departments



8 **03** Watch three more people in business. Are these sentences true (T) or false (F)?

- 1 Emma is a training manager. ___
- 2 Emma is from London, but she lives in the USA. ___
- 3 Kate works in the IT Department of a training company. ___
- 4 Alex is a sales rep in the Sales Department. ___
- 5 Emma works in the Human Resources Department. ___
- 6 Kate's job is interesting. ___
- 7 Alex works in an office all day. ___

9 Write the verbs from the video in sentences 1–9.

fix have like make manage meet run sell travel work

- 1 I _____ the training for the employees here.
- 2 We _____ ten people in the HR Department.
- 3 We _____ a lot of training courses.
- 4 I _____ my department.
- 5 I _____ with eleven IT technicians in one big office.
- 6 We _____ computers and we _____ new programs for the company systems.
- 7 I _____ the programmes to companies.
- 8 I _____ around the country and present the training programmes.
- 9 I _____ four or five new people every day.

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

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



You and your working life

11 Write the question words in sentences 1–5.

who what how where

- 1 _____ do you work for?
- 2 _____ do you do?
- 3 _____ do you work?
- 4 _____ department do you work in?
- 5 _____ many people are in your department?

12 Look at the questions in **1** and **11**. Then write three new questions for your partner about their job, company, department, employees, etc.

13 Work in pairs. Ask and answer the questions from **1** and **11**, and your new questions from **12**.

14 Prepare a short presentation about you and your working life. Think about:

- your name and where you live
- your company and its head office
- your department
- your job and what you do

15 Work with a new partner. Give your presentation from **14**.

5

Products

Starting point

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

Working with words | Company types and activities

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

Toyota Gazprom Aldi Samsung Dassault



1 _____

2 _____



3 _____

4 _____

5 _____

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

cars oil and gas televisions and mobiles food aeroplanes

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

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

Example: A I work for Aldi. B What type of company is it?
 A It's a retail company. B What do you do?
 A We sell food.

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

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

* R&D Research and Development



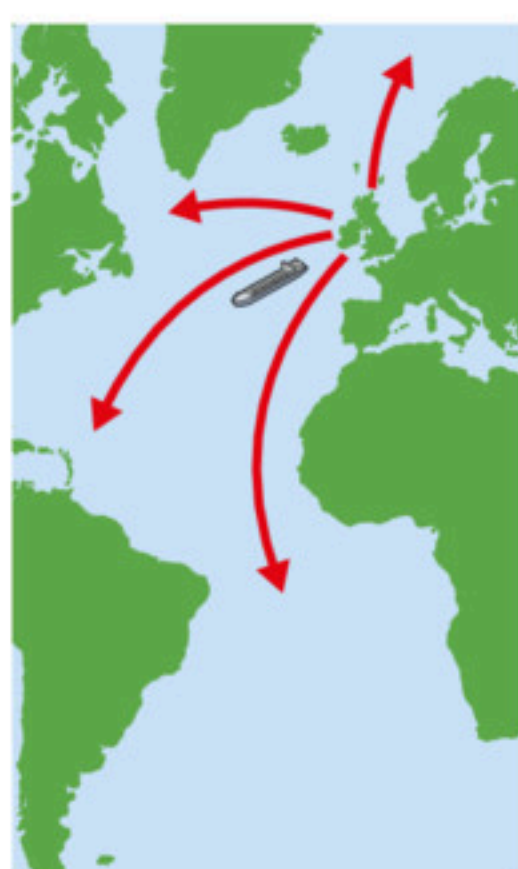
Uniqlo is a Japanese company. We sell clothes. We have stores in 13 countries around the world. Customers visit the stores and **buy** the products. We also have an online store. Customers **order** products online. Then we **deliver** the products to the customer.

5 Match the verbs from 4 to the pictures.

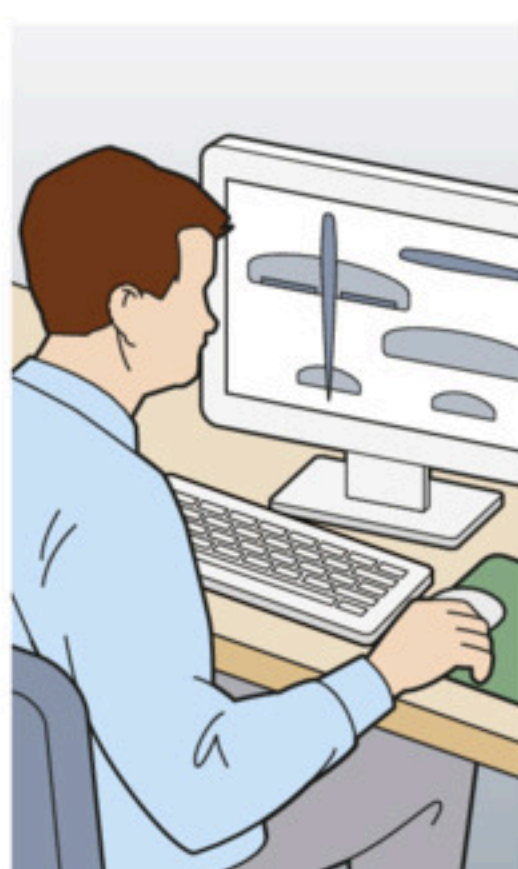
build design export buy order deliver



1 _____



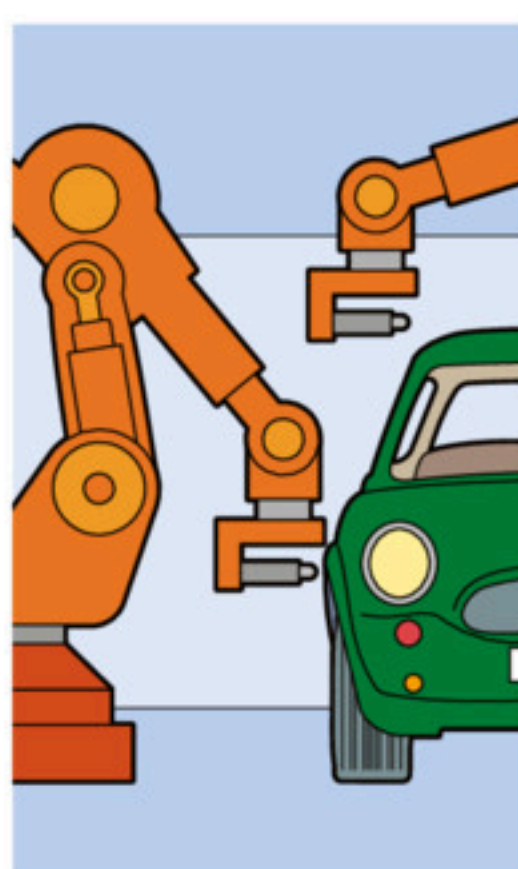
2 _____



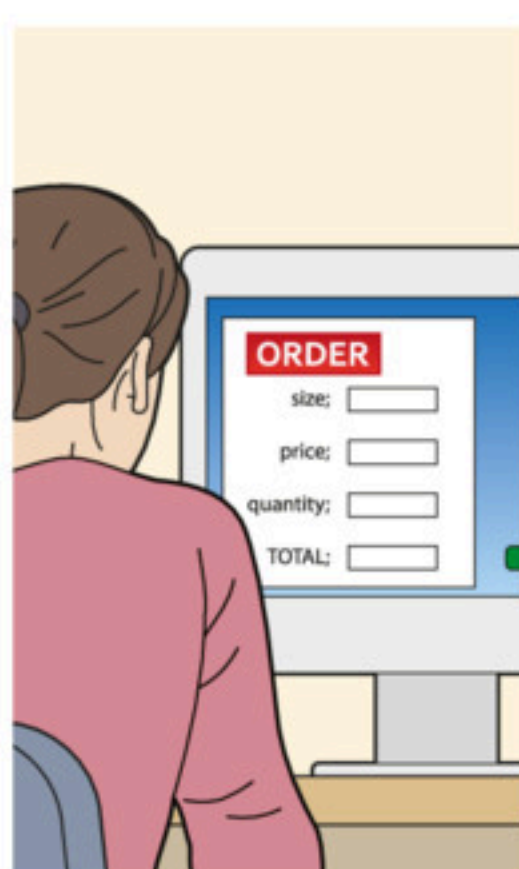
3 _____



4 _____



5 _____



6 _____

6 ▶ 5.3 Listen, check, and repeat.

7 Underline the correct verb in *italics*.

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

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

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

make sell have build design buy export order deliver

Examples: We *make* and *sell* _____.
We *have* _____ *factories* / *stores*.

9 Present your company to the class.

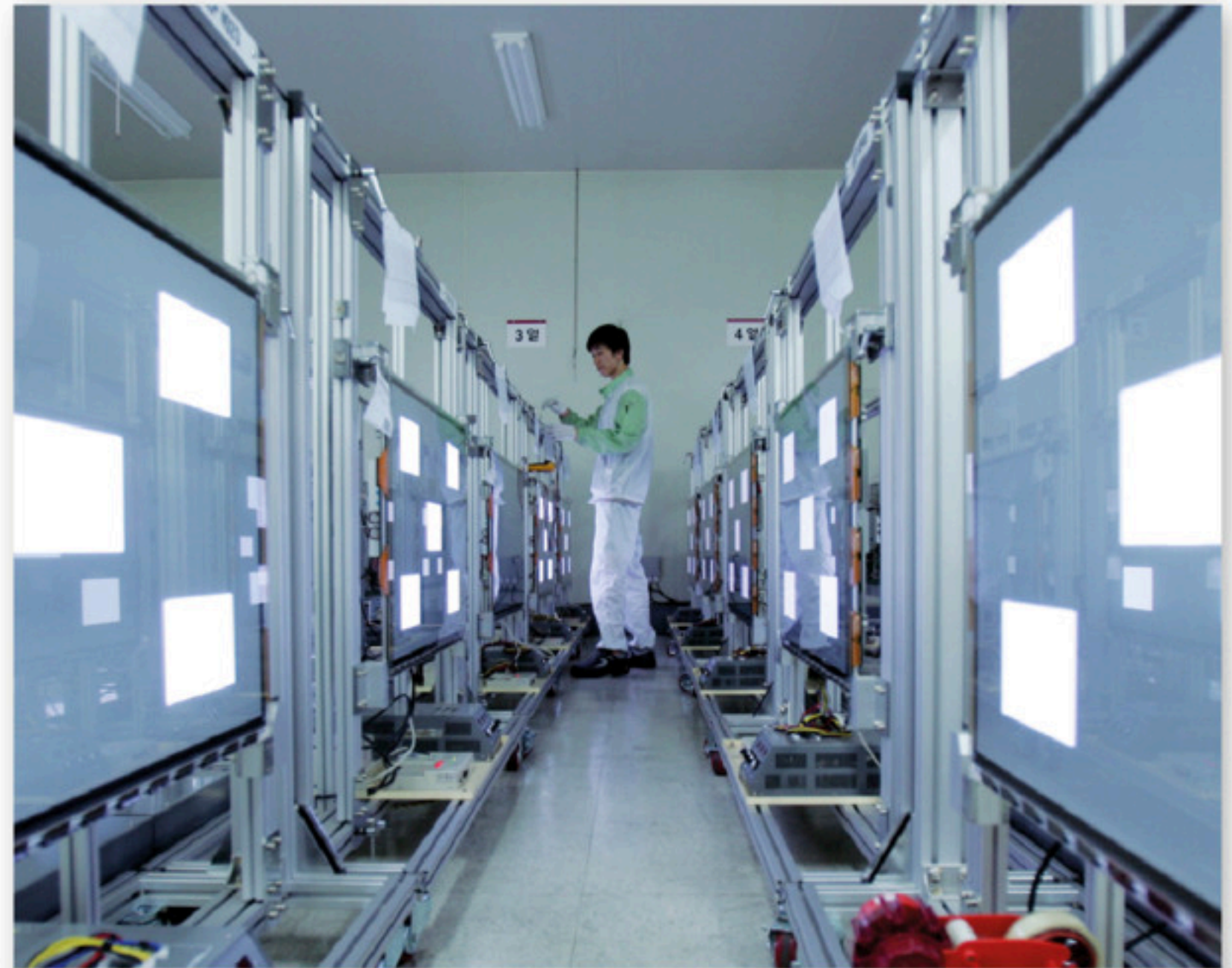
Tip | Countries and nationalities

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

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

1 ▶ 5.4 Listen and read.

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



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

2 Complete the table.

	Type of company	Products
Auchan		
LG		

3 Underline the verbs in the texts in 1.

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

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

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

Tip | *have / has*

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

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

- Auchan _____ (sell) food and clothes.
- He _____ (not work) in the head office.
- LG _____ (have) over 20 factories in 11 countries.
- She _____ (design) new products.
- It _____ (export) products all over the world.
- LG _____ (not make) food products.

6 Put the words in the right order.

1 Martin / work / Does / Croix / in

_____?

2 export / LG / products / Does

_____?

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

_____?

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

_____?

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

_____?

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

a No, it doesn't. ___

b Yes, she does. ___

c No, he doesn't. ___

d Yes, it does. ___

e No, she doesn't. ___

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

1 Wh_____ does Martin work?

2 Wh_____ does Soo Jin work for?

3 Wh_____ does LG export?

10 Match the questions to the answers.

1 What does Auchan sell? ___

2 Where does Soo Jin work? ___

3 What does Martin do? ___

4 What does LG export? ___

5 Who does Martin work for? ___

a He's a store manager.

b It sells food and clothes.

c It exports televisions and mobile phones.

d He works for Auchan.

e She works in the R&D Department.

» For more exercises, go to **Practice file 5** on page 65.**11** Work in pairs. **Student A**, turn to page 72. **Student B**, turn to page 74.**Practically speaking** | Big numbers**1** ▶ **5.6** Listen and repeat.10 11 12 13 14 15 16 17 18 19
20 30 40 50 60 70 80 90 100 1,000**2** Work in pairs. Take turns. Choose six numbers.

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

3 ▶ **5.7** Listen and repeat.

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

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

1 _____

2 _____

3 _____

4 _____

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

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

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

Business communication | Ordering

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

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

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

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

- 4 ▶ 5.9 Listen again and check.

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

- 5 Put the words in the right order to make sentences.

- 1 help / Can / you / I
_____?
- 2 like / order ... / I'd / to

- 3 price / the / What's
_____?
- 4 include / Does / delivery / that
_____?
- 5 order / email / Can / confirm / my / by / you
_____?

- 6 Work in pairs. Practise a conversation between Paul Rice and a new customer.

Student A You are Paul Rice. Answer the phone and speak to the customer. The prices of boxes are: 20 cents (small), 25 cents (medium), 30 cents (large).

Student B You are a customer. Order boxes: 7,500 small, 5,000 medium, 2,500 large. Ask for the total price.

