

Workbook

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A2

Business Partner

Your Employability Trainer

Vocabulary 1.1 Jobs and tasks

1 Complete the sentences with the words in the box.

answer calls data do emails meetings orders start travels writes

- | | |
|--|--|
| 1 The Sales Assistants _____ work at 9 a.m. | 6 My boss _____ sales reports. |
| 2 The Production Engineer writes a lot of _____. | 7 We go to _____ on Thursdays. |
| 3 The Sales Manager _____ customers every week. | 8 I _____ a lot of research in my job. |
| 4 The Admin Assistants _____ the phone. | 9 The Admin Assistant processes _____. |
| 5 The Project Manager often _____ for work. | 10 Our manager analyses sales _____. |

2 Write sentences about Nico and Paula. Use the notes.

Nico is an Admin Assistant.

- 1 starts work early (always)
He always starts work early.
- 2 travels for work (never)
He _____.
- 3 calls customers (usually)
He _____.

Paula is a Project Manager.

- 4 does research (often)
She _____.
- 5 goes to meetings with clients (sometimes)
She _____.
- 6 processes orders (rarely)
She _____.

1.2 Work tasks and activities

3 Choose the correct option.

- Emilio needs to create the *brief* / *talk* with instructions for the project.
- They need an *agenda* / *update* from the team with all their new information.
- We have a *budget* / *data* meeting tomorrow to discuss production costs.
- Our Admin Assistant usually *books* / *creates* a meeting room for the team.
- We have five things on the *agenda* / *presentation* to discuss.
- Can you *book* / *calculate* the production costs today, please?
- The sales team prepares *discussions* / *presentations* for all our new products.

4 Complete the dialogue with the words in the box.

about available busy date fine see shall then

- A: Sorry, but I need to change the ¹ _____ of the management meeting.
- B: Are you ² _____ on Tuesday the tenth, in the afternoon?
- A: No, I'm in a client meeting on Tuesday. How ³ _____ Wednesday afternoon?
- B: Sorry, I'm afraid I'm ⁴ _____ then. What about Thursday?
- A: Thursday morning is good. ⁵ _____ we meet in my office?
- B: I usually start work at 8.30 a.m. How about ⁶ _____?
- A: Yes, that's ⁷ _____. We can go for coffee with the team.
- B: ⁸ _____ you then.

Grammar 1.1 Facts and routines

1 Complete the sentences with the correct form of the verbs in the box.

call do finish not be (x2) not have not work travel

- 1 Henri and Fiona often _____ for work.
- 2 Mauricio _____ research on new products.
- 3 Laura _____ on Fridays. She works from Monday to Thursday.
- 4 They _____ work at 6 p.m.
- 5 Susanna _____ meetings tomorrow.
- 6 Tomas _____ a Finance Manager, he's a Sales Manager.
- 7 She _____ customers every day.
- 8 Kerim and Jorge _____ IT specialists, they're Project Managers.

2 Put the words in the correct order to make sentences.

- 1 often / Sylvia / reports / writes / sales / .

- 2 until 7 p.m. / work / usually / we / on Wednesdays / .

- 3 analyses / Klaus / data / rarely / .

- 4 before / process / they / orders / 4 p.m. / always / .

- 5 goes / sometimes / Fred / to / with / meetings / the sales team / .

- 6 never / phone / answers / Harry / the / .

1.3 Questions

3 Choose the correct option.

- 1 **A:** *How often / Where* do you take a break at work?

B: Two or three times a day.

- 2 **A:** *What / Where* is the meeting this morning?

B: In meeting room five.

- 3 **A:** *Where / Which* desk do you work at?

B: The desk by the window.

- 4 **A:** *When / What* do you take a break?

B: About 11 a.m.

- 5 **A:** *What / When* time do you finish work?

B: Usually at 6.30 p.m.

- 6 **A:** *How / Where* long is the presentation this afternoon?

B: About an hour.

4 Complete the questions with *is, are, do or does*.

- 1 What _____ the gym's opening hours?

- 2 _____ you use the gym at work?

- 3 _____ your boss start work before you?

- 4 _____ Renata at work today?

- 5 How many people _____ in the office today?

- 6 _____ she have lunch at her desk?

- 7 Where _____ the toilet?

- 8 When _____ the meeting start?

Reading and listening Scheduling meetings

Hi Nadia,
I hope you are well.
We need to have a budget meeting next week. I'm available all day on Wednesday and Thursday, 15–16th September. Are you available on those days?
Best regards,
Jan

Hi Jan,
Thanks for your message.
I'm sorry, I'm not available on Wednesday or Thursday. I need to prepare a presentation on Wednesday, and on Thursday I have team meetings in the morning and a client meeting all afternoon. How about Friday?
Best regards,
Nadia

Hi Nadia,
Sorry, I usually travel for work on Fridays. How about Monday 13th September? Is 11 a.m. OK? Shall we meet in my office?
Best regards,
Jan

Hi Jan,
Perfect. See you in your office at 11 a.m. on Monday.
Best regards,
Nadia

1 Read the emails and choose the correct option.

- 1 When do Jan and Nadia need to have a budget meeting?
a tomorrow b this week c next week
- 2 What does Nadia need to do on Wednesday?
a meet clients b prepare a presentation c have a team meeting
- 3 What does Jan usually do on Fridays?
a work from home b travel for work c make calls
- 4 What day is the budget meeting?
a Monday b Wednesday c Friday

2 Read the emails again and complete the sentence.

The budget meeting is on ____th September, at ____ a.m. in ____'s office.

3  1.01 Listen to the conversation between Jan and Nadia and complete the sentences with the dates and times in the box.

| | | | | | | | |
|------|------|---|---|----|----|-------|----|
| 1.30 | 3.00 | 8 | 9 | 10 | 11 | 11.15 | 13 |
|------|------|---|---|----|----|-------|----|

- 1 Nadia has a meeting with new clients on ____th September.
- 2 Nadia is available on Wednesday ____th, but Jan is busy.
- 3 Nadia has a phone call with the Madrid office at ____ p.m. and a management meeting at ____ p.m.
- 4 Jan needs to send his report before ____ a.m.
- 5 Nadia can finish her meetings by ____ a.m.
- 6 The budget meeting is at ____ a.m. on ____th September.

4 Listen again. Where is the budget meeting?

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Writing A survey

1 Complete the questions in a workplace survey with one word in each gap.

- | | |
|--|--|
| <p>1 _____ long does it take you to travel to work every day? <input type="radio"/> 0-30 min <input type="radio"/> 30-60 min <input type="radio"/> 1 hour +</p> <p>2 _____ you sometimes work from home? <input type="radio"/> Yes <input type="radio"/> No</p> <p>3 How _____ hours do you work every week?</p> <p>4 _____ time do you start and finish work?</p> | <p>5 Do _____ work in an office with windows? <input type="radio"/> Yes <input type="radio"/> No</p> <p>6 _____ do you usually have lunch? <input type="radio"/> In the canteen <input type="radio"/> In a café or restaurant <input type="radio"/> At your desk</p> <p>7 _____ you usually work in a team or on your own?</p> <p>8 How _____ do you take a break?</p> |
|--|--|

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

- 1 at work / do / use / the / you / gym / ?

