

Lesson 1.1

A 2 Ireland 3 Argentinian 4 the USA
5 German 6 British ('English' is also acceptable here)

B 2's/is 3's/is 4 isn't / is not
5'm/am 6 aren't / are not 7 is
8 aren't / are not 9 is 10 Are

Lesson 1.2

A 2 c 3 a 4 c 5 b

B 2 f 3 a 4 d 5 h 6 c 7 g 8 e

C 2 My 3 our 4 your 5 its 6 His 7 Her

Lesson 1.3

A 2 There are two managers /employees.
3 There's an office.
4 There's no gym.
5 There are three factories.
6 There's a warehouse.
7 There are no factories.
8 There's no warehouse.

Lesson 1.4

A 2 c 3 a 4 a 5 c 6 a

Lesson 2.1

A 1 c, e 2 a, h 3 d, g 4 b, f

B 1 has 2 answer 3 makes 4 write
5 manages 6 solves 7 sell 8 work

C 2 works 3 manages 4 has
5 makes 6 answers 7 has 8 writes

D 1 for 2 with 3 in 4 on 5 for 6 from
7 in 8 as

Lesson 2.2

A 1 designs, makes 2 provides 3 sells
4 provide 5 make 6 design 7 sell

company	employees
Alibaba	66,421
Apple	123,000
Bank of China	310,042
H&M	148,000
Lufthansa	129,424
Toyota	369,124

C 1 a 2 an 3 an 4 an 5 a 6 a 7 a 8 an
9 an 10 an 11 an 12 a

Lesson 2.3

A 1 works 2 makes 3 doesn't spend 4 checks
5 talks 6 doesn't wear 7 doesn't go 8 spends

Lesson 2.4

A 1 Sylvia is Jack's manager.
2 The two managers' offices are big.
3 Andrea's work is interesting.
4 My boss'/boss's name is Philip.
5 the four passengers' nationalities
6 This is the department's coffee machine.
7 Where is Charles'/Charles's car?
8 Maria's sales team travel for work.
9 the twenty factory workers' jobs
10 thousands of clients' messages

B 1 Nice to meet you. I'm Christina.
2 I'm in sales.
3 I travel for work and have meetings with customers.
4 Yes, it is. And what about you?
5 Really? Welcome to the company.
6 And you! See you soon.

Lesson 3.1

A 2 Can I take a day off on Monday?
No, you can't. There's a meeting with the CEO.
3 Can you meet clients in your office?
Yes, I can. We have ten meeting rooms.
4 Can they drive?
No, they can't. They come to work by bus.
5 Can you speak (any) other languages?
Yes, we can. We can speak German and French.
6 Can we start work at 10 a.m.
Yes, you can, but you can't start at 10.30 a.m.

B 2 eight 3 to 4 eleven 5 half
6 nine 7 quarter, two 8 twenty past three
9 quarter to six 10 six o'clock

C 1 in 2 on 3 from, to 4 in 5 at 6 in
7 in 8 on 9 from, to 10 on

Lesson 3.2

A 2 14th 3 22nd 4 23rd 5 1st 6 3rd
B 2 Valentine's Day is on the fourteenth of February.
3 World Water Day is on the twenty second of March.
4 The twenty third of April is World Book Day.
5 New Year's Day is on the first of January.
6 The third of March is World Wildlife Day.
C 2 the third of November twenty twenty-one
3 the fifteenth of August twenty forty-five
4 the seventh of July two thousand and seven
5 the thirty first of December twenty seventy-eight
6 the ninth of January nineteen eighty-seven
D 2 Can/Could, call
3 Can/Could, give
4 Can/Could, meet
5 Can/Could, have

Lesson 3.3

A 1 was, was, were 2 Was, wasn't, were
3 Was, was, was 4 was, weren't

Lesson 3.4

A 1 are we with 2 aren't finished 3 was a problem
4 can we do to 5 can see the
6 finish by 7 we need more 8 are on

Lesson 4.1

A 1 said 2 sent 3 had 4 made 5 saw
6 went 7 wrote 8 were 9 gave 10 was
B 2 travelled (BrE)/traveled (AmE) 3 called
4 stopped 5 planned 6 missed
7 changed 8 finished

Lesson 4.2

A 2 Ask your supplier to send ink.
3 Contact the client by email.
4 Ask the IT department for new headphones.
5 Contact the supplier about the problem.
6 Send your boss an email.
7 Ask a colleague to help you.
8 Send an email to the supplier.

B 1 I'll call you back.
2 You'll get it tomorrow.
3 I'll ask our supplier for some more.
4 We'll deliver your order tomorrow.
5 He'll phone you later.

C 1 How can I help you 2 I'm afraid
3 Can I take 4 Is that right 5 I'll give
6 anything else

D 1 is 2 can/'ll/will 3 can/'ll/will 4 anything

Lesson 4.3

A 2 The delivery didn't come.
3 You didn't finish the report.
4 They didn't deliver the order.
5 We didn't buy the paper.
6 He didn't turn the printer on.

