

Lesson 1.1

A 1 c 2 d 3 a 4 f 5 e 6 b

B i stay overnight ii the locals iii timings
iv overseas v organisation vi workplace

C 1 flight 2 delayed 3 reservation 4 gate
5 vehicle 6 departure lounge 7 location
8 local 9 arrival 10 on time

Lesson 1.2

A 1 plan 2 client 3 venue 4 guests
5 arrange 6 organise 7 staff 8 manage

B 1 We want the cheapest option.
2 A party for 50 is cheaper than a party for 500.
3 We need the biggest dining room.
4 We want to hire the best staff.
5 An informal meal is easier than a formal meal.
6 Rain is the worst weather for an outdoor party.
7 Orange juice is more expensive than water.
8 Managing three people is less difficult than managing twenty people.

Lesson 1.3

A a 4 b 6 c 2 d 3 e 1 f 5

B 1 Do you know (Zurich)?
2 Do you know (Carla)?
3 How long was your trip?
4 What are you doing in Paris?
5 Which do you prefer, Dublin or Belfast?
6 What do you know about Buenos Aires?
7 Where do you live?
8 What do you think about (this hotel)?

Lesson 1.4

A 1 having problems with
2 kind of
3 can't connect to
4 how to log on
5 need to use
6 Can you try
7 it's not working
8 just check your

B Possible answers

1 a company email address / logging on / my password / the internet / the login details
2 connect to the intranet / log on / set that up / set up my email account / use your login details
3 connect to the intranet / log on / set up my email account / set that up / use your login details
4 connect to the intranet / log on / set up my email account / use your login details
5 finding my extension number / 'intern32' / logging on
6 a company email address / finding my extension number / 'intern32' / logging on
7 connect to the intranet / log on / set up my email account / use your login details
8 connect to the intranet / set that up
9 finding my extension number / logging on / with that

Lesson 1.5

A 1 writing 2 for 3 Please 4 know 5 would
6 Can/Could 7 confirm 8 long 9 hearing
10 best

Lesson 2.1

A 1 get right 2 launched 3 human
4 design software 5 vibrant 6 start-ups
7 set up 8 attracted 9 support 10 journey
11 amazing 12 grow

B 1 c 2 b 3 a 4 b 5 a 6 c 7 c 8 a

Lesson 2.2

A 1 relocate 2 conservation 3 stopover
4 holidaymakers 5 attract 6 cabins
7 appeal

B 1 attract 2 relocate 3 conservation
4 cabins 5 stopover 6 appeal
7 holidaymakers

C 1 Malay is too hard for her to learn.
2 There wasn't enough space in the plane for the luggage.
3 You aren't old enough to stay out late.
4 It was too much effort to walk so they took the lift.
5 There were too many people to manage on the project.
6 Is there enough money to buy some new office furniture?
7 Is the theme park interesting enough for very young children?
8 There are too many cars and too much pollution in the city.

Lesson 2.3

A 1 saying 2 mean 3 check 4 right
5 specific 6 think 7 mean

B 1 Can I just check you have all the information you need?
2 I think what she means is, she wants someone with lots of experience.
3 I think what they mean is, a knowledge of logistics is important.
4 So what you're saying is, you need more staff to get the job done.
5 Does that mean you need to provide French lessons for staff?
6 Could you be more specific about the details of the role?
7 You're looking for someone with an MBA, is that right?

Lesson 2.4

A 1 minutes 2 chair/chairperson
3 action point 4 agenda item 5 time-keeper
6 close 7 deadline 8 matters arising

B 1 I'd like to start on time
2 can I ask you to be
3 Could I have a volunteer to take the
4 want to add anything to the
5 let's look at item 1

Lesson 2.5

A 1 FYI 2 appointment 3 TBC 4 Going to visit
5 email (me) plans 6 ASAP 7 WFH today
8 BTW 9 COB 10 check order 11 Have
12 in 10

Lesson 3.1

A 1 help yourself 2 unique 3 stopwatch
4 abuse 5 pocket 6 counts 7 atmosphere
8 uploading 9 loo 10 laptop

B a laptop b loo c uploading d atmosphere
e pocket f help yourself g unique
h stopwatch i abuse j counts

C 1 spend 2 chains 3 bakery 4 customers
5 order 6 serve 7 charge 8 cost 9 VAT
10 bill

Lesson 3.2

A 1 dinner, evenings 2 browsing 3 seller
4 bargain 5 putting on
6 queues, changing rooms 7 cashier
8 choose 9 ordering 10 QR 11 bar
12 complain