- 2 the canteen / when / have / do you / lunch / in / ?

- 3 your office / work / many / how / people / in / ?

- 4 car park / do / how / you / use / the / often / ?

- 5 work / the evening / do / at home / you / in / ?

- 6 the meeting rooms / where / in / are / your workplace / ?

3 You want to find out about the health and fitness of your colleagues at work or where you study. Use the notes to write questions for the survey below.

- 1 gym facilities / your workplace / ?
- 2 many times / week / walk to work / ?
- 3 always / use / lift / ?
- 4 how often / exercise / after work / ?
- 5 eat / fruit and vegetables / every day / ?
- 6 how many / cups coffee / have / every day / ?

Health and fitness survey >

- 1 *Do you have gym facilities in your workplace?*

Yes No

2 _____

Every day Four times Three times Twice Once

3 _____

Yes, always Sometimes No, never

4 _____

Every day Four times Three times Twice Once

5 _____

Yes, always Sometimes No, never

6 _____

6+ 5 4 3 2 1 0

Functional language

Talking about people and roles

1  1.02 Put the conversations into the correct order. Then listen and check.

- 1 a Helen: Nice to meet you, Theo.
- b Mark: Helen, this is Theo from the Geneva office.
- c Theo: Nice to meet you, too, Helen.
- 2 a Theo: He's fine.
- b Helen: Do you know Louis in the Geneva office?
- c Helen: How is he?
- d Theo: Louis Martin? Yes. He works in my department.
- 3 a Helen: About eight.
- b Theo: How many people work in the sales team?
- c Helen: Theo, that's the sales team.

2  1.03 Choose the correct option. Then listen and check.

- A: What do you ¹do / work?
- B: ²I'm a / I work Sales Manager. I ³manage / visit clients and work with the Sales Director.
- A: ⁴Which / Who department do you work in?
- B: The IT department.
- A: ⁵What's / Who's your manager?
- B: Mario Souza.
- A: Do you travel ⁶for / to work a lot?
- B: Yes, I do. I ⁷go / visit our offices in Europe and Asia.
- A: Who ⁸manages / works that team?
- B: Jonathan Andrews. Do you ⁹see / know Jonathan?
- A: ¹⁰What / Which does Jane do?
- B: ¹¹She does / She's an IT Manager. She ¹²does / manages the IT team.

3 Put the words in the correct order to make questions about Kate, a Designer, and Sam, a Sales Manager.

1 a clients / visits / who / the / ?

b does / who / visit / Sam / ?

2 a what / design / Kate / does / ?

b new / who / products / designs / ?

4 Choose the correct answers for the questions in Exercise 3.

- 1 a Clients. / Sam.
- b Clients. / Sam.
- 2 a Kate. / New products.
- b Kate. / New products.

Vocabulary 2.1 Orders and deliveries

1 Match 1-6 with a-f to complete the sentences.

- | | |
|---------------------------------|---|
| 1 We often order | a meals from restaurants to customers. |
| 2 The restaurants supply | b an order with our app. |
| 3 Our riders deliver | c deliveries every day of the week. |
| 4 You can place | d meals to our riders. |
| 5 The supplier | e prepares your food for delivery. |
| 6 The company makes | f food on their website. |

2 Complete the sentences with the words in bold in Exercise 1.

- They don't make **d**_____ at the weekend.
- Does the company **d**_____ products outside the UK?
- Can you **o**_____ food with their app?
- We place a food **o**_____ every day.
- We **s**_____ tinned food to supermarkets.
- Does the **s**_____ prepare food every day?

3 Complete the text with the words in the box.

deliver delivery order orders supplier supplies

We have a new ¹_____ in Spain called *Frutel*. The company ²_____ fruit and vegetables to supermarkets in Europe. We can place ³_____ on Mondays and their ⁴_____ truck leaves on Tuesdays. They ⁵_____ to our supermarkets on Thursdays. We ⁶_____ a lot of oranges and tomatoes because they are very fresh. *Frutel* is a great company.

2.2 An order by phone

4 Choose the correct option.

- Frutel, good morning. Vera Sanchez *speaking* / *talking*. How can I help you?
- Do you *have* / *put* the product reference number?
- How *many* / *much* is a box of oranges?
- How much does *delivery* / *order* cost?
- How *many* / *much* boxes do you need?
- Can you *deliver* / *process* by tomorrow?
- I'd like to *order* / *put* the oranges now, please.
- How *many* / *much* is that in total?

5 Match the questions in Exercise 4 (1-8) with the responses (a-h).

- | | | | |
|--|-----|--|-----|
| a Twenty boxes, please. | ___ | e That's €168. | ___ |
| b My name is Hugo Tyndall. I'd like to order some oranges. | ___ | f They're eight euros a box. | ___ |
| c Yes, it's 00-98-43-22. | ___ | g Forty cents per box. | ___ |
| d I'm very sorry, we can't. We don't deliver on Tuesdays. We can deliver on Thursday. | ___ | h Certainly, I'll put your order on the system. | ___ |

Grammar 2.1 Things you can and can't count

1 Complete the sentences with the words in the box.

| |
|---|
| a about an any lot many much of some (x2) |
|---|

- Not _____ people want to work there.
- We have a _____ of problems with this order.
- They need _____ big warehouse for their products.
- We need _____ fruit and vegetables.
- We have ten minutes. It isn't _____ time for lunch.
- Gina has _____ interesting idea for a new business.
- Victor doesn't have a lot _____ time to finish his report.
- We sell _____ thirty kilos of coffee every day.
- We don't have _____ deliveries on Sundays. Deliveries are from Monday to Saturday.
- They have _____ deliveries to make tomorrow.

2 Choose the correct option. Then match the questions (1-6) with the answers (a-f).

- | | |
|---|---|
| 1 How <i>much / many</i> orders do we have today? | a It needs about ten, and about twenty drivers. |
| 2 How <i>much / many</i> customers buy fresh meat? | b Not much. People drink a lot of coffee, but not much tea. |
| 3 How <i>much / many</i> money do you need to start the business? | c We have twenty. We usually have fifty orders a day. |
| 4 How <i>much / many</i> delivery trucks does the business need? | d A lot. We eat a lot of fruit and vegetables. |
| 5 How <i>much / many</i> fruit do you buy? | e A lot. It's very expensive. |
| 6 How <i>much / many</i> tea do you sell? | f Not many. We don't sell much meat. |

2.3 Saying something exists

3 Complete the sentences with *is/isn't* or *are/aren't*.

- There _____ a delivery for you. (✓)
- There _____ any stores in our area. (x)
- There _____ time to return it if you don't like it. (✓)
- There _____ any paper in the photocopier. (x)
- There _____ two new computers in the office. (✓)
- There _____ a phone on his desk. (x)

4 Complete the answers with *there is/isn't* or *there are/aren't*.

- A: Is there a discount on this order?
B: No, _____.
- A: Are there any customers in the shop?
B: Yes, _____.
- A: Is there time to finish the report today?
B: Yes, _____.
- A: Are there any meetings tomorrow?
B: No, _____.