B 1 Did the delivery arrive?
2 What did you want to order?
3 Did you restart the computer?
4 When did you order it?
5 Where did you buy it?

Lesson 4.4

A 1 the problem 2 Did you try 3 can give
4 you can choose 5 I'll order 6 call you

Lesson 5.1

A 1 write emails, minutes, reports
2 visit clients, colleagues, suppliers
3 have, prepare for, go to a meeting
4 make, receive, wait for a phone call
B 2 We're not having a meeting right now.
3 She's meeting a new client at the moment.
4 I'm making a phone call at the moment.
5 We aren't / 're not preparing for a meeting right now.
6 I'm waiting for an email right now.
7 He isn't / 's not writing a report at the moment.
8 They're visiting a new supplier now.

Lesson 5.2

A 1 postpone 2 quality 3 arrange
4 launch 5 cancelled 6 range
7 have 8 specifications

B 1 Can we do Monday morning?
2 Let me just check.
3 Sorry, I'm busy on Wednesday.
4 Are you free on Thursday?
5 I'm free on Friday morning.
6 I'll see you then.
7 Can we arrange a meeting?
8 I can't do Tuesday afternoon.

Lesson 5.3

- A** 1 He's not / isn't meeting clients tomorrow.
2 I'm working from home next week.
3 Are we visiting a client tomorrow?
4 She's not / isn't working next week.
5 Are they having a meeting on Monday?
6 You're giving a presentation next month.

Lesson 5.4

- A** 1 favour 2 Can 3 sure 4 great
B 1 can I ask you for some help
2 That's no problem 3 I'm really sorry but I don't know 4 Why don't you ask Anna
C 1 help 2 yes please 3 no problem
4 great 5 need

Lesson 6.1

- A** 1 large 2 dark 3 noisy 4 modern
5 old-fashioned 6 quiet 7 difficult 8 short
9 close 10 long 11 easy 12 light
13 traditional 14 spacious 15 busy 16 small
B 1 cheaper 2 small/smaller 3 big/bigger
4 expensive/more expensive 5 closer
6 worse 7 far/further 8 more modern

Lesson 6.2

A

product name	390X Tablet
unit price	£420
number of units	10 tablets
delivery time	30 days from order
payment terms	10 days from date of invoice
total price	£4,200

- B** 1 worse than
2 better than
3 better than
4 worse than
5 the best
6 the worst

Lesson 6.3

- A** 2 If they buy today, they will save money.
3 If I return the order, I will get the money back.
4 If we sell more, we will make more money.
5 If he buys fifteen, he will pay more.
6 If you order today, we will deliver tomorrow.

Lesson 6.4

- A** slide A: 5e slide B: 6c slide C: 4b
slide D: 3f slide E: 1a slide F: 2d

Lesson 7.1

- A** 2 Issue 3 supply 4 notify 5 approve
6 request
B 1 has to 2 Does, have to 3 doesn't have to
4 have to 5 don't have to 6 have to
7 Do, have to 8 have to

Lesson 7.2

- A** 1 simple 2 reliable 3 clear 4 efficient
5 excellent 6 unreliable 7 poor-
8 complicated
B 1 clear 2 simple 3 complicated 4 efficient
5 excellent 6 reliable

Lesson 7.3

- A** 1 Order the stapler on the website.
2 Don't change the purchase order number.
3 Write the delivery terms here.
4 Phone the supplier to reorder.
5 Don't phone after 6 p.m.
6 Send an email to the customer.
7 Don't change the information on the invoice.
8 Create a new customer number.

Lesson 7.4

- A** 1 not 2 sure 3 idea 4 think 5 should
6 sounds 7 don't

Lesson 8.1

- A** 1 out of stock 2 manufacturing
3 lead time 4 in stock 5 Demand
6 custom model, standard model 7 inspection
B 1 Is the lead time four weeks?
2 We don't need a week.
3 Shipping to Europe is three working days /
Shipping is three working days to Europe.
4 Product inspection takes four hours.
5 I need an hour to write the report.
6 Do we need more time?
7 The standard model isn't in stock.
8 It takes two working days to process an invoice.

Lesson 8.2

- A** 1 relocated to 2 reviewed 3 negotiated
4 automated 5 outsourced 6 saved
7 worked 8 upgraded
B 1 I reduced costs in my department last year.
2 We saw a presentation about new technology yesterday.
3 My computer didn't work this morning.
4 Where did you buy the software?
5 We didn't save money last month.
6 Did you change internet provider?
7 I made a mistake on Friday with the contract, sorry!
8 We received an email about the budget last week.

Lesson 8.3

- A** 2 'll take 3 'll find 4 will be 5 'll have
6 won't happen 7 'll move 8 'll sell

Lesson 8.4

- A** 1 a 2 a 3 a 4 a 5 b 6 b