Key expressions

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

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

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

TALKING POINT

The question game

Work in pairs. Look at the three topics.

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

Topics

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	Topic 1 Points	Topic 2 Points	Topic 3 Points
What's / What are ...?			
Are you ...?			
Is your company ...?			
Where's / Where are ...?			
Who is / Who are ...?			
Do you ...?			
Does your company ...?			
What do ...?			
What does ...?			
Where do ...?			
Where does ...?			
What products do ...?			
What products does ...?			
What services do ...?			
What services does ...?			
Can you spell ...?			

Total points:





6

Entertaining

Starting point

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

Working with words | Food and drink

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

Lunch Menu

.....

Meat dishes

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

.....

Vegetarian dishes

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

.....

Desserts

- Chocolate cake \$4.00
- Ice cream \$3.00

.....

Drinks

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



1 _____



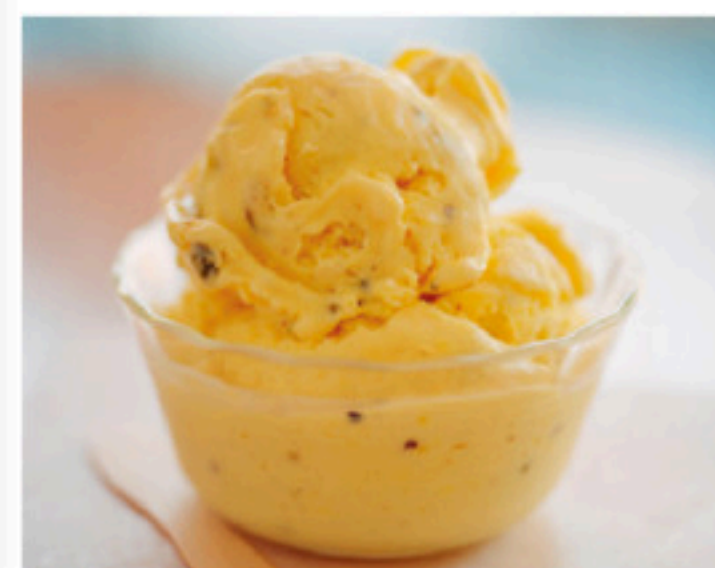
2 _____



3 _____



4 _____



5 _____



6 _____



7 _____



8 _____



9 _____



10 _____



11 _____



12 _____

Tip | Saying prices

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

- 2** ▶ **6.1** Listen, check, and repeat.
- 3** ▶ **6.2** Mr Shimura is a visitor. He's in the company cafeteria with Mr Jarvis. Listen to the conversation. Are the sentences true (T) or false (F)?
- 1 Mr Shimura wants steak and fries with salad. ___
 - 2 Mr Jarvis wants chicken curry and rice. ___
 - 3 Mr Jarvis would like chocolate cake. ___
 - 4 They want coffee. ___
 - 5 The total price is \$23. ___
- 4** ▶ **6.2** Listen again. Number the sentences in the right order (1–5).
- a ___ What would you like?
 - b ___ I'd like steak and fries with salad.
 - c ___ Hello, can I help you?
 - d ___ That's \$23, please.
 - e ___ And can I have tomato soup with bread?
- 5** ▶ **6.3** Listen and repeat the sentences in **4**.
- 6** Work in groups of three. Practise a conversation in the cafeteria. Order food and drink from the menu in **1**. Take turns to be A, B and C.
- Student A** You work in the cafeteria.
Student B You work at the company. You are with Student C.
Student C You are a visitor at the company. You are with Student B.

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.



- 7** ▶ **6.4** Listen to Mr Shimura and Mr Jarvis at lunch. Who says sentences 1–5? Tick (✓) Mr Shimura or Mr Jarvis.
- | | Mr Shimura | Mr Jarvis |
|----------------------------|--------------------------|--------------------------|
| 1 I like steak. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 I don't like sushi. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 I like Japanese food. | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 Do you like Indian food? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 Yes, I do. | <input type="checkbox"/> | <input type="checkbox"/> |

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

- 8** Work in groups. Discuss the questions.
 What food do you like? Do you like the food in **1**?
 Do you like food from other countries? For example, do you like Indian food? Italian food? Thai food?
- Examples:** A What food do you like? B I like steak, but I don't like fries.
 A Do you like Japanese food? B Yes, I do. / No, I don't.

Language at work | *can / can't*

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

EE EMPLOYEES SING AT WORK

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



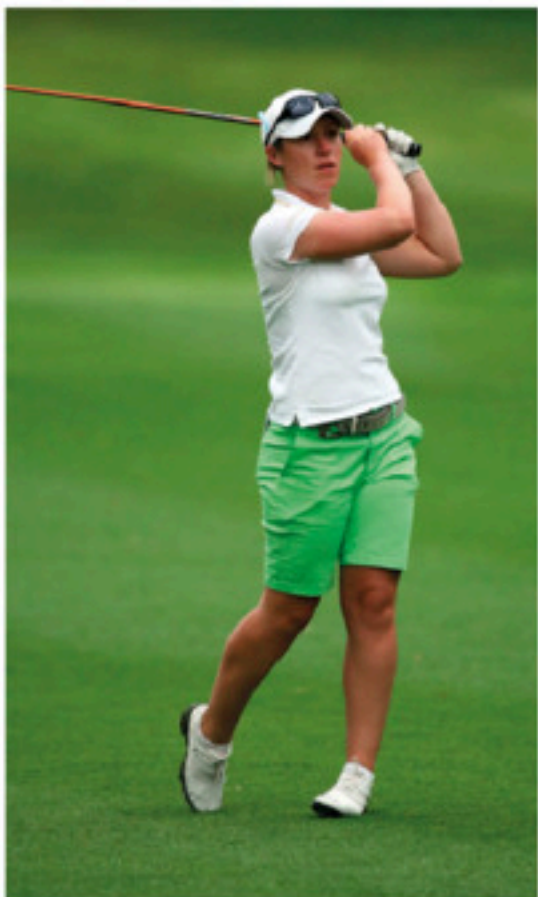
- 3 ▶ 6.5 Listen to a conversation. Who sings at lunchtime? The man or the woman?
- 4 ▶ 6.5 Complete the *Language point* with *can* or *can't*. Listen again to check.

LANGUAGE POINT

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

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

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



1 play golf



2 play the guitar



3 speak English



4 play tennis



5 run a marathon



6 cook Italian food

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

Example: A Can you play golf?
 B Yes, I can. Can you play the guitar?
 A No, I can't.

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

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

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

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

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

Practically speaking | Days and times

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

Wednesday Sunday Friday Tuesday



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

- go to work
- have free time
- play sport

- 3 Read two notices at a company.

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

Play golf after work

On Monday at 5.00

Call Nashil in Human Resources (extension 221) for information

Sing at lunchtime on Tuesday!

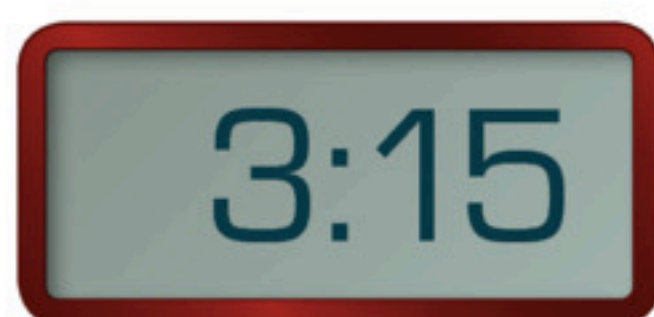
The company choir meets 12.00–1.00 in room 31A

All employees welcome

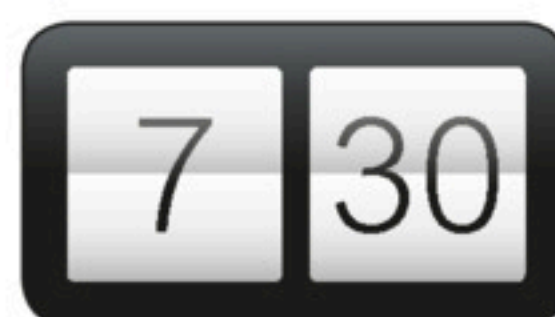
- 4 ▶ 6.8 What's the time? Complete with the number. Listen, check, and repeat.



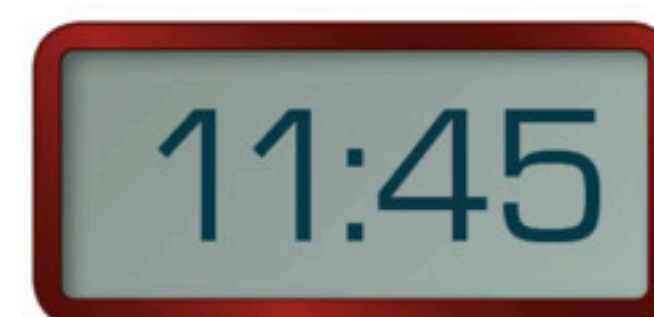
1 It's _____ o'clock.



2 It's _____ fifteen.



3 It's _____ thirty.



4 It's _____ forty-five.

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

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

- start work
- have lunch
- finish work

Tip | on + day,
at + time

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

Business communication | Inviting, accepting and declining

1 ▶ 6.9 Listen and match the invitations to the conversations.

play tennis have dinner

Conversation 1: _____

Conversation 2: _____

2 ▶ 6.9 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 ▶ 6.10 Tick (✓) the correct answer to the questions. Listen and check.

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

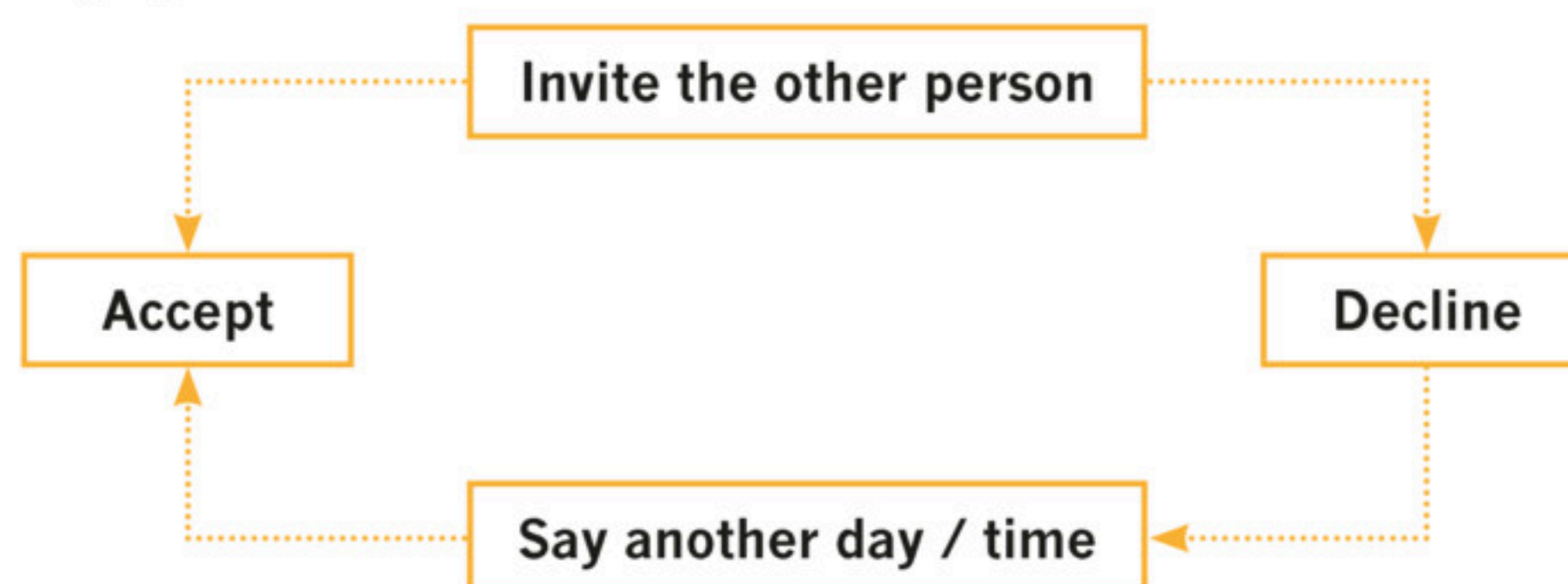
4 Work in pairs. Take turns. Student A, ask the four questions in 3. Student B, close your book. Answer Student A's questions.

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

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.

Example: A *Would you like to get a coffee after the lesson?*

B *I'm afraid I'm busy.*

A *Well, do you want to get a coffee later this afternoon?*

B *What time?*

A *Is three thirty OK?*

B *That'd be great. See you at three thirty.*

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).

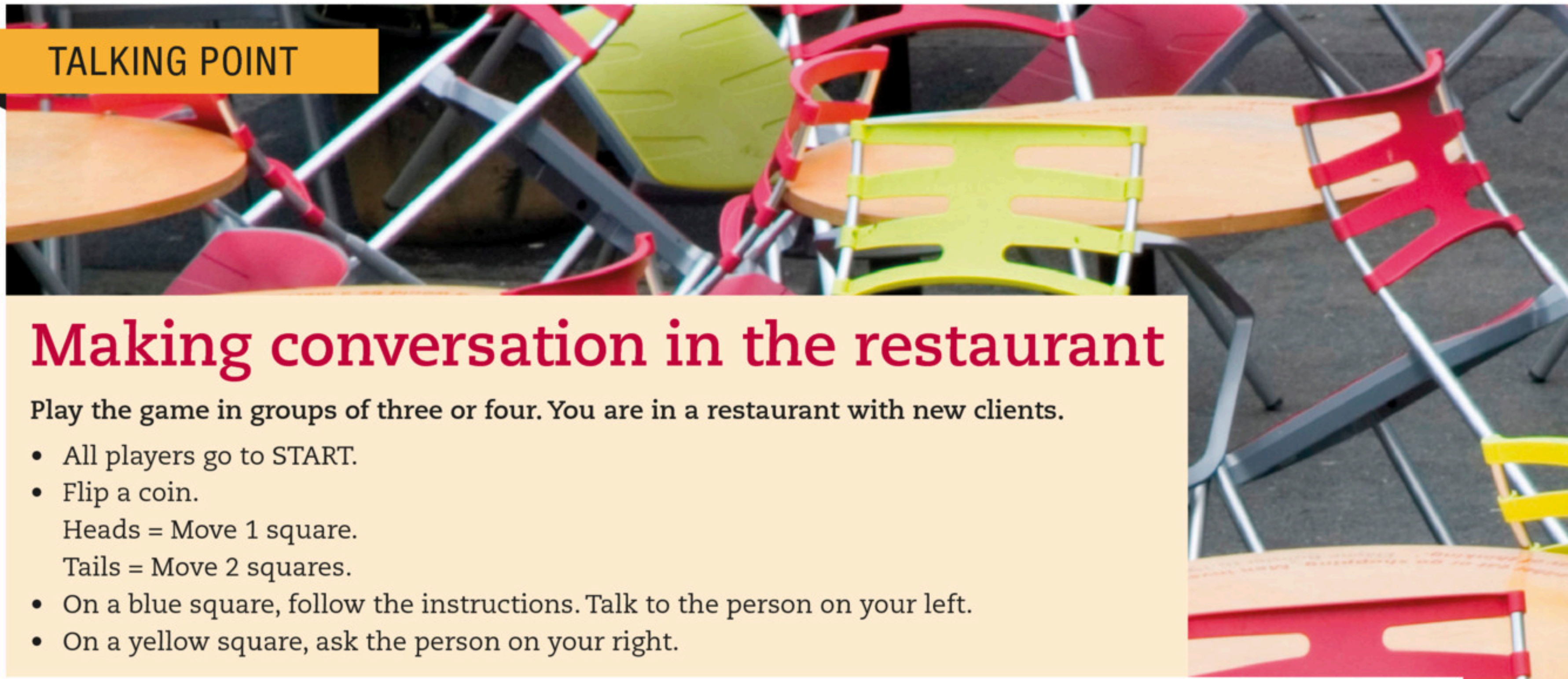
Saying a day / time

What day can you play?