Listening An order by phone

- 1** 2.01 Look at the catalogue for *Better Bio Cups*. Listen to a phone call and tick (✓) the cups the customer buys (A-D).

BETTER BIO CUPS

| Product | Reference number | Size | Quantity per box |
|--|------------------|--------|------------------|
| A <input type="checkbox"/> Espresso cups | ECOE12 | Small | 200 units |
| B <input type="checkbox"/> Espresso cups | ECOE14 | Medium | 100 units |
| C <input type="checkbox"/> Cappuccino cups | ECOC16 | Small | 75 units |
| D <input type="checkbox"/> Cappuccino cups | ECOC18 | Medium | 50 units |

- 2** Listen again and complete the order form.

| | |
|---------------------------------|------------------------------------|
| Customer name | Stella _____ |
| Café/Restaurant | Café _____ |
| Customer reference number (CRN) | 4 ____ - ____ - 2 ____ - ____ - 65 |
| Size | _____ |
| Product reference number | _____ |
| Quantity ordered | _____ boxes |
| Delivery date | _____, 15th March |
| Delivery cost | _____ delivery |
| <hr/> | |
| Total cost | £ _____ |

- 3** Are the sentences *true* (T) or *false* (F)? Listen again and check your answers.

- Ben doesn't know how to spell Stella's first name. _____
- Stella doesn't understand what *CRN* means. _____
- Stella doesn't want small espresso cups. _____
- For orders of one to nine boxes, delivery costs £16. _____
- They can't deliver on Wednesday. _____

- 4** 2.02 Complete the questions from the phone call. Then listen and check.

- Can I _____ your CRN?
- Do you have the product reference _____?
- How _____ is a box of cups?
- And how _____ does _____ cost?
- How _____ boxes do you need?
- _____ I help you with _____ else?

Writing Email enquiries

1 Match the questions (1-4) with the answers (a-d).

- | | |
|--|---|
| 1 Is there a delivery charge for orders under €100? | a No, you can't. We collect goods from your home address free of charge. |
| 2 Can I return my order to one of your stores? | b Yes, there is. Delivery is free for orders of €100 and over. |
| 3 Can I cancel my order before delivery? | c No, there isn't. There are discounts for large orders of over fifty items. |
| 4 Is there a discount on small orders? | d Yes, you can. There is one day to change or cancel your order before delivery. |

2 Put the words in the correct order to make sentences from an email.

- 1 response / to your / in / enquiry, / free of / delivery / is / charge / .

- 2 find / a list / please / of prices / attached / .

- 3 please / any questions / if / contact us / you have / .

- 4 you / there / two / order / can / return / your / are / ways / .

- 5 one / can / stores / go / of / our / you / to / .

- 6 from / your / can / we / the goods / also / home address / collect / .

3 Choose the correct option to complete the emails.

From: Otto Beck
To: Customer Services
Subject: Cancelling or exchanging an order

I'd like to ¹exchange / return an order for a computer chair. Is it possible to ²cancel / change my order from a red chair to a blue chair? ³Collect / Delivery is on Friday next week.

Regards,
 Otto Beck

From: Customer Services
To: Otto Beck
Subject: Cancelling or exchanging an order

Dear Mr Beck,

Thank you for ⁴my / your enquiry. There ⁵is / isn't time to change your order before delivery. We can deliver a blue computer chair on Friday next week. Please ⁶click / refund on this link to complete the exchange ⁷email / form.

Please ⁸contact / return us if you have any questions.

Regards,
 Amalia Ejsmond, Customer Services

4 Write a response to the email enquiry. Use the information in the box.

Customer Services:

- thank for enquiry / sorry not happy
- two ways to return: to any of our stores or we collect
- thirty days to return order
- attached list of store addresses
- please contact if questions

From: Alicia Moreno
To: Customer Services
Subject: Refund

Dear Sir/Madam,

I'm not happy with my order. I'd like to return it and get a refund.

Can I return my order to one of your stores?

Regards,
 Alicia Moreno

Functional language Making agreements

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

1 the weekend / come / at / can / the builders / ?

2 many / are / there / how / chefs / ?

3 before / how / arrive in the office / about / coming / people / ?

4 the dishes / wash / the cleaners / can / ?

5 time / how / need / much / the engineers / do / ?

6 equipment / do / provide / you / ?

7 include / does / materials / the price / ?

8 can / start / your team / when / ?

2 2.03 Match the questions in Exercise 1 (1-8) with the answers (a-h). Then listen and check.

- a No, I'm sorry, we don't. _____
- b Yes, that's fine. We can come at 7 a.m. _____
- c How about Monday next week? _____
- d No, I'm sorry. They only work from Monday to Friday. _____
- e Yes, it does. They are included in the price. _____
- f There are four in total. _____
- g They usually fix this problem in one or two hours. _____
- h Yes, they can. _____

3 2.04 Complete the dialogues with the words in the box. Then listen and check.

about come do how is many need place there time weekend what

- 1 **A:** _____ do you want the cleaners to _____ ?
B: Clean the floors and empty the bins.
- 2 **A:** _____ many meeting rooms are _____ ?
B: There are three.
- 3 **A:** How _____ days do you _____ a cleaner?
B: Three days a week.
- 4 **A:** What _____ do you want the cleaner to _____ ?
B: After we finish work.
- 5 **A:** _____ there a _____ for the cleaning equipment?
B: Yes, there is a cupboard in this office.
- 6 **A:** How _____ coming at the _____ ?
B: No, I'm sorry, we can't.

3 Changes

Vocabulary 3.1 A company's story

1 Choose the correct option.

- 1 The company *moved / opened* a new store in Paris.
- 2 She *produced / started* her new business in 2018.
- 3 The company *opened / produced* family cars at the beginning.
- 4 They *hired / expanded* the business last year, with two new shops.
- 5 We *hired / launched* four more employees last month.
- 6 The company *opened / launched* five new products in 2017.
- 7 We *moved / created* our factories to India in 2019.
- 8 He *created / opened* a new design for our products in 2018.

2 Complete the text about British designer and business woman, Cath Kidston. Use the verbs in Exercise 1.

Cath Kidston ¹**m**_____ to London in 1976. She ²**s**_____ her first home interiors business with a friend in 1985. In 1993, she ³**o**_____ her first Cath Kidston store and ⁴**c**_____ her now-famous wallpaper. In 1999, she ⁵**h**_____ more employees and opened her second store. She ⁶**e**_____ her business to other countries in 2006 and opened a store in Tokyo. In 2008, she worked with a UK supermarket and ⁷**p**_____ a shopping bag from recycled plastic bottles. In 2011, the company ⁸**i**_____ the first Cath Kidston café in Japan. Today, there are over 200 stores worldwide.

3.2 Email phrases

3 Complete the table with the phrases in the box.

Best wishes ~~Dear all~~ Dear employees Please do the following
Please follow these instructions Regards Thank you for your help
To all staff We appreciate your cooperation

| | |
|---------------------|--|
| Beginning an email | Dear all, ¹ _____, ² _____ |
| Thanking | ³ _____, ⁴ _____ |
| Giving instructions | ⁵ _____, ⁶ _____ |
| Ending an email | ⁷ _____, ⁸ _____ |

4 Complete the email with the phrases in Exercise 3.

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To all ¹_____,

We recently had some complaints about food in our office. Many staff eat hot lunches at their workspace. Some staff also leave dishes around the office. Please remember it doesn't look professional when clients visit. From today, ²_____ do the following:

- Eat in the office kitchen or staff canteen.
- Wash all dishes and cups that you use.