B 1 bought 2 didn't go 3 Did you go
4 saw, visited 5 took, was 6 rang, heard
7 did you catch 8 couldn't, weren't

C 1 were preparing 2 was raining
3 was writing 4 wasn't listening
5 Were you reading
6 weren't working, were chatting
7 was living 8 Was she listening

Lesson 3.3

A Conversation 1

a 1 b 6 c 9 d 2 e 8 f 7 g 5 h 4 i 3

Conversation 2

a 1 b 6 c 5 d 8 e 9 f 3 g 7 h 4 i 2

Conversation 3

a 1 b 9 c 3 d 5 e 8 f 7 g 6 h 2 i 4

Lesson 3.4

A 1 d 2 c 3 a 4 e 5 b 6 i 7 j 8 g 9 h
10 f

B 1 in-store interview
2 customer satisfaction ratings
3 focus group
4 research team
5 people skills
6 product knowledge
7 knowledgeable
8 Sales Advisor

Lesson 3.5

A 1 e 2 g 3 a 4 f 5 d 6 h 7 c 8 b

B 1 1, 2 2 3, 4 3 5, 6, 7 4 8

Lesson 4.1

A 1 b 2 d 3 h 4 a 5 i 6 g 7 j 8 f 9 c
10 e

B 1 e 2 d 3 b 4 g 5 c 6 a 7 f

C 1 c 2 a 3 a 4 b 5 b 6 a 7 c 8 c

Lesson 4.2

A 1 chief executive 2 free time 3 afraid
4 successful 5 delivering 6 stay awake
7 degree (also *Masters*) 8 development
9 boardrooms 10 marriage 11 advice
12 manage

B 1 They have won the contract.
2 I have been to the trade fair.
3 I have not seen the report.
4 He has worked in a bank.
5 He has never learnt to type.
6 She has not been to head office.
7 Has she ever met the Chief Executive?
8 Have you ever read a business book?
9 We have never been in the boardroom.
10 You have never worked in a big company.

- C** 1 They've won the contract.
2 I've been to the trade fair.
3 I haven't seen the report.
4 He's worked in a bank.
5 He's never learnt to type.
6 She hasn't been to head office.
7 – (no contractions in questions)
8 – (no contractions in questions)
9 We've never been in the boardroom.
10 You've never worked in a big company.

Lesson 4.3

- A** 1 your input 2 everybody think
3 your thoughts 4 fair point 5 your point
6 said anything 7 hear what 8 a point
9 rush into 10 go away
11 immediate decision 12 anything else

Lesson 4.4

- A** 1j 2d 3a 4e 5l 6b 7g 8k 9i
10f 11h 12c

- C** 1 can + do 2 Change + plan 3 time + free
4 day + thinking 5 scheduled + then
6 forgot + tell 7 that + wait 8 leaves + free

Lesson 4.5

- A** 1 This 2 feel 3 questions 4 much
5 Thank 6 delighted 7 attend
8 Unfortunately 9 look

Lesson 5.1

- A** 1d 2c 3a 4e 5b
B 1 small business 2 everyday item
3 a common sight 4 difficult times
5 street corner
C 1 petty cash 2 cash flow 3 cash dispenser
4 cash register 5 cash in hand 6 cash crunch
7 short of cash 8 withdraw 9 pay cash
10 cash on delivery

Lesson 5.2

- A** 1 hundreds 2 thousands 3 borrowing
4 savers 5 imports
B 1 If you save money this year, you will be able to go on a nice holiday.
2 If he pays off his credit card bill next month, he won't have any more debt.
3 If she buys a new house, she will have more debt.
4 If I get a pay rise at work, I'll buy a new car.
5 If I don't prepare for the interview, I won't get the job.
6 If interest rates go up next month, savers will earn more money.

Lesson 5.3

- A Possible answers**
I'd like you to give the presentation (if you don't mind).
How would you like to give the presentation?
I was thinking you could give the presentation (if you don't mind).
Perhaps you could give the presentation (if you don't mind).
Is that OK with you?
Is that OK with everyone?
How would you feel about that?
How would you feel about giving the presentation?

If you are happy to give the presentation, it's fine by me.
It's fine by me if you are happy to give the presentation.
If you don't mind (giving the presentation), it's fine by me.
It's fine by me if you don't mind (giving the presentation).