What time?

Is six thirty OK?

TALKING POINT



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.
- Flip 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



Can you cook?

What languages can you speak?

What can you cook?

What sports can you play?

What musical instruments can you play?

INVITE THE OTHER PERSON TO PLAY TENNIS ON FRIDAY

Can you play tennis?

What sports do you like?

INVITE THE OTHER PERSON TO CHOIR ON TUESDAY

Can you sing?



7

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 ▶ 7.1 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.



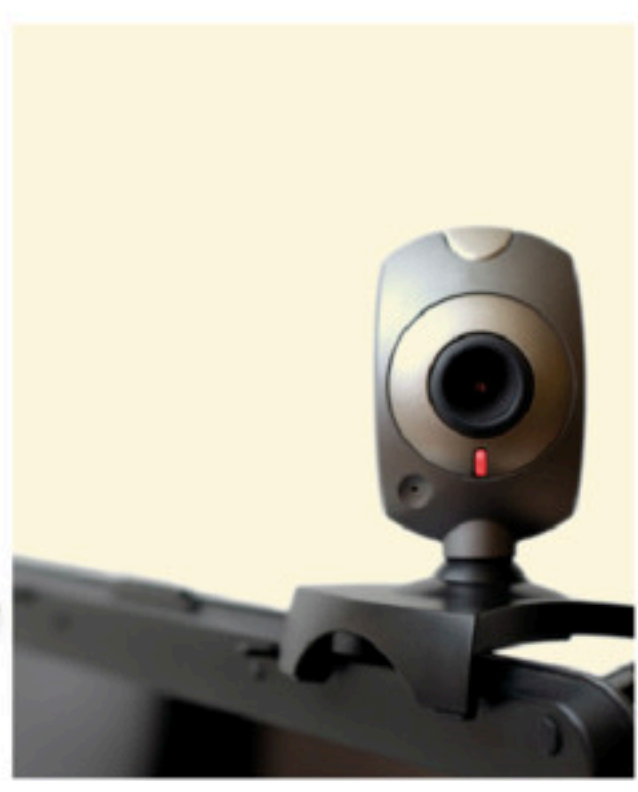
1 _____



2 _____



3 _____



4 _____



5 _____



6 _____



7 _____



8 _____

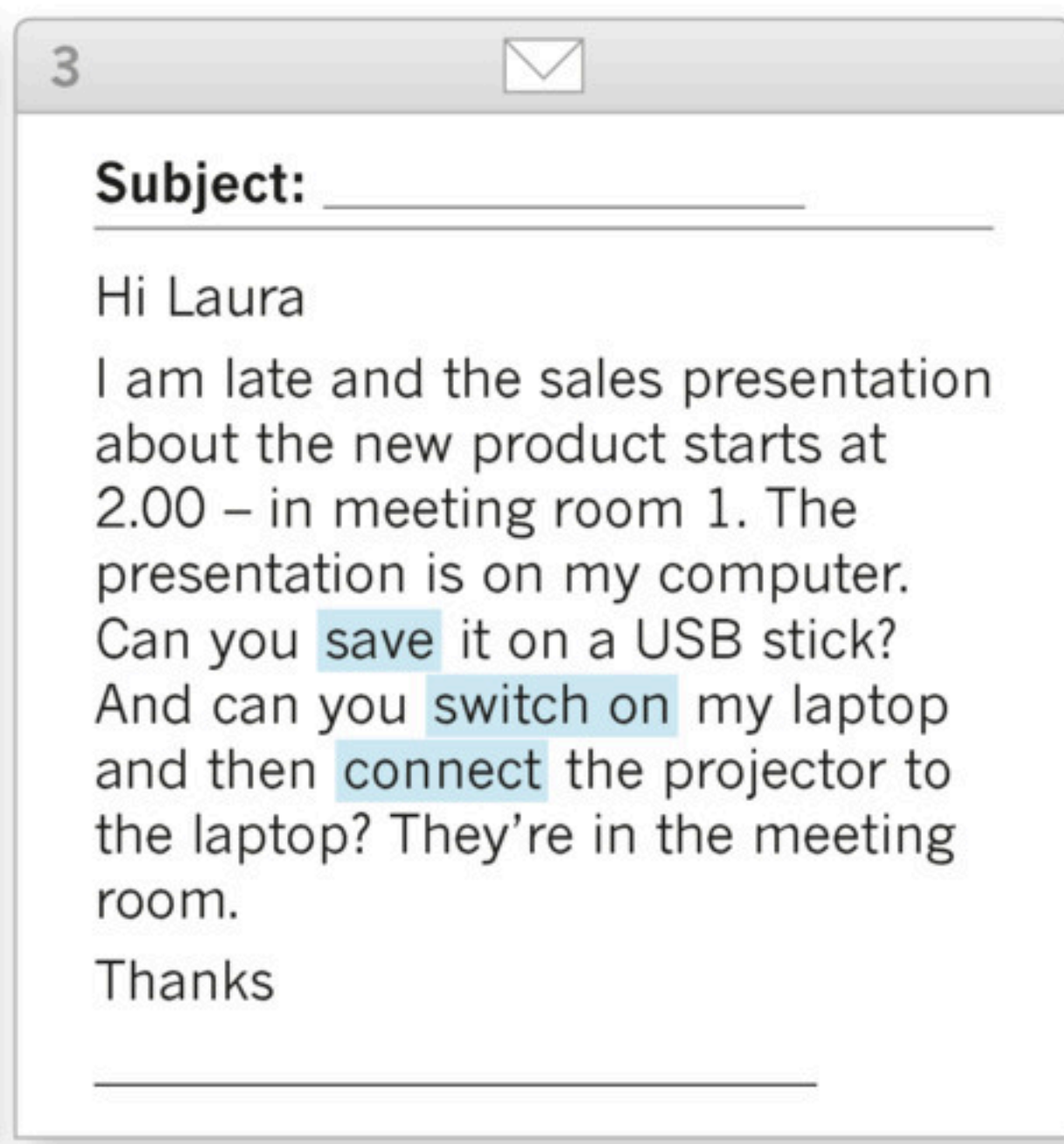
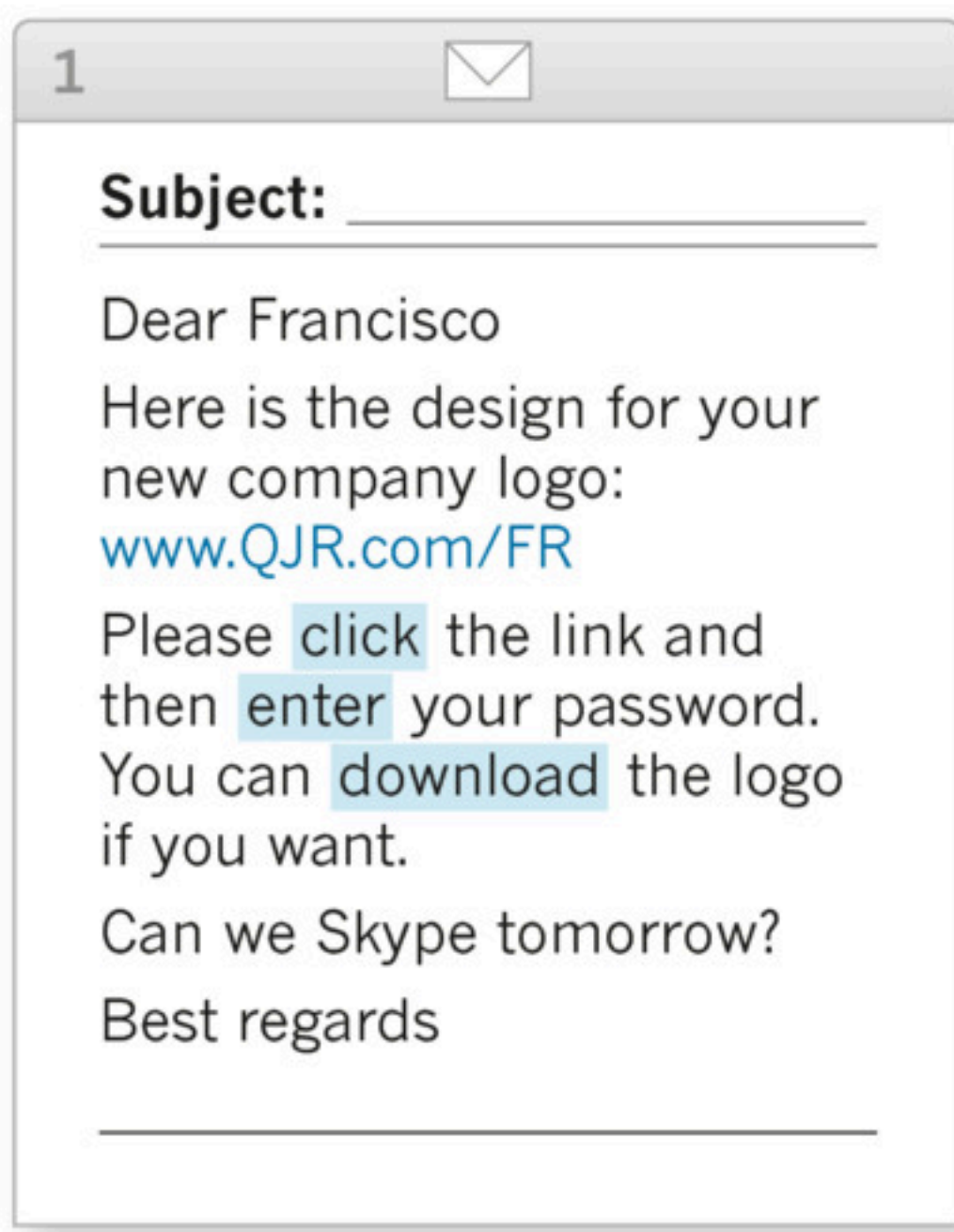


9 _____



10 _____

- 3 ▶ 7.2 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.



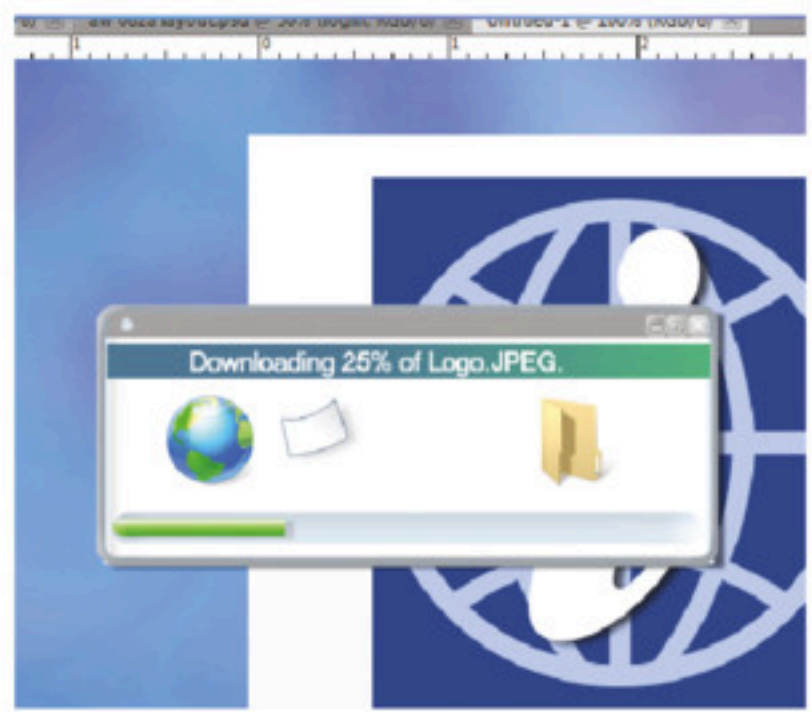
1 _____ on a USB stick



2 _____ a projector



3 _____ a link



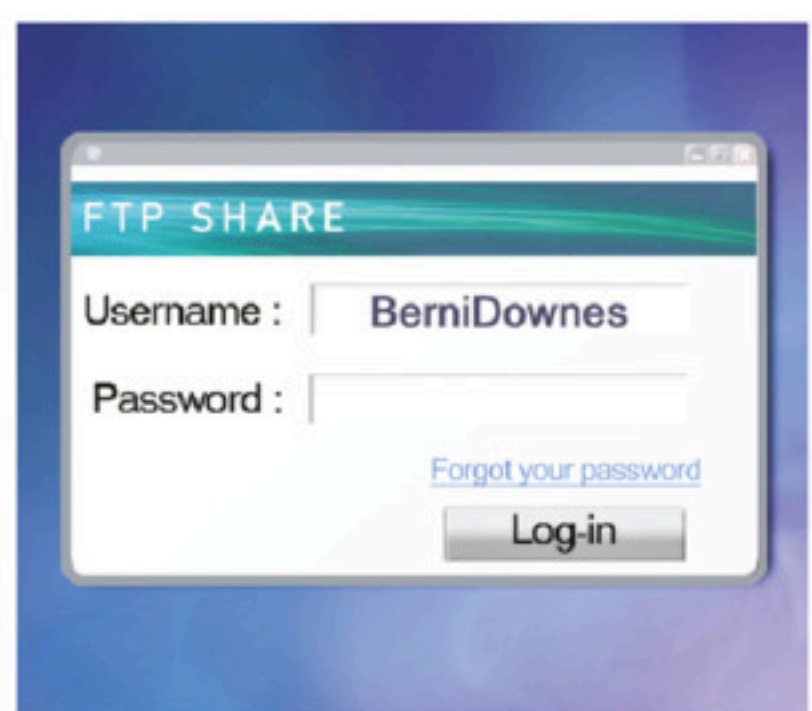
4 _____ a file



5 _____ a document



6 _____ a report



7 _____ a password



8 _____ to the laptop

» For more exercises, go to Practice file 7 on page 68.