We ³_____ your cooperation.

Best ⁴_____,

Tanya Mazur, Office Manager

Grammar 3.1 Talking about the past (1)

1 Match the questions (1–8) with the answers (a–h).

- | | |
|--|------------------------|
| 1 Where did your family move to last year? | a No, she didn't. |
| 2 What did you do when you arrived? | b Last month. |
| 3 Who hired you? | c I started last week. |
| 4 Did Paul open a new store? | d I looked for a job. |
| 5 When did he hire you? | e No, they didn't. |
| 6 Did they hire many new employees? | f We moved to Vienna. |
| 7 When did you start your new job? | g Mr Steiner. |
| 8 Did Sarah launch a new product? | h Yes, he did. |

2 Write questions for these answers.

- 1 What _____?
The company produced children's clothes.
- 2 Where _____?
The manager moved to another office.
- 3 When _____?
She launched her café in 2018.
- 4 Who _____?
Tom created our new products.

3.3 Talking about the past (2)

3 Complete the sentences with the past form of the verbs in brackets.

- 1 The company _____ (make) very good progress last year.
- 2 We _____ (have) a sales target of €500,000 for the year.
- 3 We _____ (hit) the target for sales last month.
- 4 We _____ (win) new business in Europe.
- 5 We _____ (build) strong relationships with new clients.
- 6 We _____ (grow) our customer base in South America from 25,000 to 60,000.
- 7 We _____ (buy) advertising space on buses.
- 8 We _____ (spend) €24,000 on advertising.

4 Complete the Past Simple negative sentences.

- 1 Tim launched a French version of the game. He _____ a Spanish version.
- 2 The company grew their export business in 2019. They _____ it in 2020.
- 3 Sara hired a sales manager. She _____ any new sales representatives.
- 4 I hit my targets last week. I _____ them this week.
- 5 We built relationships with new customers in the USA. We _____ any in Europe.
- 6 They spent money on new desks. They _____ any money on new computers.

Reading New office

1 Read the email and answer the questions.

- | | |
|-------------------------------------|---|
| 1 Who is Stan Nagy? | 4 When is the delivery? |
| 2 What did employees get last year? | 5 What time can staff come to the office on Thursday? |
| 3 What do they get this year? | |



2 Read the email again. Are the sentences *true* (T) or *false* (F)?

- | | |
|---|-------|
| 1 Staff need new computers. | _____ |
| 2 Staff don't need to pay for their new desks and chairs. | _____ |
| 3 Boxes need to have names on them. | _____ |
| 4 Employees need to leave their things on their desks. | _____ |
| 5 Staff don't need to work on Thursday morning. | _____ |
| 6 It's possible for staff to work from home. | _____ |
| 7 Employees don't need to work in the office on Thursday afternoon. | _____ |
| 8 The Office Manager wants all staff to be tidy. | _____ |

3 Put the words in the correct order to make instructions.

- work / 9 a.m. / please / at / start / .

- the weekend / come / don't / to / the office / at / .

- at / don't / please / eat / desk / your / .

- don't / please / drive / work / to / .

- to / bring / don't / large / work / bags / .

- your / remove / please / desk / any mugs / from / .

Writing Company performance

1 Complete the company performance report with the phrases in the box.

a big thank you but we grew to twenty but we had some problems
 but we need to spend more next year it was a good year our sales were €26,000
 we need to build strong relationships we won five new customers outside London

<
✉
✍
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🗑

Subject: MegaMugs second year

Dear Team,

First, ¹_____ for all your hard work this year. We had a good year, ²_____. We had a sales target of €30,000 but we didn't hit it. ³_____, €4,000 under. We wanted to grow our number of customers to twenty-five shops, ⁴_____, five shops under our target. ⁵_____ with customers. We hired three more sales reps and, as a result, ⁶_____ and grew our export business with more sales in the USA.

We spent €1,500 on online advertising, ⁷_____ to hit all our targets. Overall, ⁸_____. Well done!

Regards,
 Franco Volpe

2 Read the notes about Envirolite trainers. Tick (✓) Yes or No for points 1-6.

- **Successes**
 Hit our sales target of €600,000 – grew our UK retail business from two to four shops
 Spent €9,500 on advertising – won nine new customers
- **Challenges**
 Made some mistakes – online business didn't hit its target because we had problems with the online shop – didn't grow our export business
- **Aims for next year**
 – Spend more on advertising next year
 – Spend money on a new online shop
 – Hire more sales reps to work in Europe so we can hit our export targets

| <i>Second year targets</i> | <i>Success?</i> | |
|-----------------------------------|-----------------|-----------|
| | <i>Yes</i> | <i>No</i> |
| 1 Hit sales target | | |
| 2 Hit online sales target | | |
| 3 Grow UK retail business | | |
| 4 Advertise to win more customers | | |
| 5 Create a good online shop | | |
| 6 Grow export business | | |

3 Write an email about Envirolite trainers' performance. Use the notes and the table in Exercise 2.

Dear Team,

First, ...

Functional language

Talking about projects

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

1 go, / did / generally / it / how / ?

2 went / what / well, / in particular / ?

3 well / didn't / what / go / ?

4 the / what / problem / was / ?

5 this / did / happen / why / ?

6 do / what / you / did / ?

7 happened / what / ?

8 experience / was / what / your / ?

9 to / what / we / do / change / need / ?

2 Complete the responses with the words in the box.

deadline didn't communicate improve made mistakes problem well

a We need to _____ our instructions and our communication, but in the end everybody is really happy with the product.

b We made some _____ with the instructions.

c OK, so we met the _____ and everybody in the team was very happy. The product is great.

d We _____ the instructions clear and we had a meeting with the team in the factory.

e Well, there was a _____ with the design.

f We _____ well and we didn't have regular update meetings.

g It went _____, thanks.

3 3.01 Listen and match the responses in Exercise 2 (a-g) with the questions in Exercise 1 (1-9). There are two extra questions.

a _____ d _____ f _____

b _____ e _____ g _____

c _____

Vocabulary 4.1 Travel arrangements

1 Match the verbs (1-4) with the phrases (a-d).

- | | |
|--------|-------------------|
| 1 book | a in an apartment |
| 2 go | b by coach |
| 3 rent | c a car |
| 4 stay | d a flight |

2 Choose the correct option.

When Lorna travels for work, she usually ¹goes / stays at a hotel. When she goes to Paris, she never goes by ²plane / flight, she ³books / rents a train ticket from London to Paris. She sometimes ⁴books / goes by coach.

Lorna isn't going to Madrid by ⁵plane / train. She's flying. When she goes to Madrid, Lorna sometimes ⁶goes by / rents a car. She goes to the airport ⁷in / by train. She's ⁸renting / staying an apartment in Madrid in July.