- B** I'd like you to give the presentation (suggestion) if you don't mind (both).
How would you like to give the presentation? (both)
I was thinking you could give the presentation (suggestion) (if you don't mind) (both).
Perhaps you could give the presentation (suggestion) (if you don't mind) (both).
Is that OK with you? (checking)
Is that OK with everyone? (checking)
How would you feel about that? (checking)
How would you feel about giving the presentation? (both)
If you are happy to give the presentation, it's fine by me. (checking)
It's fine by me if you're happy to give the presentation. (checking)
If you don't mind (giving the presentation), it's fine by me. (checking)
It's fine by me if you don't mind (giving the presentation). (checking)

Lesson 5.4

- A** a1 b7 c3 d5 e8 f4 g9 h6 i2 j10
B Speaker 1: 1 → Speaker 4: 1
Speaker 4: 2 → Speaker 3: 1
Speaker 3: 2 → Speaker 2: 1
Speaker 2: 2 → Speaker 1: 2
Speaker 1: 3 → Speaker 4: 3
Speaker 4: 4 → Speaker 2: 3
Speaker 2: 4 → Speaker 3: 3
Speaker 3: 4 → Speaker 1: 4
Speaker 1: 5 → Speaker 4: 5
Speaker 4: 6 → Speaker 2: 5
Speaker 2: 6 → Speaker 3: 5
Speaker 3: 6 → Speaker 1: 6

Lesson 5.5

- A** 1 Dear 2 prices 3 increase 4 keeping
5 remain 6 Enclosed 7 appreciate
8 supplying 9 in 10 sincerely

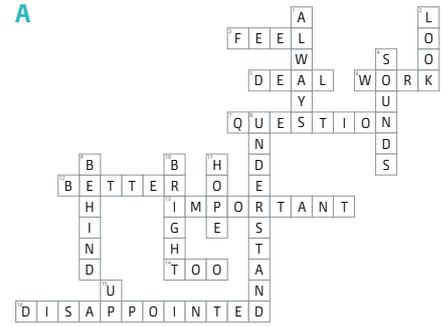
Lesson 6.1

- A** 1b 2a 3d 4f 5c 6e
B i training ii to safety iii a solution iv hiker
v patient vi at risk
C 1c 2a 3b 4c 5a 6b

Lesson 6.2

- A** 1b 2d 3e 4a 5c
B 1 Did everyone get my email?
2 Someone is waiting for you.
3 Did somebody take my pen?
4 I've looked everywhere for my car keys.
5 I want to show you something.
6 They want to go somewhere that's quiet.
7 Everything is ready for the meeting.
8 Can everybody see the front of the room?

Lesson 6.3



Lesson 6.4

- A** a1 b8 c7 d4 e9 f6 g2 h5 i3 j10
B Of course, there is the question of cost; What can we do about that?; You know, that might not be such a bad idea; I really like that idea; I'm just wondering about; How can we manage that?; Actually, I think that's a great idea!; And while we're on the subject; why don't we; What a good idea!; That would certainly help; And socialising more means
C 1 recruitment problem 2 negative reactions
3 reputation 4 salaries 5 employee benefits
6 work culture 7 career fairs 8 sponsor
9 internships 10 personal coaching

Lesson 6.5

- A** 1 Can you / Could you / Would you
2 can you / could you
3 grateful if
4 can you / could you / would you
5 can you / could you / would you
6 Do you think

Lesson 7.1

- A** 1c 2b 3a 4e 5f 6i 7d 8h 9g
B i one-size-fits-all ii tangling iii blade
iv blind v arthritis vi struggling
vii perspectives
C 1 sketches 2 launch 3 usefulness
4 improvements 5 product testers
6 prototype 7 function 8 develop

Lesson 7.2

- A** 1a 2c 3b 4a 5b
B b
C 1b 2e 3a 4d 5f 6c

Lesson 7.3

- A Possible answers**
1 You start by
(answers 2-5 in any order)
2 Then, you
3 After that,
4 The next step is to
5 Once you've done that,
6 The last step is to
7 When you've completed all the steps,
B 1 e, g, k
2 b, d, j
3 f, h
4 a, c, i

Lesson 7.4

- A** 1 We've got about
2 a few ground rules
3 name and division
4 keep your questions brief
5 slowly and clearly
- B** 1 c 2 f 3 a 4 e 5 b 6 d

C Possible answers

- Could you use the mute button?
- If you can just move your mobile phone away from your computer ...
- Could you just move closer to the microphone? / Would you mind checking your volume settings?
- Why don't you switch on your webcam?
- If you hang up, I'll call you back.
- If you hang up, I'll call you back.