- 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 ▶ 7.3 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 ▶ 7.3 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 the *Language point* with the possessive adjectives from a–g in 2.

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

» For more information, go to **Grammar reference** on page 69.

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 ▶ 7.4 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 ▶ 7.4 Listen again. Circle 's in 5.

» For more exercises, go to **Practice file 7** on page 69.

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 page 74.

Student A

1 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 _____

2 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.*

3 Ask Student B about these objects. Match them 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*

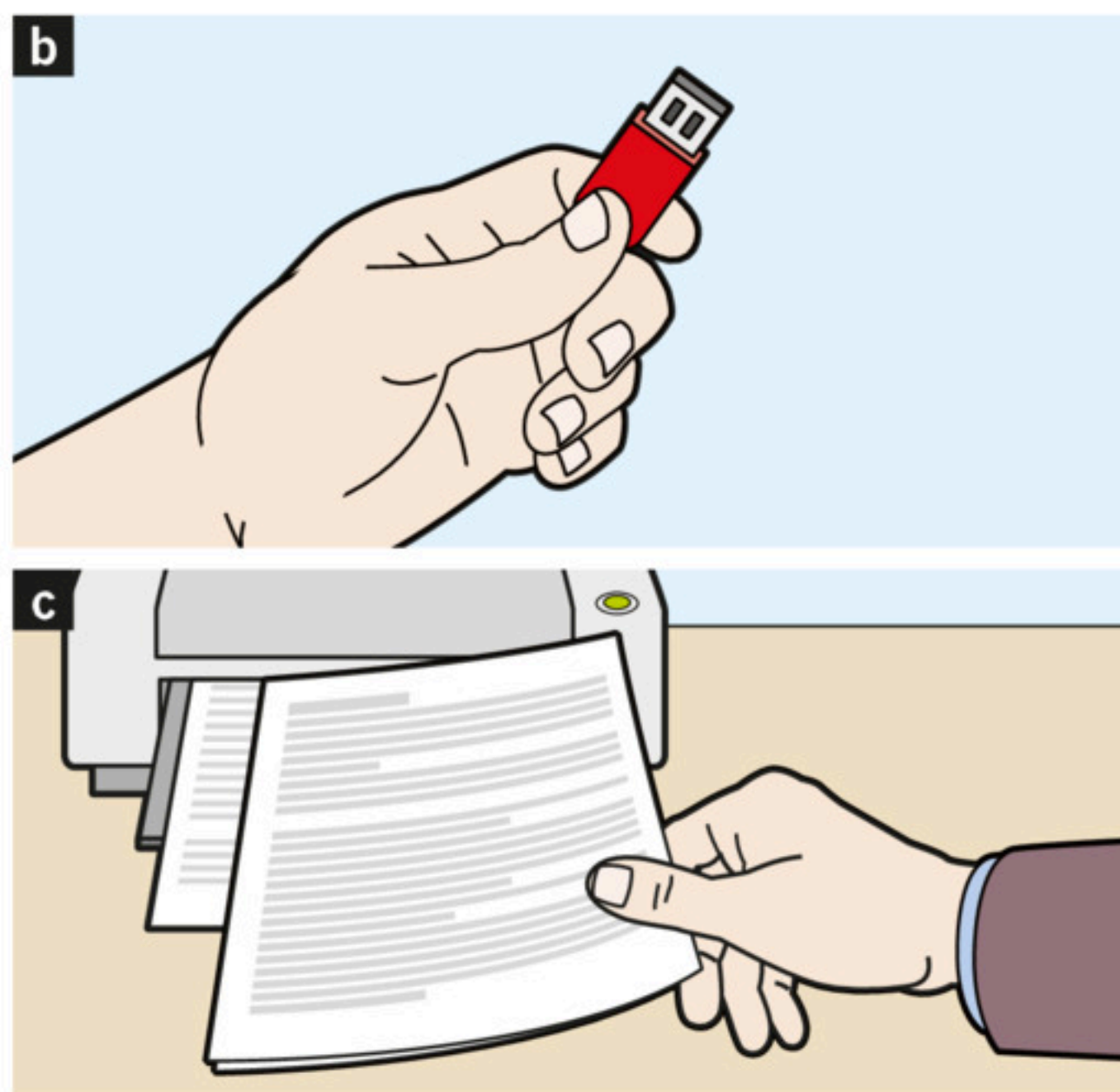
1 Match the sentences to the pictures. Write the letter.

1 This is my USB stick. ___

2 That's your USB stick. ___

3 Those are your documents. ___

4 These are my documents. ___



» For more exercises, go to **Practice file 7** on page 69.

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.
 - ▶ 7.5 Listen to the conversation. What technology do Ryan and Amanda talk about?
- 3 ▶ 7.5 Listen again. Match Amanda's sentences (1–7) to Ryan's responses (a–g).

1 What's the problem? ____	a OK.
2 First, you need to enter her name. ____	b Yes, I think so. But she can't hear me.
3 Then click her name. ____	c Oh! She's on the screen ... But I can't hear her.
4 Next, click the green video call button. ____	d OK. So, Julie Bamber.
5 Do you have a headset? ____	e I don't know. Where do I switch it on?
6 You can use my headset. Does it work now? ____	f No, I don't.
7 Is your microphone on? ____	g I don't know how to use this software. How does it work?
- 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, ...

» For more exercises, go to **Practice file 7** on page 68.

- 5 Work in pairs. Practise asking about technology and giving instructions. Student A, turn to page 72. Student B, turn to page 75.

TALKING POINT

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. Then connect it to your phone or computer. Next, play your music and listen.

B Is it the bluetooth 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

Starting point

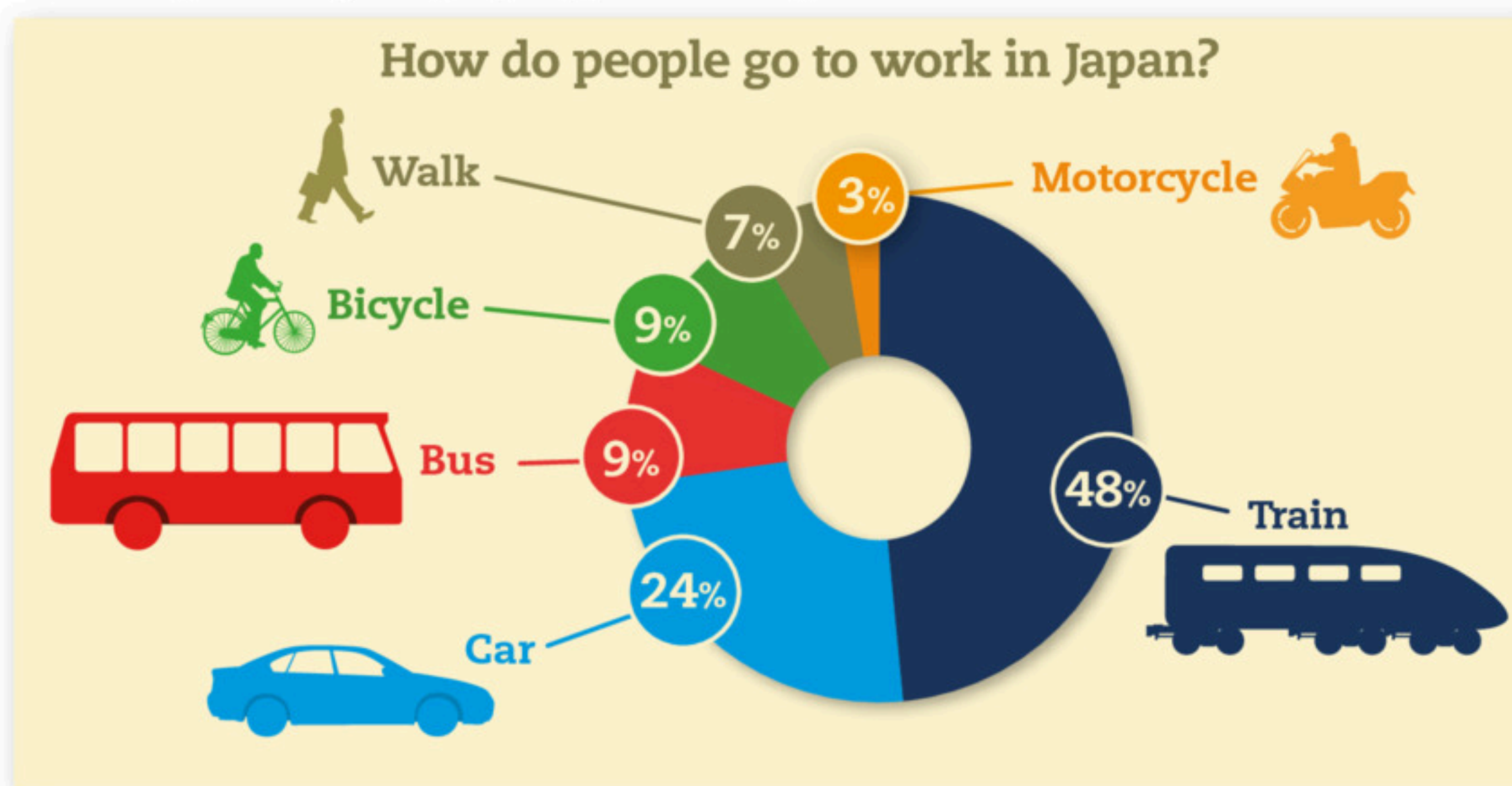
- 1 What time do you ...?
 - leave for work
 - arrive at work

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 ▶ 8.1 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?	Answers
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)	

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

Conversation 1

taxi bus train plane

Conversation 2

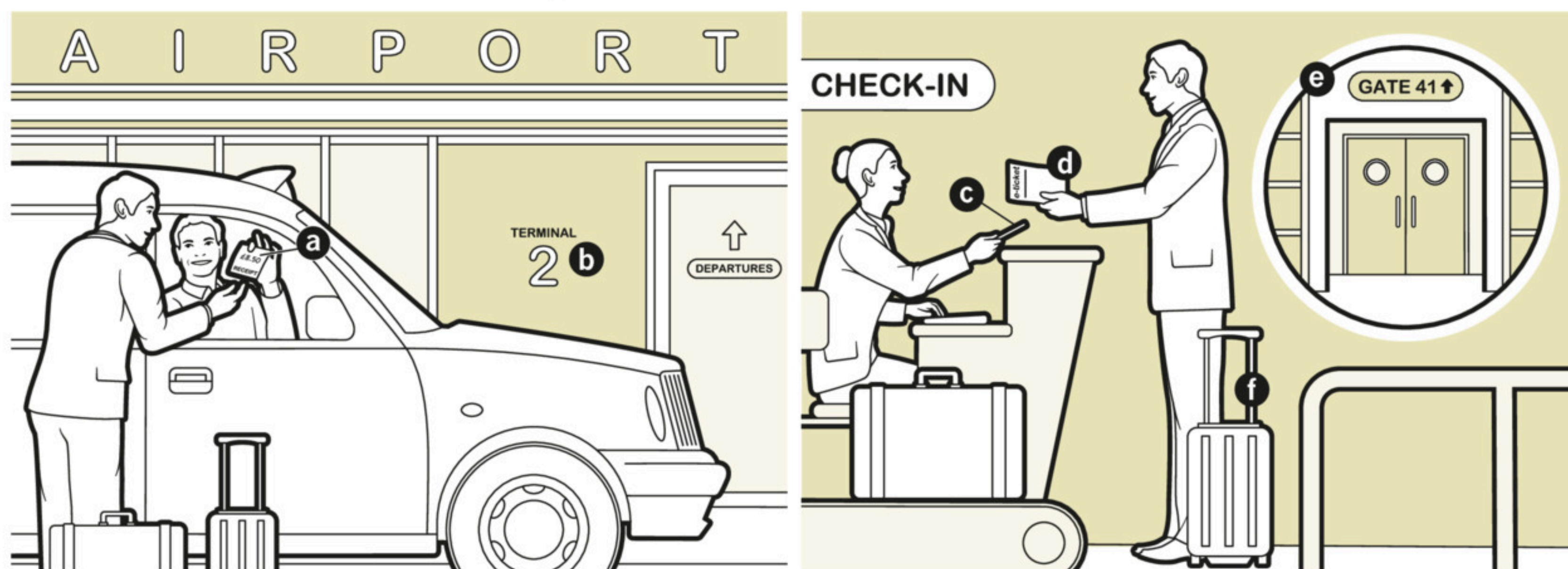
taxi bus train plane

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

terminal ____ boarding gate ____

receipt ____ passport ____

bag ____ 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 ▶8.2 Listen again and check.

» For more exercises, go to **Practice file 8** on page 70.

- 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 ▶ 8.3 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 ▶ 8.3 Listen to the conversation again. Underline *was, were, wasn't, or weren't*.

Alice Hi, Donald. Where were you yesterday?
 Donald In Dubai. I ¹*was / were* in Oman and the UAE for five days.
 Alice Oh, yes. How ²*was / were* your trip?
 Donald OK. Our clients in Muscat ³*was / were* very happy with the new machines.
 Alice Great! Was Muscat nice?
 Donald I don't know, because I ⁴*wasn't / weren't* there very long. Er ... I was in Muscat last Wednesday and Thursday and then there ⁵*was / were* two meetings in Dubai yesterday. But they ⁶*wasn't / weren't* very useful. And what about you? ⁷*Was / Were* you busy last week?
 Alice I ⁸*wasn't / weren't* here. I was on holiday.

3 Complete the *Language point* with *am / is / are, was / were or wasn't / weren't*.

LANGUAGE POINT

We use _____ for the verb *be* in the present.
 We use _____ for the verb *be* in the past.
 We use _____ for the past of the verb *be* in the negative.