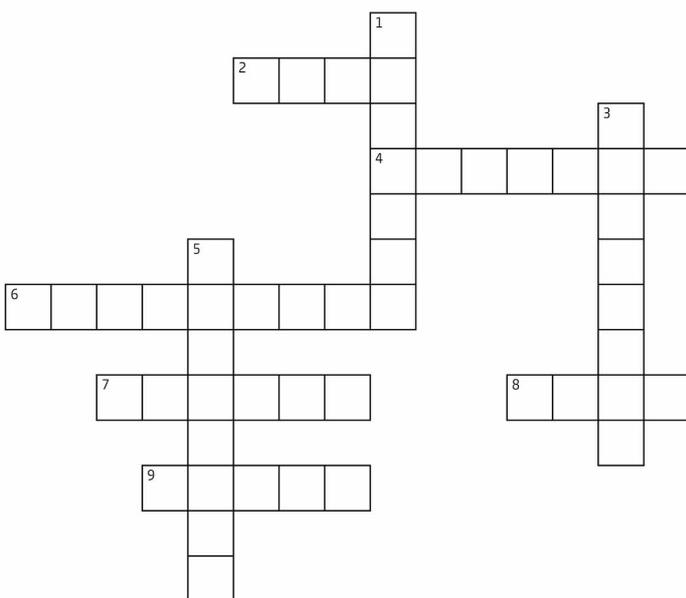
4.2 Airports and train stations

3 Complete the sentences with the words in the box.

arrived cancelled change left platform stops

- Fiona _____ the hotel at 8 o'clock.
- Karl _____ at the airport at 9.30 p.m.
- Our flight to Berlin was _____.
- The 6.45 train to Rome leaves from _____ 3.
- Anya had to _____ trains at Edinburgh Waverley station.
- The slow train _____ at every station.

4 Complete the sentences with the correct word. Then complete the crossword.



Across

- I'm sorry - I'll be ten minutes **l**_____.
- Jacques **a**_____ at the station at 6 o'clock.
- Sonya's flight was **c**_____. She's going by train.
- You need to **c**_____ in Reading for the London train.
- Flight MD453 leaves from **g**_____ 23 now.
- Our train **s**_____ in Paris and Lyon.

Down

- Dina's train was **d**_____ by forty-five minutes.
- You need to go through **s**_____ before you can get on the plane.
- The plane **d**_____ forty minutes late.

Grammar 4.1 Talking about arrangements

1 Complete the questions with the correct form of *be*.

- 1 Where _____ you working tomorrow?
- 2 When _____ Dan flying to Glasgow?
- 3 How _____ we getting to the airport?
- 4 _____ Marek staying at an apartment?
- 5 _____ Karl and Heidi visiting the office next week?
- 6 _____ I meeting you next week?

2 Match the questions in Exercise 1 (1-6) with the responses (a-f).

- | | |
|------------------------------------|-------------------------------|
| a Yes, he is. _____ | d By train. _____ |
| b Yes, you are. _____ | e No, they aren't. _____ |
| c In the office in Brussels. _____ | f On Tuesday next week. _____ |

3 Write sentences about arrangements.

- 1 we / hire / a car for a week

- 2 Wendy and Robert / not fly / to Hamburg tomorrow

- 3 I / not stay / in a hotel / next week

- 4 Mauricio / not go / to the office on Monday

- 5 you / visit / the factory next month

4.3 Things happening now

4 Choose the correct option.

- 1 A: *Am / Is* Pavel preparing a new price list?
B: Yes, he *is / are*.
- 2 A: *Am / Are* the team giving their presentation this morning?
B: No, they *isn't / aren't*.
- 3 A: What *am / are* you having problems with?
B: We *'m / 're* having problems with our computers.
- 4 A: *Are / Is* you planning your talk for the sales meeting?
B: Yes, I *'m / 're* planning it right now.

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

- 1 Rita _____ (write) her report at the moment.
- 2 The team _____ (not deal) with the problem today.
- 3 Right now, Liz _____ (talk) to a new supplier.
- 4 Hans _____ (have) problems with the delivery at the moment.
- 5 The meeting _____ (go) very well.
- 6 Things _____ (not go) well right now.
- 7 The Sales Managers _____ (prepare) for the conference.
- 8 They _____ (not repair) the phones today.

Reading and listening

Dealing with delays

1 4.01 Listen to announcements 1–8. Tick (✓) the place (airport or train station) and the problem (cancellation, delay, change or busy).

| Announcement | Airport | Train station | Cancellation | Delay | Change | Busy |
|--------------|---------|---------------|--------------|-------|--------|------|
| 1 | | ✓ | | ✓ | | |
| 2 | | | | | | |
| 3 | | | | | | |
| 4 | | | | | | |
| 5 | | | | | | |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | | | | | | |

2 Are the sentences *true* (T) or *false* (F)? Listen again and check your answers.

- 1 The 15.45 train to Edinburgh is on platform 3. _____
- 2 There is a delay to flight BA0730 of approximately half an hour. _____
- 3 You need thirty minutes to go through security in the airport today. _____
- 4 Flight AC604 to Toronto Pearson Airport has technical problems. _____
- 5 Departure of flight TK0762 to Istanbul is from gate 6. _____
- 6 The 8.35 train to Exeter isn't delayed. _____
- 7 The train to Amsterdam is departing from platform 16. _____
- 8 Passengers going to Paris, Amsterdam or Brussels need to go through security. _____

3 Complete the text messages with *will* and the correct verb in the box.

be (x2) call see stay

Hi Gina,
My train to Edinburgh is delayed because of a technical problem. Sorry, but I
1 _____ about twenty minutes late.
Rob

Hello Katya,
I'm in the airport. My flight to Geneva is delayed by half an hour. I'm sorry but I
2 _____ late for the presentation.
I 3 _____ when I arrive.
Alex

Hi George,
I'm sorry, but my flight is cancelled.
4 _____ at a hotel in London tonight and fly to Toronto tomorrow.
Val

Kamal
Did you hear the announcement? Our flight is now departing from gate 4, not from gate 6.
5 _____ you there!
Mina

Writing An update email

1 Match the sentence halves.

- | | |
|----------------------|------------------------------|
| 1 How are | a having a good week. |
| 2 I'm writing to | b wishes. |
| 3 Here's an update | c update you. |
| 4 Everything's going | d soon. |
| 5 I hope you're | e things going? |
| 6 All the | f best. |
| 7 Speak | g well here. |
| 8 Best | h on what we're doing today. |