Lesson 7.5

A Slide 1

- do market research
- get feedback from customers
- give information to designers / inform designers
- get schedule ready

Slide 2

- find a new supplier
- consult an international expert
- update the computer system

Slide 3

- welcom = welcome contract = contact
- speek = speak langauge = language
- buy = by

Slide 4

- Why?
 - sales increasing in USA and domestic market
- What?
 - buy, rent or build new factory
 - move HQ to NY or London
- When?
 - by end of year

Lesson 8.1

- A** 1 P 2 P 3 M 4 M 5 P 6 M 7 P 8 P
9 J 10 M
- B** 1 a 2 c 3 b 4 c 5 a 6 b 7 c

Lesson 8.2

- A** 1 way to work 2 get around
3 convenient, efficient
4 driverless, software apps
5 satellite navigation 6 mass transit
7 promoting
- B** 1 We shouldn't arrive late for the meeting.
2 ... you could/should speak English with your colleagues.
3 I shouldn't eat all this chocolate.
4 You should go to bed early tonight.
5 Should I ask for a higher salary?
6 How many people should we invite to the conference?
7 We could/should open a window ...
8 When should we have the next meeting?

Lesson 8.3

- A** 1 pleased 2 interpersonal 3 great
4 enthusiastic/positive/supportive
5 supportive, great/important
6 enthusiastic/positive
- B** 1 d 2 a 3 e 4 b 5 g 6 f 7 h 8 c

Lesson 8.4

- A** 1 d 2 f 3 e 4 a 5 b 6 c
- B** 1 We just have time for one more question.
2 So Sara asked when the move will happen.
3 Thank you, that's an interesting question.
4 Sorry, you're asking about the deadline. Is that right?
5 I hope that answers your question?
6 Can I get back to you about that?

Lesson 8.5

- A** 1 g 2 f 3 a 4 i 5 e 6 h 7 c 8 d 9 b

Business workshop 1

- A** 1 F - Australia's biggest cities
2 F - Bands don't need to do their own marketing. OzMusicNow deals with the advertising and promotion.
3 T
4 T
5 F - OzMusicNow offers professional advice. They help entertainers learn to manage their time, money and image.
6 T

- B** *Note: Answers in parentheses are possible because they are logical and grammatical, but they aren't the words that are used in the recording.*
1 finalise 2 arrive 3 book (or arrange)
4 recommend (or book/arrange)
5 arrange (or book/recommend) 6 depart

Business workshop 2

- A** 1 PB 2 M 3 PB 4 K 5 K 6 M
- B** 1 estate agents 2 wooden 3 fashionable
4 distance 5 reach 6 properties 7 bright
8 trendy 9 arts 10 bohemian 11 floor
12 sights 13 prestigious 14 lifts, views
- C** 1 d 2 e 3 c 4 h 5 b 6 a 7 f 8 g

Business workshop 3

- A** 1 c 2 a 3 b 4 e 5 f 6 d 7 h 8 i 9 g
10 l 11 k 12 j
- B** 1 T 2 F 3 F 4 T 5 F 6 T 7 T 8 F 9 T

Business workshop 4

- A** 1 e 2 c 3 g 4 f 5 a 6 h 7 d 8 b
- B** 1 b 2 f 3 c 4 d 5 g 6 e 7 h 8 a

Business workshop 5

- A** 1 Saturday market 2 local currency
3 Saturday market 4 time bank 5 time bank
6 local currency
- B** 1 d 2 a 3 b 4 e 5 f 6 c
- C** **Agreeing:** 2 a 4 e 5 f
Disagreeing: 1 d 3 b 6 c

Business workshop 6

- A** 1 F 2 T 3 T 4 F 5 F 6 T
- B** 1 touch 2 together 3 talk 4 free
5 conversation 6 call

Business workshop 7

- A** 1 up, down 2 on 3 on 4 into 5 of
- B** 1 take on 2 speed up 3 produce or improve
4 be proud of 5 cut down on 6 break into
- C** 1 take on 2 speed up 3 be proud of
4 work on 5 break into 6 cut down on
- D** 1 time 2 rate 3 line 4 process 5 annual

Business workshop 8

- A** 1 c 2 c 3 a 4 c 5 a
- B** 1 budget 2 savings 3 waste 4 bill
5 utilities 6 disposal