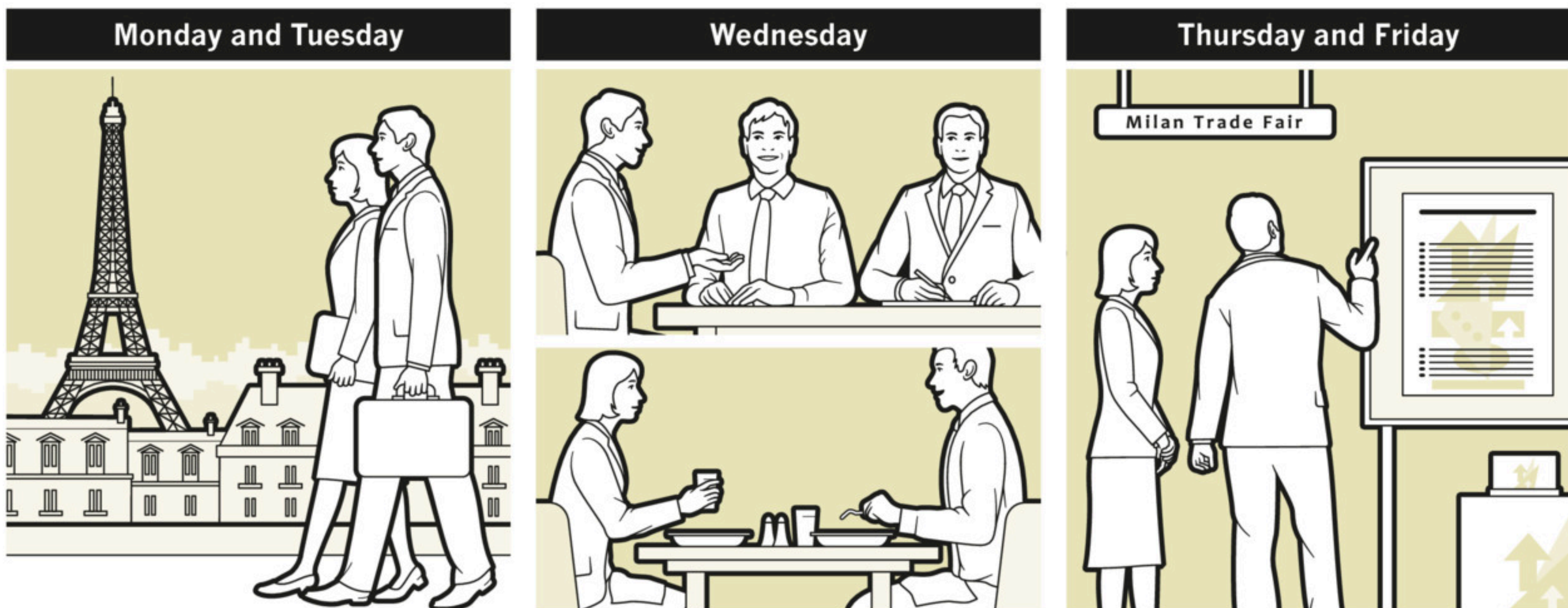
» For more information, go to **Grammar reference** on page 71.

4 ▶ 8.4 Read the next part of the conversation. Complete with *was, were, wasn't, or weren't*. Then listen and check.

Donald How ¹_____ your holiday?
 Alice Great. We ²_____ in Barcelona for six days.
 Donald I was in Barcelona last year. It was a sales conference, so it ³_____ a holiday. The restaurants ⁴_____ very good, but the city ⁵_____ busy. Were there hundreds of tourists?
 Alice No, there ⁶_____. It was quiet in the centre.

5 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 ...



- 6** Work in pairs. Ask and answer questions.
Where were you ...?
• yesterday • last night • last weekend

» For more exercises, go to **Practice file 8** on page 71.

- 7** Work in pairs. Ask and answer questions about two business trips. **Student A**, turn to page 73. **Student B**, turn to page 75.

Practically speaking | Months and dates

- 1** ▶ **8.5** Listen and repeat the months.

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

- 2** ▶ **8.6** Listen to the conversation. Tick (✓) the months in **1** you hear.

- 3** ▶ **8.6** Listen again. Mark (✗) the dates of these events.

last trip to Turin next trip factory visit sales conference

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

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

- 4** ▶ **8.7** 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 71.

- 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 time is the meeting?
- 3 What is the meeting about?

Subject: Meeting
To: Ines; Frieda

I'd like to arrange a meeting about the sales trip in September.
Can we meet on Tuesday 30th August at 11 a.m.?

Best regards
Simon

2 Read the replies. Answer the questions.

- 1 Who can go to the meeting?
- 2 Who can't go? Why not?

Dear Simon

I'm sorry, I can't meet on Tuesday 30th August. I'm visiting our factory.

Kind regards
Ines

Hi Simon

Tuesday 30th August is fine for me.
See you at 11 a.m.

Regards
Frieda

3 ▶ 8.8 Simon calls Ines. Listen to the conversation. When can they meet?

4 ▶ 8.8 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. ¹ _____ a new date and time?

Ines Yes, of course.

Simon ² _____ on Wednesday 31st at 2 p.m.?

Ines Sorry, ³ _____. I'm visiting the factory on Tuesday and Wednesday.

Simon ⁴ _____ Thursday morning? Are you free then?

Ines Yes, ⁵ _____ on Thursday morning.

⁶ _____ is good for you?

Simon ⁷ _____ 10 a.m. _____ for you?

5 ▶ 8.9 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 70.

6 Work in pairs. Student A, turn to page 73. Student B, turn to page 75.

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.).

TALKING POINT

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 page 75.

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 ▶ 8.10 Listen to a voicemail message. Write the information in your calendar.
3 Have a teleconference with Pair B. Arrange a date for a meeting.

Viewpoint 2 | Describing businesses

Preview

In this video lesson, you will watch two videos about a large organization and a small business.

Focus

1 Match the words in **bold** in sentences 1–6 to definitions a–h.

- 1 Unilever is an **international** company. It **exports** products to about 200 countries.
 - 2 I'm **self-employed** and I **run** my company from home.
 - 3 Can you **order** some more paper? We don't have any.
 - 4 The World Wildlife Fund is a **charity**. With money from people, we help animals around the world.
 - 5 Kier Construction **builds** houses, supermarkets and car parks.
 - 6 My meetings are **face-to-face** and online.
- a makes (houses) _____
 - b in many countries _____
 - c working for myself _____
 - d buy something from a supplier _____
 - e an organization which receives money to help others _____
 - f sells products in other countries _____
 - g with other people in the same room _____
 - h manage _____

2 Which words in 1 describe your business or organization? Tell your partner.

A large organization

3 01 Watch a video about a large charity called Oxfam. Number these topics in the order you see them.

- ___ small businesses and farmers
- ___ employees and volunteers in other countries
- 1 the Oxfam head office
- ___ children in schools
- ___ Oxfam shops

4 01 Watch the video again. Answer the questions.

- 1 How many people work in the head office?
- 2 What does Oxfam provide?
- 3 Why do they build wells?
- 4 How does Oxfam help children?
- 5 Where do many farmers sell their products?
- 6 What do people give to Oxfam every month?
- 7 What do people give to Oxfam shops?
- 8 Where can you buy clothes from Oxfam?



Glossary

volunteer (*n*) a person who works for no money

well (*n*) a hole in the ground with water in it

get an education (*phrase*) learn at school

- 5 Work in small groups. Discuss the questions.
- What charities are there in your country?
 - Are they national or international?
 - Are they small or large organizations?
 - How do they get their money? Do they have shops? Do they sell products?
 - What do they provide? Who do they work with?

A small business



- 6 02 Watch a video about a small business. Underline the correct words in *italics*. In one sentence, both answers are correct.
- 1 Mike Phips *is self-employed* / *works for a company*.
 - 2 His clients are in *the UK* / *different countries*.
 - 3 The courses are *online* / *face-to-face*.
 - 4 Clients buy courses from his *website* / *shop*.
 - 5 Mike runs face-to-face courses for employees in *his offices* / *their offices*.
- 7 Write the verb + noun in these sentences from the video.
run + courses *visits + organizations*
works + employees *buy + courses* *sells + services*
- 1 I _____ training _____ in management and communication.
 - 2 Mike _____ a lot of his _____ online.
 - 3 Clients can _____ training _____ from his website.
 - 4 Mike _____ companies and _____.
 - 5 He _____ with their _____.
- 8 02 Watch the video again and check your answers in 7.

About your business or organization

- 9 Make notes about your business or organization in the table.

Type of business / organization	
Products or services	
Size, and number of employees	
Head office and offices, shops, factories, etc.	
Customers and clients	
Main activities	

- 10 Imagine your company wants to make a video about its products or services. Write a description for the video (about 100 words) using your notes from 9.
- 11 Work in pairs. Read your description to your partner.

1 | Practice file

Working with words

1 Complete with the words.

Hello I'm my name Hi

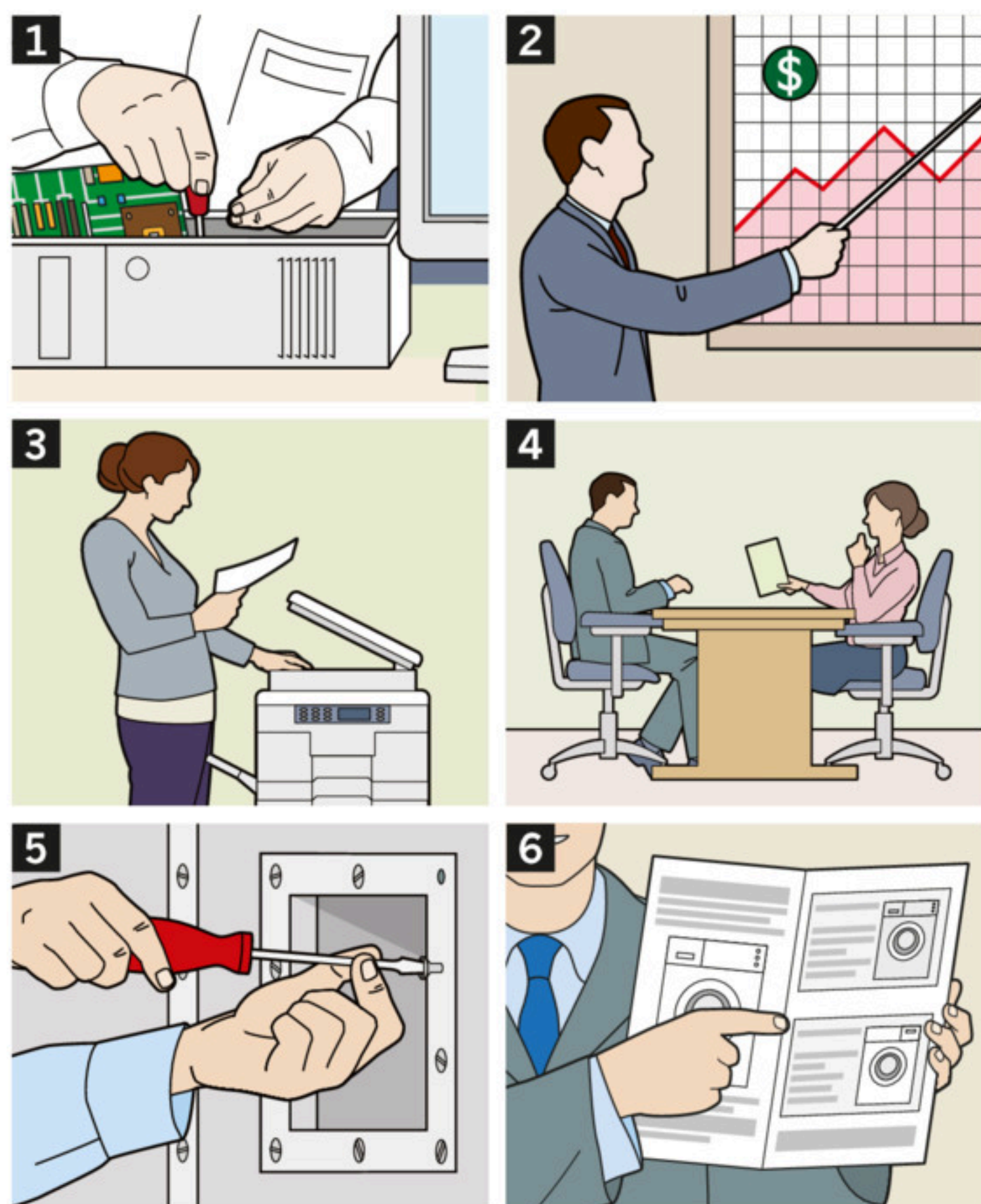
A ¹ Hello, ² _____'s
Monika Kelly.

B ³ _____, ⁴ _____ 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.



- A What's your job, Arnaud?
B I'm ¹ _____. And you?
A I'm ² _____.



- A My name's Josh Armstrong. I'm
³ _____. What's your job?
B I'm ⁴ _____.

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, Kashyar.
c ____ See you soon, Zoran.

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

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

B C D ²___ G P ³___ V

F L M ⁴___ S ⁵___ Z

I ⁶___

O

Q ⁷___ W

R

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

GRAMMAR REFERENCE

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.

✓ Yes, I am.

✗ ~~Yes, I'm.~~

✓ Yes, you are.

✗ ~~Yes, you're.~~

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

4 Complete with the correct verbs.

- ¹_____ you Tomas?
- Yes, I ²_____. Are you Enid?
- No, I ³_____. 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 ¹_____ in ²_____.

B My ³_____ is BMW. The head ⁴_____ 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 ___ th K ___ r ___

6 Ch ___ n ___

7 Sp ___ 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 ¹_____.
- B Hi. Is Loïc ²_____?
- A Yes, sure. ³_____.
- B Thanks.

that It's in the office out

- A Hi. Is ⁴_____ Pauline?
- B No, it isn't. ⁵_____ Gemma.
- A Is Pauline ⁶_____?
- B No, I'm sorry. She's ⁷_____.
- A OK. Thanks.

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

- A Good morning, Cisco Systems.
- B Hello. Can I ¹*speaking* / *speaking* to Hugo, please?
- A Yes, ²*it is* / *of course*. ³A / *One moment*.
- B ⁴*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*

GRAMMAR REFERENCE

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?
 - 7 a Yes, its in Rome.
b Yes, it's in Rome.
 - 8 Is it a Brazilian company?
a Yes, it is.
b Yes, it's.
- 4 Complete with the correct verbs.

A ¹ _____ your company in South Korea?
B Yes, it ² _____. And your company?
A It ³ _____ in South Korea. It ⁴ _____ in Japan.