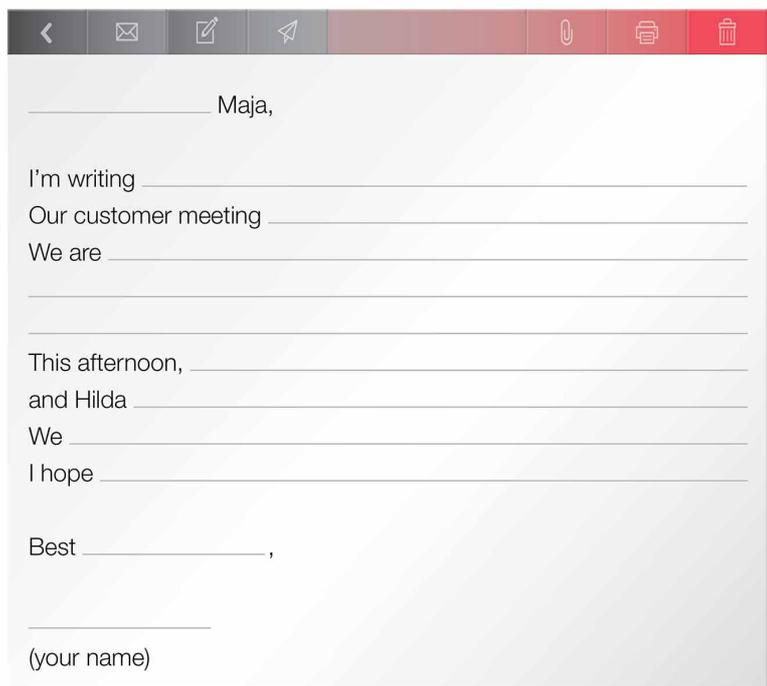
2 Choose the correct option.



Hello Susana,
 I hope you're having a good week in the office in Buenos Aires.
 I ¹write / ^{'m}writing to give you an update on my work and my team. At the moment, we are ²having / ^{planning} our talk for the sales meeting tomorrow.
 Marcos is writing a ³figure / ^{report} on our new products, and Silvia is ⁴dealing / ^{preparing} the new price list, but she ⁵is / ^{isn't} finalising it today because she needs more information from our suppliers.
 Our meeting with clients in Santiago last week ⁶is / ^{was} good, and we are expecting to ⁷give / ^{hit} our sales target this month.
 We're having problems with ⁸a / ^{some} missing data from some markets. I'm dealing ⁹with / ^{for} our supplier in Bolivia about that. We need some information on one of our new products, but we're ¹⁰dealing / ^{expecting} it this afternoon.
 Speak soon.
 All the best,
 Luis

3 Use the information in the box to write an update email to your boss, Maja, in Warsaw.

- Start the email and say why you are writing – give an update on work and the team:
- customer meetings in Lyon last week – good
- getting new orders but not hitting targets
- need more sales
- Carl – writing a report on the Lyon meeting this afternoon
- Hilda – dealing with the paperwork for the job in Lille
- You, Carl and Hilda – preparing for meetings in Toulouse and Montpellier next week
- Finish the email and say you hope everything is going well in the office in Warsaw
- Sign off



_____ Maja,
 I'm writing _____
 Our customer meeting _____
 We are _____

 This afternoon, _____
 and Hilda _____
 We _____
 I hope _____

 Best _____,

 (your name)

Functional language Problems with teleconferencing

1 4.02 Put the conversation into the correct order. Then listen and check.

- a Sorry, my camera isn't working.
- b Hello Rafik! Are you there?
- c Oh, OK. Let's have an audio call.
- d Good morning, Rafik. I can't see you.
- e Yes, I'm here. Good morning, Emma.

2 4.03 Put the words in the correct order to make sentences about teleconferencing. Then listen and check.

1 unmuting / try / microphone / your / .

2 frozen / the / is / screen / .

3 internet / sorry, / is / my / slow / connection / .

4 off / try / your / turning / video / .

5 screen / sharing / now / I'm / my / .

6 adding / I'm / the / Fiona / call / to / .

7 on / are / mute / you / ?

8 me / try / back / calling / .

3 4.04 Complete the conversation with the phrases in the box. Then listen and check.

breaking up can't hear hang up no problem on mute see me
the connection you repeat that

Karl: Hello Gina, can you ¹_____ ?

Gina: Hello? Hello, Karl? I can see you, but I ²_____ you.

Karl: Oh, sorry. I was ³_____. Can you hear me now?

Gina: Hello? Hello Karl. Are you there?

Karl: Sorry, Gina. ⁴_____ isn't very good.

Gina: Karl? Hello? Can you hear me now? We need to talk about the sales figures.

Karl: Gina, you're ⁵_____. Hang up and I'll call you back.

Gina: Sorry, can ⁶_____, please?

Karl: It's a very bad connection. Hang up and I'll call you back.

Gina: OK. I'll ⁷_____ now.

Karl: Gina, hello? Can you hear me?

Gina: Hi Karl. Yes, ⁸_____. It's OK now.

Karl: Great! So, how are you?

Vocabulary 5.1 Organising an exhibition

1 Match the sentence halves.

- | | |
|----------------------------------|---|
| 1 We always attend | a clients after lunch. |
| 2 We are designing | b the summer trade fair in Vilnius. |
| 3 The company is going to launch | c the stand next week. |
| 4 Paul and Tina are meeting | d a brochure for the new range of products. |
| 5 They always provide | e free tea and coffee on their stand. |
| 6 He's going to help us set up | f a new app for the fair. |

2 Complete the words with missing letters.

- There are twenty **h** _ _ _ **s** in the exhibition centre.
- Exhibitors need to wear their **b** _ _ _ _ **s** at all times.
- Where is your **s** _ _ _ **d** this year?
- They're going to design a **b** _ _ _ _ _ **e** for the new range.
- Where is the exhibition **c** _ _ _ _ **e** going to be next year?

5.2 Phoning about a conference

3 Choose the correct option.

- How can I *meet* / *help* you?
- I'm *sorry* / *sad*, Mr Harris is not available right now.
- Can I *speak* / *take* a message?
- Yes, can you *say* / *tell* her Juana Marquez phoned?
- Can you *spell* / *tell* your name for me, please?
- And it's *about* / *with* the conference next week?
- Sorry, *could* / *can't* you say that again, please?
- OK. And can I *give* / *have* your phone number?
- So, *that's* / *there's* 0044 348-45-91-217.
- I'll *give* / *say* him your message.

4 Complete the dialogue with one word in each gap.

- A:** ¹ _____ can I help you?
- B:** ² _____ I speak to Antonia Flint?
- A:** I'm sorry, she's not ³ _____ at the moment. Can I take a ⁴ _____ ?
- B:** Yes, can you tell her Yuri Petrov ⁵ _____ about the meeting tomorrow?
- A:** Yes, of course. Can you spell your surname for me, please?
- B:** Sure. It's Petrov, that's P-E-T-R-O-V.
- A:** And what's the company name?
- B:** It's RST Development.
- A:** Sorry, can you ⁶ _____ that again, please?
- B:** Sure. That's RST Development.
- A:** Thanks, and can I have your phone ⁷ _____ ?
- B:** Yes, it's 007 312-25-98-851.
- A:** Thanks. ⁸ _____, that's 007 312-25-98-851. I'll give Antonia your message.

Grammar 5.1 Talking about intentions

1 Choose the correct option.

- 1 I *is / am* not going to launch the new app. The sales team *is / are* going to do it.
- 2 The manager *is / are* going to set up the stand. *Is / Are* you going to help?
- 3 The designer *isn't / aren't* going to create a new stand this year.
- 4 The sales reps *isn't / aren't* going to organise the conference party.