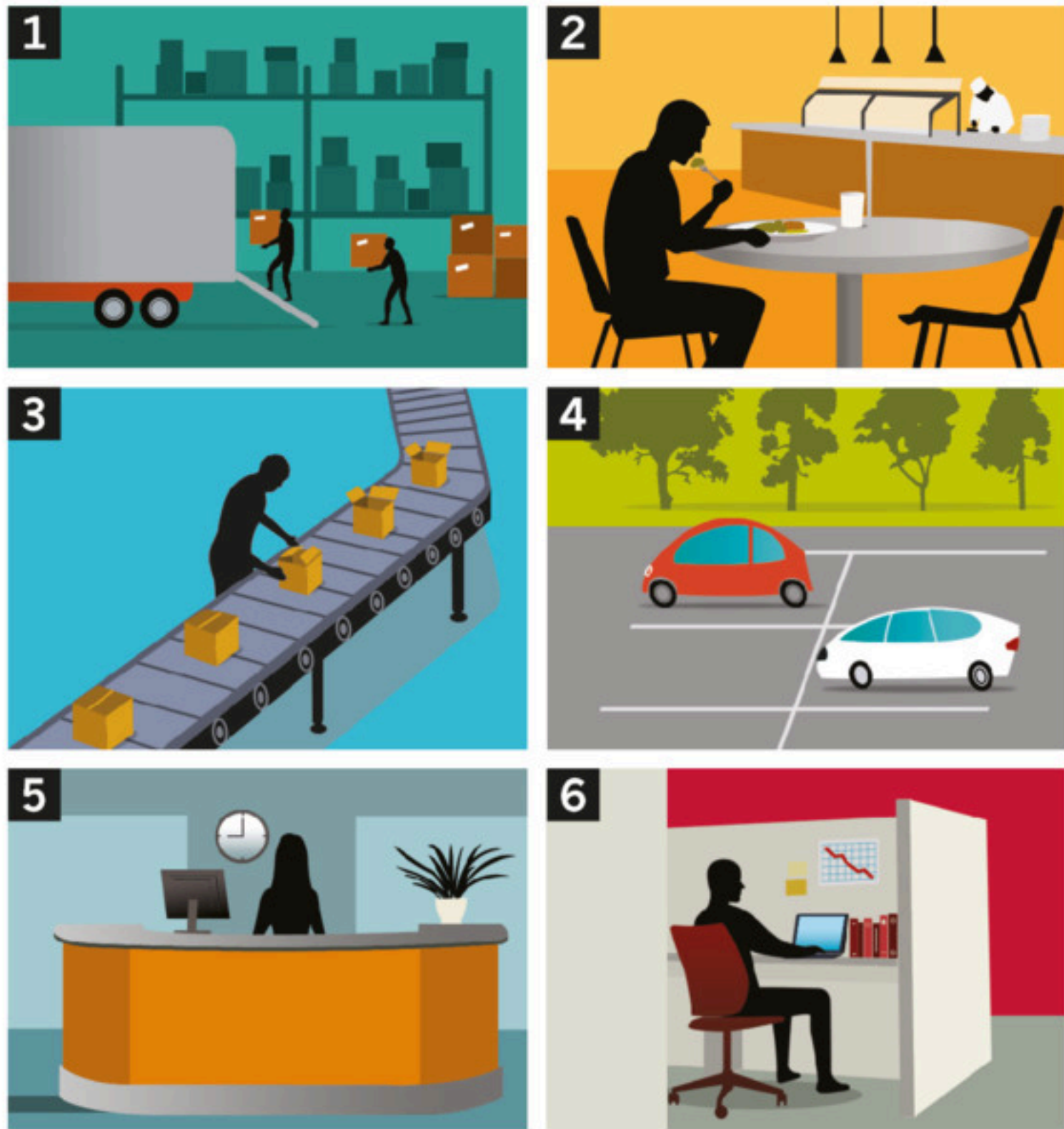
A ⁵ _____ Regis in the Rio office?
B No, he ⁶ _____. He ⁷ _____ in the São Paulo office.

A Sara ⁸ _____ in Germany. She ⁹ _____ in Italy.
B ¹⁰ _____ she in Rome?
A No, she ¹¹ _____. She ¹² _____ 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.

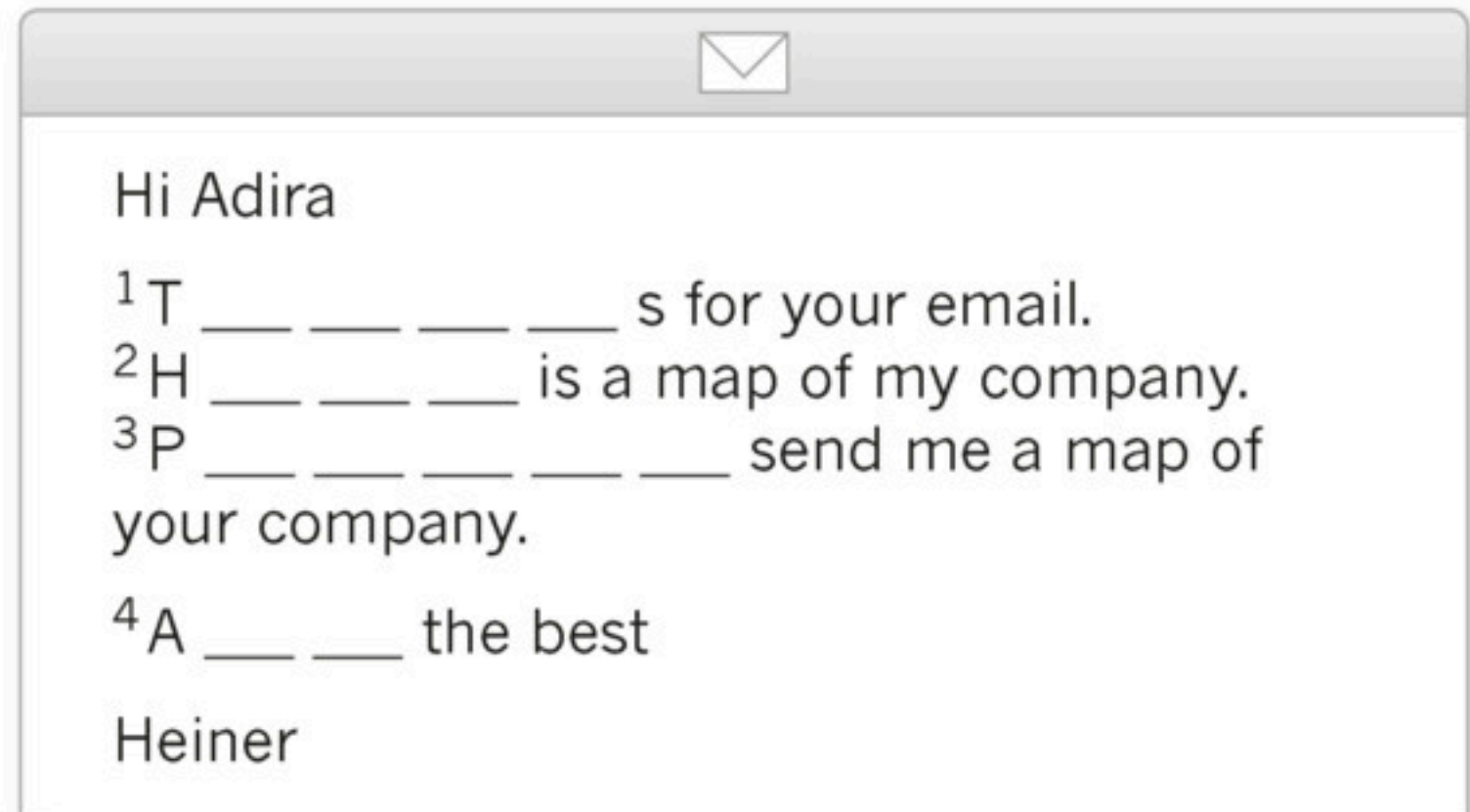
- 1 new ___ a small
- 2 big ___ b bad
- 3 good ___ c old

3 Rewrite the sentences.

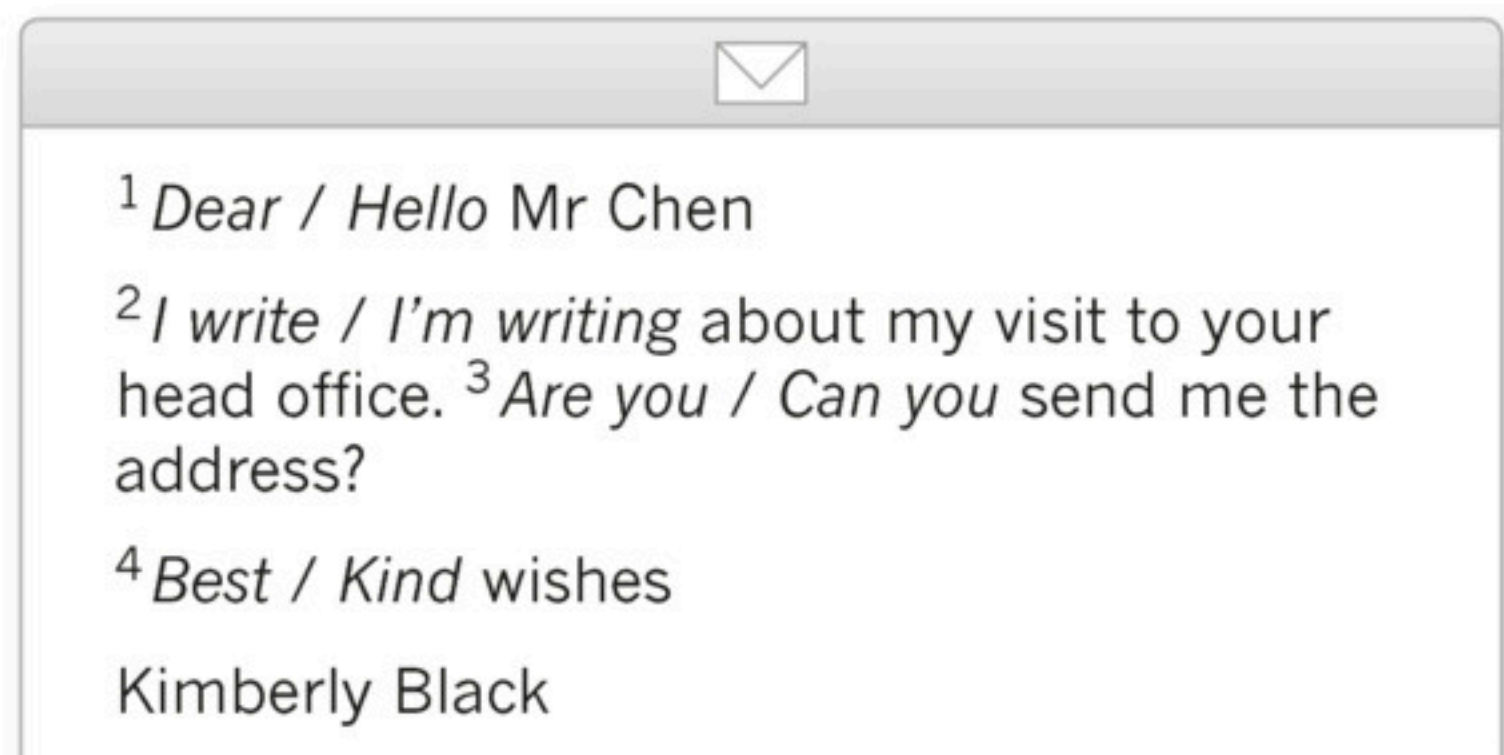
- 1 The office is new.
It's a new office.
- 2 The factory is old.
It's _____.
- 3 The cafeteria is good.
It's _____.
- 4 The car park is big.
It's _____.
- 5 The warehouse is small.
It's _____.

Business communication

1 Complete the words.



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



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 expressions.

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

Practically speaking

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

- www dot uk dot tata dot com
 - www.uk.tata.com
 - www.uktata.com
 - www.tata.co.uk
- paolo underscore boas at meteo dot pt
 - paolo.boas@meteo.com
 - paolo-boas@meteo.pt
 - paolo_boas@meteo.pt
- k dot steger at gp dash oil dot com
 - k.steger@gp_oil.com
 - k.steger@gp-oil.com
 - k-steger@gpoil.com

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

GRAMMAR REFERENCE

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.
No,	we're / they're	not.

Careful!

Yes, we are. ✓

~~Yes, we're.~~ ✗

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.

- They aren't in the warehouse. They _____ in the factory.
- We're in the sales office. We _____ in the head office.
- Gail and Konrad aren't in the car park. They _____ in reception.
- The offices are new. They _____ old offices.
- _____ they in your office?
- No, they _____.
- _____ we in your office?
- Yes, we _____.

2 Correct the verb to be.

- I are a manager.

- Is you an IT technician?

- Is he from Germany?
Yes, he are.

- Are the offices new?
No, they isn't.

3 Match the questions to the answers.

- What's your name? ____
 - Where are you from? ____
 - Who is he? ____
 - What's your job? ____
 - Where are the new offices? ____
 - Who are they? ____
- Sales assistant.
 - In Toronto.
 - Canada.
 - Lisa Quayle.
 - The Sales Manager and the Finance Director.
 - My manager.

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

- Wh_____ your surname? *Jones.*
- Wh_____ you from? *New Zealand.*
- Wh_____ your job? *I'm an engineer.*
- Wh_____ the factories? *In Singapore and Hong Kong.*
- Wh_____ your manager? *Mr Clements.*

4 | Practice file

Working with words

1 Put the letters in the right order.

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

2 Complete with the verbs from 1.

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

3 Match 1–6 to a–f.

- 1 manage the money _____
 - 2 meet customers and sell products _____
 - 3 meet new employees _____
 - 4 make the products _____
 - 5 manage the company computers _____
 - 6 transport the products _____
- a Human Resources
b Logistics
c Production
d Finance
e IT
f Sales

4 Write the plurals.

- 1 company _____
- 2 customer _____
- 3 person _____
- 4 office _____
- 5 department _____
- 6 country _____
- 7 employee _____
- 8 factory _____

Business communication

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

- 1 Can I take a message? _____
- 2 I'm calling about the new product. _____
- 3 Please call me back as soon as possible. _____
- 4 I'll give Claudia your message. _____
- 5 Is there anything else? _____
- 6 Go ahead. _____

2 Put the conversation in the right order.

Part 1

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

Part 2

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

3 Complete the conversations with the expressions.

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

- 1 A Good morning. Can I speak to Claudia?
B I'm sorry, she's out. _____
- 2 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.
- 3 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

GRAMMAR REFERENCE

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	we	live?
Who		they	sell?
			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. ¹ _____ for Siemens.
I'm from Rome, but I ² _____ in Italy.
³ _____ in New York. Siemens is a global
company. ⁴ _____ offices all over the
world.
⁵ _____ in the Human Resources
Department. ⁶ _____ a team of
three people. ⁷ _____ products.
⁸ _____ 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 I 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 ¹_____ the clothes in a big factory in Los Angeles. We ²_____ the clothes in 285 shops around the world. We ³_____ a website and customers ⁴_____ clothes from the online store.

design build buy

IKEA is a Swedish company. We ⁵_____ products for the home. Customers ⁶_____ the products from our shops and they ⁷_____ 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 ¹_____ you?
 B Yes, I'd like to ²_____ some boxes.
 A Do you ³_____ 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 ⁴_____?
 B I ⁵_____ 300, please.
 A OK. The total price is £250.
 B Does that ⁶_____ delivery?
 A Yes, it does.
 B Great. Can you ⁷_____ my order by email?
 A Sure. I'll ⁸_____ you now.