2 Write questions and sentences with *going to*.

1 When / you / arrive?

When are you going to arrive? _____

I / arrive / at 9 a.m. I / not arrive / at 8 a.m.

I'm going to arrive at 9 a.m. I'm not going to arrive at 8 a.m. _____

2 Are / we / provide / any freebies?

We / provide / coffee . We / not provide cake.

3 Where / the Finance Manager / stay?

He / stay / at a hotel. He / not stay / in an apartment.

4 How / they / travel / to the exhibition?

They / travel / by train. They / not travel / by bus.

5.3 Invitations with *would* and *want*

3 Put the words in the correct order to make dialogues.

1 A: you / do / want / us / for coffee / to join / ?

B: good / sounds / yes! / .

2 A: to meet / like / would / for lunch / you / ?

B: but / I / meet / very sorry, / I / today / am / cannot / .

3 A: you / this afternoon / would / like / the offices / to visit / ?

B: but / very much / thank you / this afternoon / I am not available / for the invitation, / .

4 A: to meet / do / the reps / you want / for a coffee / ?

B: love / thanks! / I'd / to / .

4 Complete the questions and sentences with *do*, *would*, *want* or *I'd*.

1 _____ you like to meet for a coffee?

2 _____ you want to go out for dinner?

3 Where _____ you like to meet?

4 _____ love to visit the new offices.

5 That _____ be great.

6 What time do you _____ to finish?

7 _____ like to see the plans.

8 _____ you want to join the team?

Listening Organising a conference

1 5.01 Listen to a phone conversation and complete the message.

Message for Ben Garcia

¹ _____ phoned from ² _____ Limited.

It's about the conference on ³ _____.

Please call her on ⁴ _____.

2 5.02 Now listen to the conversation between Joanna and Ben. Tick (✓) the things they talk about.

- | | |
|--------------------------------|--------------------------|
| 1 number of participants | <input type="checkbox"/> |
| 2 hotel guests | <input type="checkbox"/> |
| 3 equipment | <input type="checkbox"/> |
| 4 help from hotel staff | <input type="checkbox"/> |
| 5 other events on the same day | <input type="checkbox"/> |
| 6 coffee and tea breaks | <input type="checkbox"/> |
| 7 catering | <input type="checkbox"/> |

3 Listen again. Are the sentences *true* (T) or *false* (F)?

- | | |
|--|-----|
| 1 Ben was in another office when Joanna called. | ___ |
| 2 Joanna needs to confirm the number of participants. | ___ |
| 3 Some guests are going to stay in the hotel for two nights. | ___ |
| 4 Joanna is going to phone tomorrow with a list of participants. | ___ |
| 5 The conference is going to start at 8 a.m. | ___ |
| 6 Lunch is going to be provided at 1 p.m. | ___ |
| 7 Some of the participants are vegetarian or vegan. | ___ |
| 8 Bellavista can't provide lunch for all the guests. | ___ |

4A 5.03 Complete the sentences from the second conversation with the words in the box.

called calling I'll send many need send we'll have won't forget

- | | |
|---|--------------------------|
| 1 I'm sorry I wasn't available when you _____ earlier today. | <input type="checkbox"/> |
| 2 Thank you for _____ me back. | <input type="checkbox"/> |
| 3 How _____ participants are there going to be? | <input type="checkbox"/> |
| 4 Can you _____ me the list of participants? | <input type="checkbox"/> |
| 5 _____ all the details by email tomorrow. | <input type="checkbox"/> |
| 6 I think _____ a coffee break at 10.00. | <input type="checkbox"/> |
| 7 Just one thing. The list of guests. I _____ it as soon as possible. | <input type="checkbox"/> |
| 8 Don't worry. I _____ to send it. | <input type="checkbox"/> |

4B Who said each sentence? Write *J* (Joanna) or *B* (Ben) in the boxes in Exercise 4A. Listen and check.

Writing Invitations

1 Read the invitations (1-4) and match them with the responses (a-d).

| | | |
|---|--|--|
| <p>1</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Hello Jess Are you free to meet me for lunch? I have some great news.</p> </div> <p>2</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Hi Tico Do you want to join us for a drink after work? We're all going to meet at The Crown.</p> </div> | <p>3</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Would you like to join us for lunch after the meeting on Tuesday? There is a very nice Italian restaurant we would like to take you to. We look forward to meeting you on Tuesday. Kind regards</p> </div> <p>4</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Richard and I would like to invite you for dinner in a real Spanish restaurant. Would you like to join us on 17th April after your marketing presentation? I will send you details soon. We look forward to seeing you next month. Best regards</p> </div> | <p>a</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Thank you very much for the lunch invitation. I am very sorry, but I cannot come because my train leaves at 2 p.m. I look forward to meeting you on Tuesday. Kind regards</p> </div> <p>b</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Sorry, but I have other plans this evening. Have fun!</p> </div> |
| <p>c</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Thank you very much for the invitation. I would love to join you for dinner on the 17th. I look forward to receiving the details. Best wishes</p> </div> | <p>d</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Yes! Lunch sounds good. Where? What time?</p> </div> | |

2 Complete the responses to invitations with the words in the box.

be free join plans sorry would

- 1 Thanks, but I'm not _____ for dinner.
- 2 I _____ love to join you for drinks.
- 3 _____, but I'm not free today.
- 4 Yes, I'll _____ there.
- 5 Sorry, but I have other _____.
- 6 I'd like to _____ you, but I'm with clients.

3 Write a formal and informal invitation. Use the notes below.

Formal email

- Invite your client to dinner after your meeting on Monday
- It's a Thai restaurant near the office
- Say you look forward to seeing your client

Informal text message

- Invite your colleagues at work to join you for a drink
- Say why (for example: you're getting married / you've had a promotion / it's your birthday)

4 Reply to the invitations you wrote in Exercise 3. Use the notes below.

Formal email

- Say thank you for the invitation
- Say 'no'
- You have an early flight that evening
- Say you look forward to meeting him/her on Monday

Informal text message

- Say thanks
- Say you'll be there
- Ask where and what time

Functional language

Socialising with clients

1 Put the words in the correct order to make sentences and questions.

1 our new office / what / think / do / you / of / ?

2 I / new / excellent / the / is / hall / think / exhibition / .

3 you / the presentation / did / morning / this / enjoy / ?

4 city centre / what / of / you / think / do / the / ?

5 like / do / cuisine / you / local / the / ?

6 presentations / the / I / some / like / of / .

2 5.04 Match the sentences in Exercise 1 (1–6) with the responses (a–f). Then listen and check.

a It's nice, but it's very busy. _____

b Yes, I agree. They're very interesting. _____

c Yes, but it's a bit small for our conference. _____

d Yes, I like a lot of the food, but it's very heavy. _____

e I think it's a good place to work and it's easy to get there. _____

f It was interesting and a good opportunity to meet the new reps. _____

3 5.05 Complete the extracts from a conversation at a conference with the words in the box. Then listen and check.

agree bit but enjoy hear it's right there think was you

Marta: ... So, what do you ¹ _____ of the conference?

Amy: It's OK. We saw some great presentations and I think ² _____ are some interesting new products.

Victor: So, Amy, do ³ _____ like the conference centre?