Practically speaking

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

365 53,000* 11 60,000,000*

- The population of Italy is _____.
- The number of employees at Google is _____.
- The number of days in a year is _____.
- The number of people in a football team is _____.

*Numbers are approximate.

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

GRAMMAR REFERENCE

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: verb + -es

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).

- He _____ (export) cars to other countries.
- She _____ (sell) electronics in the store.
- It _____ (build) houses.
- He _____ (not / import) cars from other countries.
- She _____ (not / buy) electronics.
- It _____ (not / build) aeroplanes.
- The company _____ (have) three factories.

2 Underline the correct verb in *italics*.

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

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

- A _____ Toyota _____ cars? (make)
B Yes, it _____.
- A _____ Apple _____ food? (deliver)
B No, it _____.
- A _____ Walmart _____ food and clothes? (sell)
B Yes, it _____.

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

- _____ you have the item number?
- What products _____ the company export to China?
- Where _____ she buy the clothes?
- _____ Simon and Sue work in this department?
- Who _____ you work for?
- _____ 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 [] e []
 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, ¹ _____?
 B What ² _____, Ana?
 C ³ _____ vegetable lasagne and salad, please. And mineral water.
 B And ⁴ _____ a cheese sandwich and chocolate cake? And ⁵ _____ tea.
 A So, ⁶ _____ vegetable lasagne and salad, a cheese sandwich, chocolate cake, mineral water, and tea. ⁷ _____ 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

GRAMMAR REFERENCE

can / can't

Form

Positive:

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

Negative:

I			
You			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
_____?
- types / What / Simon / of / can / food / cook
_____?
- instrument / play / they / musical / What / can
_____?

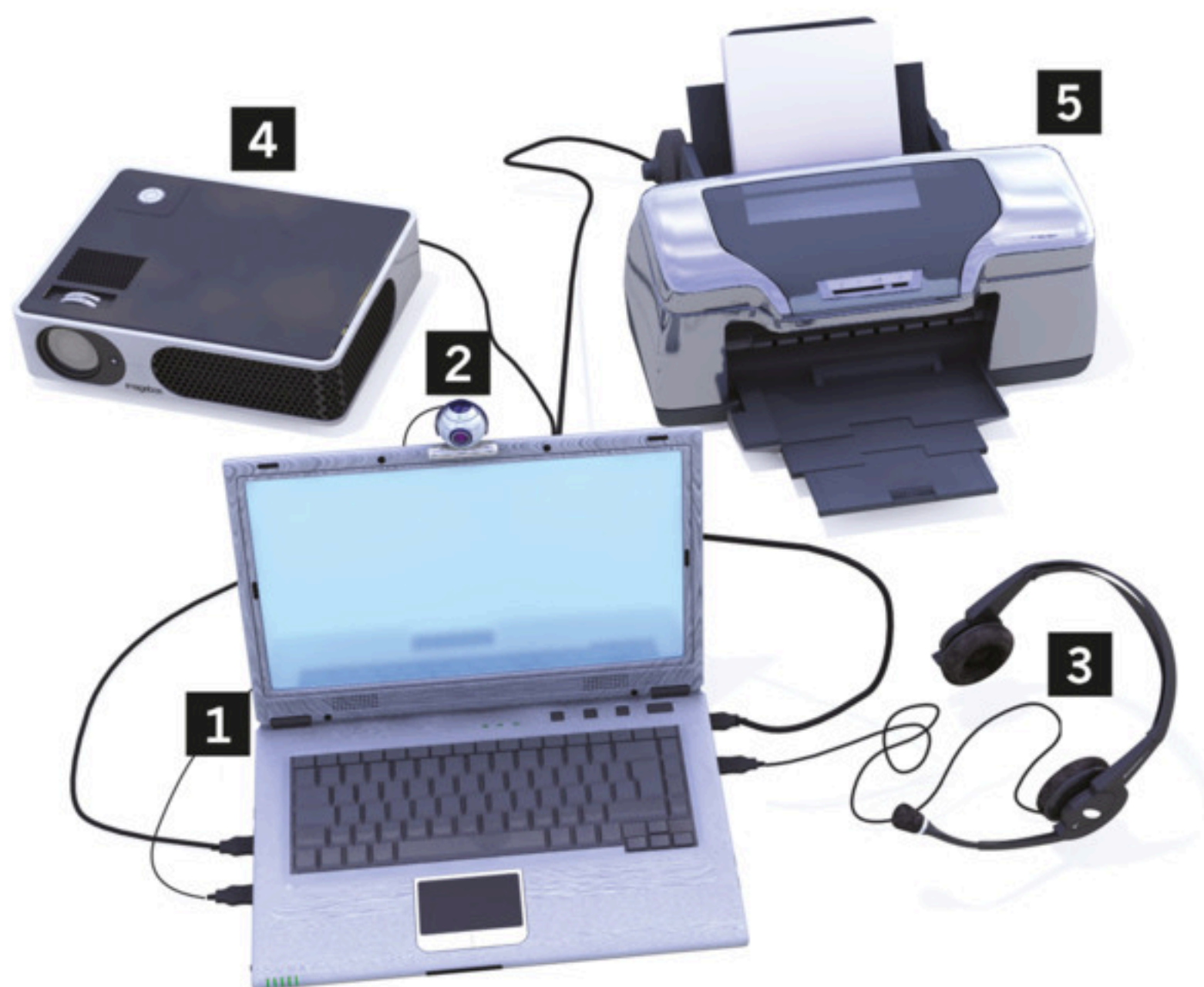
5 Match the questions from 4 to the answers.

- ___ 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 webcam

- 1 I use the _____ on my laptop to make Skype calls.
 2 I take photos, send emails and send messages with my _____.
 3 When I travel, I have my documents on a _____.
 4 I use a desktop _____ at work, but I use a laptop at home.

3 Underline the correct verb in *italics*.

✉

Subject: Your presentation

Dear Arnie

Here is the link to the presentation.
¹*Switch on* / *Click* the link and then ²*enter* / *scan* your password.

³*Connect* / *Download* the PowerPoint presentation from the website. You can ⁴*print* / *save* the presentation on a USB stick or ⁵*click* / *connect* your laptop to the projector.

Also find attached the documents for your presentation. ⁶*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. ¹ _____?
 A I don't know how to use this projector.
² _____?
 B ³ _____?
 A No, it isn't.
 B First, you need to switch it on.
 A Yes, but ⁴ _____?
 B Here. ⁵ _____?
 A Yes, it does.
 B Great. ⁶ _____?
 A No, I don't. My presentation is on this USB stick.

3 Complete the instructions.

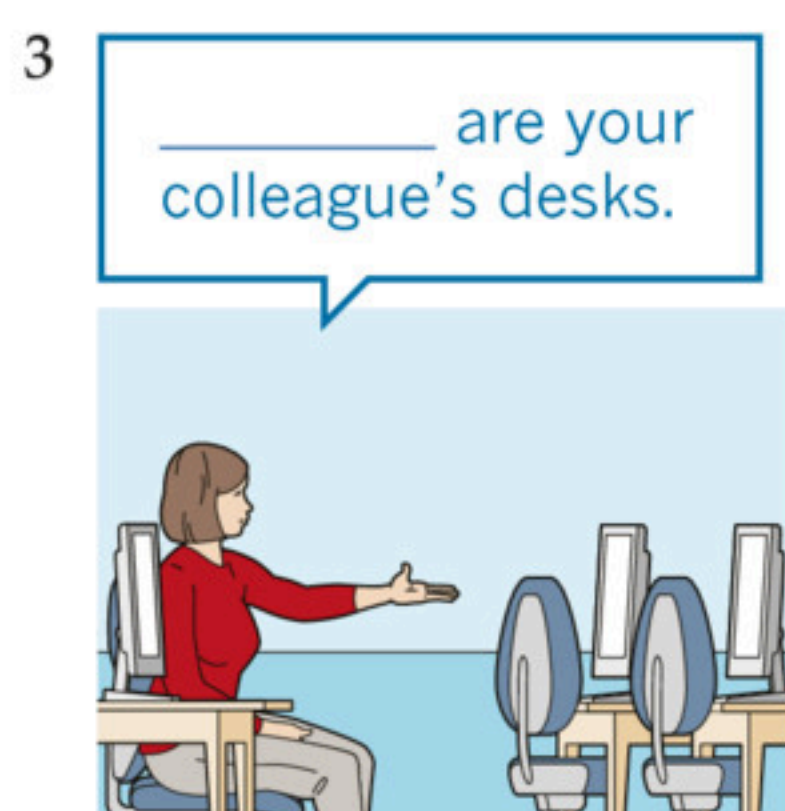
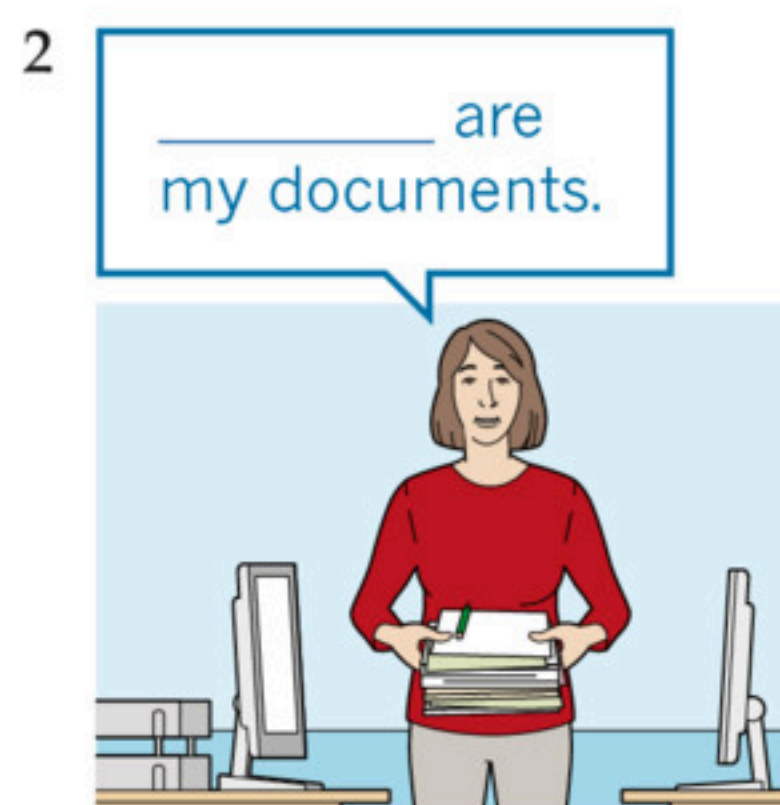
¹F_____, scan the designs. ²T_____, save the document on your laptop. ³N_____, attach the document to an email. You ⁴n_____ to send the email to me and to Peter in Rome.

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*.



Language at work | Possessive adjectives

GRAMMAR REFERENCE

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 expressions.

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, ³ _____
on Wednesday 21st September.
I'm at a sales conference. Can
⁴ _____ ?

Kind regards
Regina

✉

Hi Federico

Wednesday 21st ⁵ _____.

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

GRAMMAR REFERENCE

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?*

B *Yes, she was.*

A *Where were they last Friday?*

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 ¹*Were* / *Was* you here last week?
- B No, I ²*weren't* / *wasn't*. I ³*were* / *was* in Japan for six days.
A How ⁴*was* / *were* your trip?
B The sales conference ⁵*were* / *was* very useful, but the meetings with clients ⁶*wasn't* / *weren't*. And you?
⁷*Was* / *Were* you busy?
A No, I ⁸*weren't* / *wasn't*. I ⁹*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.

Communication activities

Unit 2 | Working with words, Exercise 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 _____

Unit 4 | Business communication, Exercise 5

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 phone and take a message.

Unit 5 | Language at work, Exercise 11

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

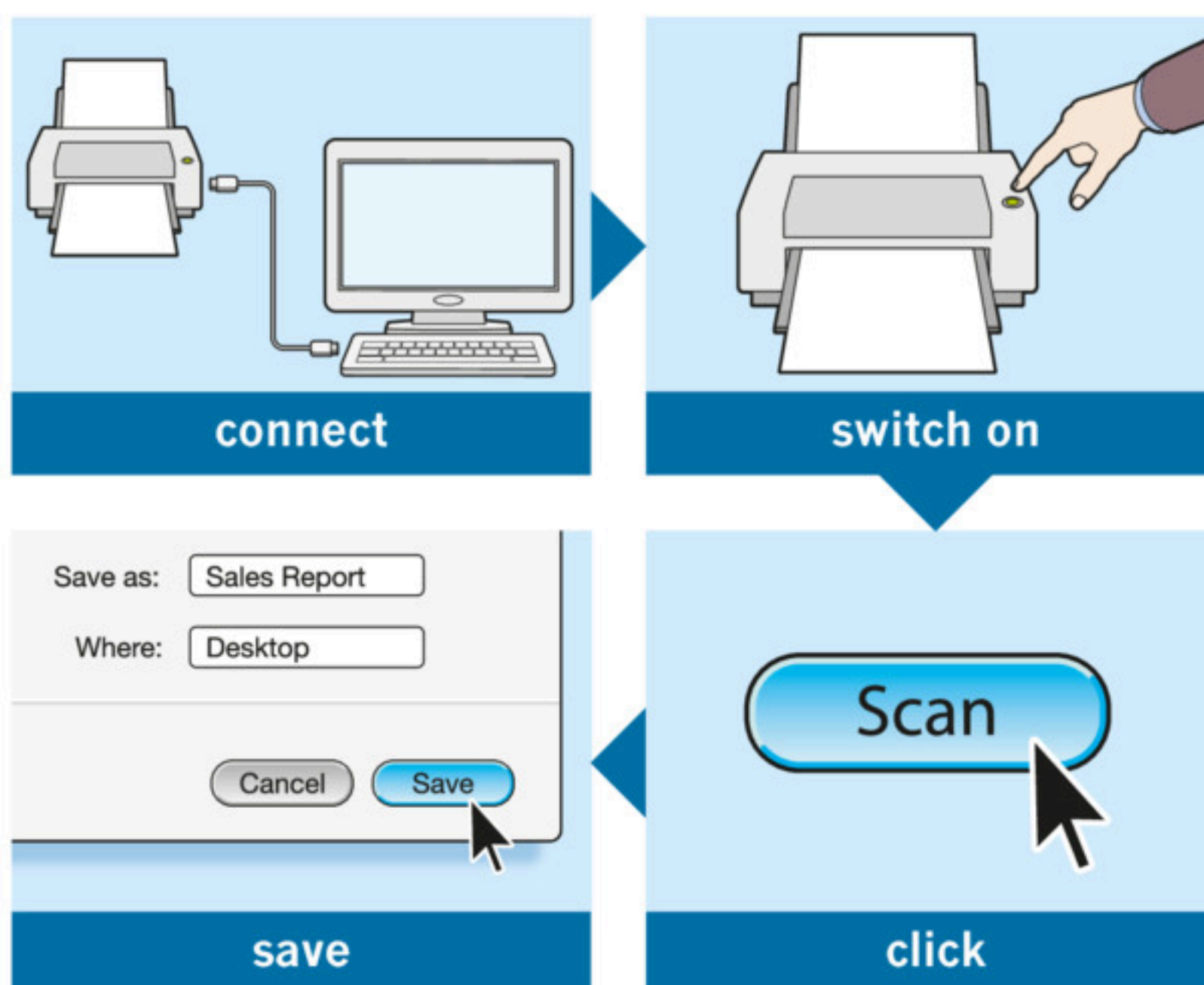
Factories: Italy, Brazil, Argentina and Poland

Stores: an online store

Unit 7 | Business communication, Exercise 5

Student A

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



Unit 8 | Language at work, Exercise 7

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

Unit 8 | Business communication, Exercise 6

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 ...

Unit 2 | Language at work, Exercise 6

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.



Unit 2 | Working with words, Exercise 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

Unit 4 | Business communication, Exercise 5

Student B

- 1 You work in Human Resources. Karla Herzog is your manager, but she is out. Answer the phone 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.

Unit 5 | Language at work, Exercise 11

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	

Unit 7 | Language at work, Exercise 7

Student B

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

smartphone USB stick projector laptop

Juliette / desk _____

Andrey / office _____

the manager / desk _____

Medhat and Sultan / office _____

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.

- 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 _____

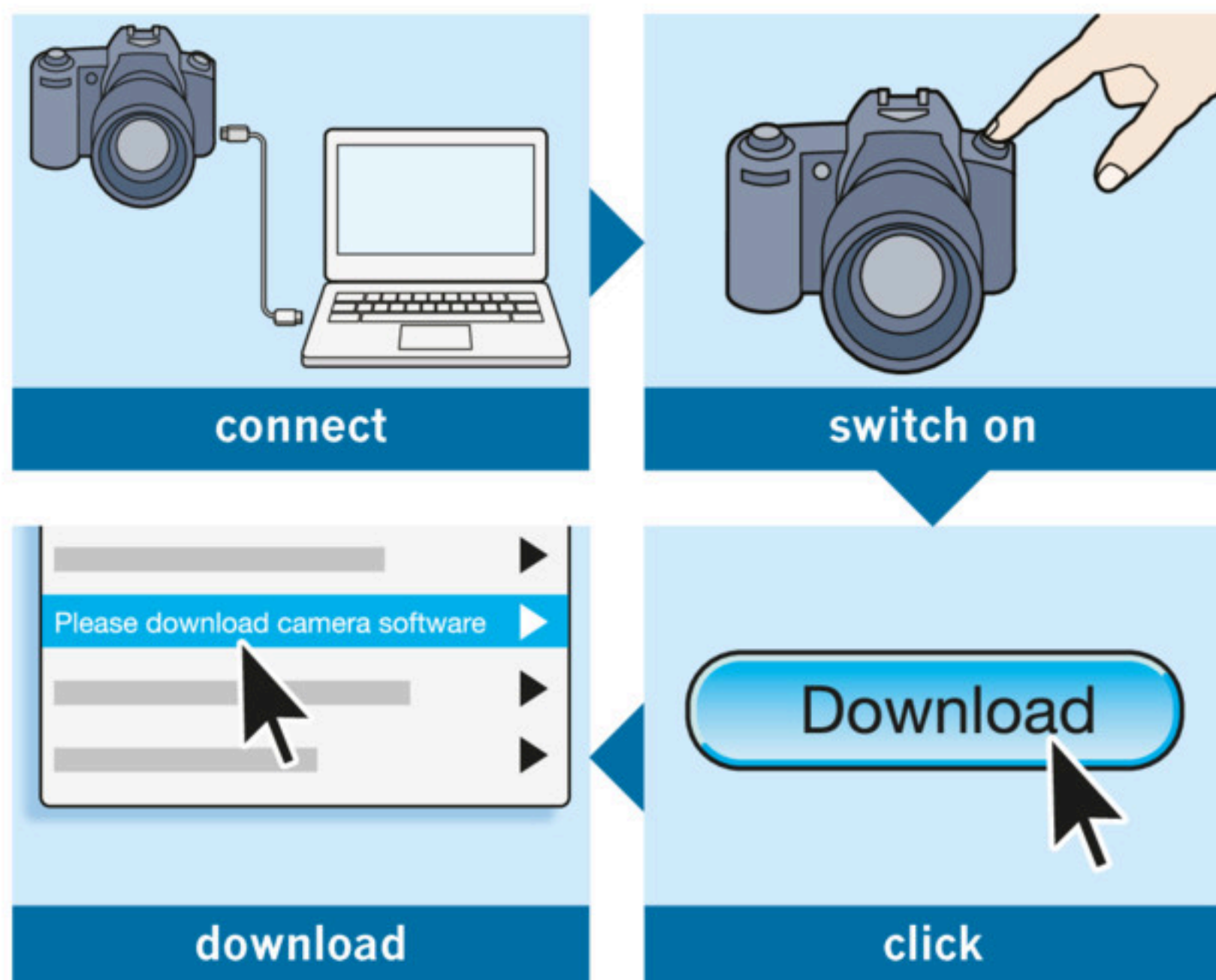
- 3 Answer Student A's questions about each object.

Unit 7 | Business communication, Exercise 5

Student B

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

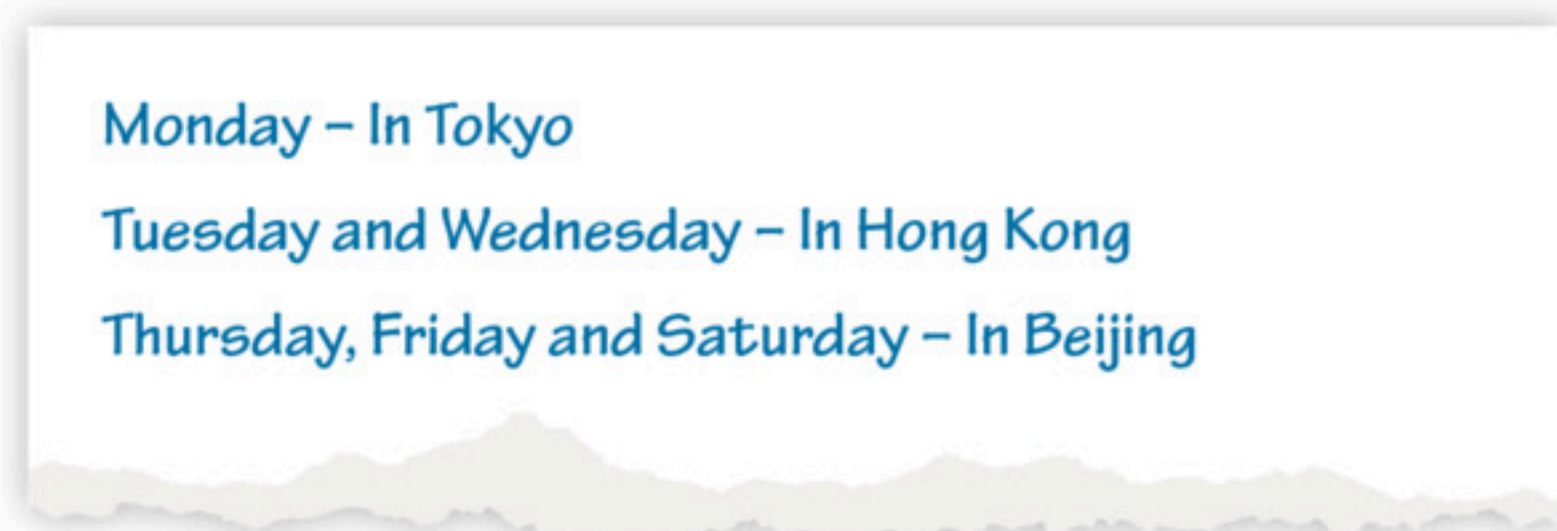
Look at the pictures and words. Give instructions.



Unit 8 | Language at work, Exercise 7

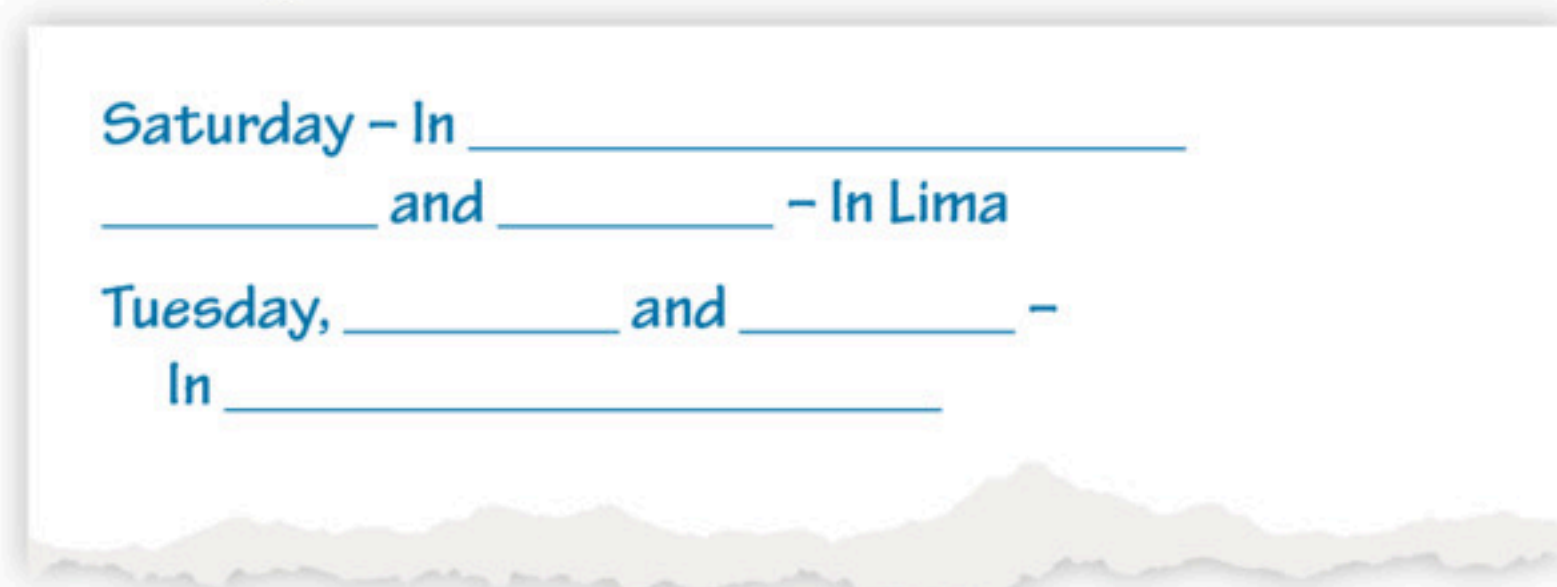
Student B

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



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 ...?



Unit 8 | Business communication, Exercise 6

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.

Unit 8 | Talking point

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



- 2 ▶ **8.10** Listen to a voicemail message. Write the information in your calendar.
- 3 Have a teleconference with Pair A. Arrange a date for a meeting.

Audio scripts

Unit 1

1.1

Luis Hello, I'm Luis Moreira.

Fabienne Hello, my name's Fabienne Mercier.

Tageshi Hello, I'm Tageshi.

Paula Hi, I'm Paula.

1.2

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

1.3

technician	representative
director	manager
assistant	engineer

1.4

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.

1.5

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.

1.6

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.

1.7

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.

1.8

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

1.9

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.

1.10

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.

1.11

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

B Yes, I am.

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

B Nice to meet you too.

3 **A** This is Sally.

B Good afternoon, Sally. Nice to meet you.

4 **A** See you soon.

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

5 **A** Goodbye.

B Bye.

Unit 2

2.1

Saleh Hello. Are you Ricardo Ferreira?

Ricardo Yes, I am.

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

Ricardo Oh, nice to meet you.

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

2.2

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.

2.3

Spain

China

Brazil

Japan

Kuwait

Germany

South Korea

the USA

Saudi Arabia

2.4

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.

2.5

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.

2.6

0 1 2 3 4 5 6 7 8 9

2.7

0 7 8 5 4 2

2.8

6 7 2 0

2.9

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.

2.10

A Good morning. Inditex Spain.

B Good morning. Can I speak to Aitur Garitano, please?

A Yes, of course. One moment.

B Thanks.

2.11

- 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

3.1

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.

3.2

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

3.3

- 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.

3.4

- 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.

3.5

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

3.6

- 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.

3.7

Can you repeat that?

Unit 4

4.1

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

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.

4.2

work	meet
live	have
make	sell
manage	

4.3

Logistics	IT
Sales	Finance
Production	Human Resources

4.4

departments	technicians
customers	employees
products	people
companies	countries
offices	

4.5

- 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.

4.6

- 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.

4.7

- 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

5.1

- I work for Gazprom. It's an energy company. We sell oil and gas.
- I work for Dassault. It's an aeronautical company. We make and sell aeroplanes.
- I work for Aldi. It's a retail company. We sell food.
- I work for Toyota. It's an automobile company. We make and sell cars.
- I work for Samsung. It's an electronics company. We make and sell televisions and mobiles.

5.2

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.

5.3

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

5.4

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.

5.5

- Does Martin work in Croix?
No, he doesn't.
- Does LG export products?
Yes, it does.
- Does Auchan have stores in Africa?
No, it doesn't.
- Does Soo Jin Lee design new products?
Yes, she does.
- Does she work in the Sales Department?
No, she doesn't.

5.6

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

5.7

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

5.8

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

5.9

- 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

6.1

- steak and fries
- mineral water
- tea
- chicken curry and rice
- ice cream
- cheese sandwich
- orange juice
- coffee
- tomato soup with bread
- salad
- vegetable lasagne
- chocolate cake

6.2

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.

6.3

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.

6.4

- 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?

6.5

- 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.

6.6

- play golf
- play the guitar
- speak English
- play tennis
- run a marathon
- cook Italian food

6.7

Monday	Friday
Tuesday	Saturday
Wednesday	Sunday
Thursday	

6.8

- It's twelve o'clock.
- It's three fifteen.
- It's seven thirty.
- It's eleven forty-five.

6.9

- 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.
- 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.

6.10

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

Unit 7

7.1

- 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.

7.2

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

7.3

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 ...

7.4

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.

7.5

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

8.1

car	bicycle
bus	motorcycle
train	

8.2

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!

8.3

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?

8.4

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.

8.5

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

8.6

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.

8.7

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

8.8

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.

8.9

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.

8.10

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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