Amy: Yes, I do. The stands are good and it's easy to see the new products.

Victor: You're right. Some of the new products are very interesting this year. But some of the presentations were a ⁴ _____ boring.

Amy: Yes, I ⁵ _____, but the presentation on recycling yesterday was excellent.

Victor: Yes, I saw it, too. I ⁶ _____ it was a very popular presentation.

Amy: Did you ⁷ _____ it?

Victor: Yes, it ⁸ _____ a good opportunity to learn about new packaging.

Amy: You're ⁹ _____. It was very useful. So, where are you staying this year?

Victor: We're in the Conference Hotel. How about you?

Amy: Yes, we are there, too. Do you like it?

Victor: It's OK, ¹⁰ _____ the rooms are small.

Amy: Yes, but ¹¹ _____ near the conference centre and it's comfortable.

Vocabulary 6.1 Technology and the environment

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

1 Find eight words about technology and the environment in the word search.

2 Complete the dialogues with words from Exercise 1.

1 A: What do you do to help the _____ ?

B: I _____ paper, glass and clothes and I don't drive.

2 A: Why is _____ bad for our planet?

B: It pollutes the sea and is bad for marine life.

3 A: What type of _____ do you use to cook: gas or electricity?

B: We use an _____ cooker.

4 A: Is there a lot of _____ in your town or city?

B: Yes, there is. There are a lot of cars and factories.

5 A: What _____ do you use to save energy?

B: We use LED lights.

6 A: What do the _____ do in your factory?

B: They place the products in boxes.

6.2 Helping with a problem

3 Put the words in the correct order to make sentences. Who says each sentence: the client (C) or the Customer Service Agent (CSA)?

1 I / phone / a problem / the / there's / with / ordered / .

2 sorry / I'm / the mistake / very / about / .

3 aren't / the / working / cameras / .

4 you / change / for / we'll / those / .

5 your / check / can I / just / delivery address / ?

6 anything / is / you / about / there / can / do / it / ?

7 else / anything / can / you / I / help / with / ?

4 Choose the correct option.

A: How ¹can / am I help you?

B: There's a problem ²for / with the computers you delivered.

A: I'm sorry to ³hear / listen that. ⁴Can / Will I have your order number, please?

A: When ⁵is / will the technician get here?

B: It might ⁶come / take a week.

A: But we ⁷have / need it as soon as possible!

B: I understand this is important for you. I ⁸talk / 'll talk to my manager.

Grammar 6.1 Speculating about the future

Turnover next year

- Hire more sales reps – not sure
- Win new business in the USA – not sure
- Rent new offices – definitely not
- Launch our eco-friendly products – yes, in June
- Attend exhibitions – no plans, but we need to
- Buy new computers – not this year
- Hit targets – yes, order numbers are good

1 Look at the notes and complete the sentences with *will*, *might (not)* or *won't*.

- 1 In the next year, our company _____ hit its targets.
- 2 We _____ win new business in the USA.
- 3 We _____ hire more sales reps.
- 4 We _____ rent new offices.
- 5 We _____ launch eco-friendly products.
- 6 We _____ attend exhibitions.
- 7 We _____ buy new computers.

2 Put the words in the correct order to make sentences.

In the next ten years ...

- 1 don't / drink water / think / I / we / from plastic bottles / will / .

- 2 sell / won't / goods / supermarkets / plastic packaging / in / .

- 3 and offices / might / robots / our houses / clean / .

- 4 pollution / in our cities / I think / we / reduce / will / .

- 5 to drive / might not / many people / learn / .

- 6 might / a lot of / there / be / on the roads / driverless cars / .

6.3 Describing production

3 Choose the correct option.

Quinoa is originally from the Andean region of South America. Today it ¹*sell / is sold* all over the world because it is very healthy. In the Andean region, most quinoa ²*is produced / produces* in small farms. Around eighty percent of the world's quinoa ³*is grown / grow* in Peru and Bolivia. Many other countries ⁴*is produced / produce* it today, including India, the USA and Kenya. It ⁵*uses / is used* to make salads and some people ⁶*use / are used* it instead of rice or pasta.

4 Complete the sentences with the Present Simple passive form of the verbs in brackets.

- 1 Around ninety percent of the world's rice _____ (grow) in Asia.
- 2 Over twelve billion pairs of shoes _____ (produce) in China every year.
- 3 Direct trade coffee farmers _____ (pay) a fair price for their coffee.
- 4 All the clothes at this fashion show _____ (design) by young British designers and _____ (make) in factories in Europe.
- 5 This carpet _____ (make) from recycled materials.
- 6 Indian cotton _____ (sell) all over the world.
- 7 This tea _____ (produce) in Morocco.
- 8 The clothes _____ (deliver) to our house.



Quinoa

Listening A problem with an order

1 6.01 Listen to a client phoning customer services and choose the correct option.

- 1 Paula works in the ... department.
 - a IT
 - b Customer Service
 - c Finance
- 2 The client is the manager of
 - a a restaurant.
 - b a café.
 - c an office.
- 3 The client's espresso machine is
 - a new.
 - b bad quality.
 - c old.
- 4 What does the client want?
 - a He wants a technician to look at it.
 - b He wants to return the old machine.
 - c He wants to buy a new machine.
- 5 When is the technician going to come?
 - a on Monday
 - b on Wednesday
 - c on Friday
- 6 What time of day can the technician come?
 - a in the morning
 - b in the afternoon
 - c in the evening

2 Put the sentences from the conversation in the correct order. Then listen again and check.

- | | |
|---|-----------------------------|
| a Well, I can tell them it's urgent ... | <input type="checkbox"/> |
| b I'm sorry to hear that. What's the problem? | <input type="checkbox"/> |
| c How can I help you? | <input type="checkbox"/> 1 |
| d Can I help you with anything else? | <input type="checkbox"/> 10 |
| e There's a problem with our espresso machine. | <input type="checkbox"/> |
| f I understand, but the technicians are very busy this week. | <input type="checkbox"/> |
| g Do you want to return your old machine and change it for a new model? | <input type="checkbox"/> |
| h Yes, good news. A technician can come on Friday. | <input type="checkbox"/> |
| i When will the technician get here? | <input type="checkbox"/> |
| j I'll send a technician. | <input type="checkbox"/> |

3 Read the text messages. Which one is from the client to his employees at Café Hibiscus?

A

Hello,
The espresso machine isn't working! Please don't use it. We are getting a new model on Friday.

B

To all staff,
There is a problem with the espresso machine. It's very old. A technician is coming next week.

C

Hi everyone,
Please don't use the espresso machine. It isn't working. Someone is coming to look at it on Friday afternoon.

Writing The production process

1 Complete the sentences with the subjects in the box.

All our jeans All our jumpers Our cheap range Our creative team
Our workers This company

- 1 _____ are made from organic cashmere wool.
- 2 _____ is bought mainly by young people.
- 3 _____ are paid a very good wage.
- 4 _____ sells clothes all over the world.
- 5 _____ designs a new collection every season.
- 6 _____ are produced to the highest standards, using organic denim.

2 Complete the description of direct trade tea with the words in the box.

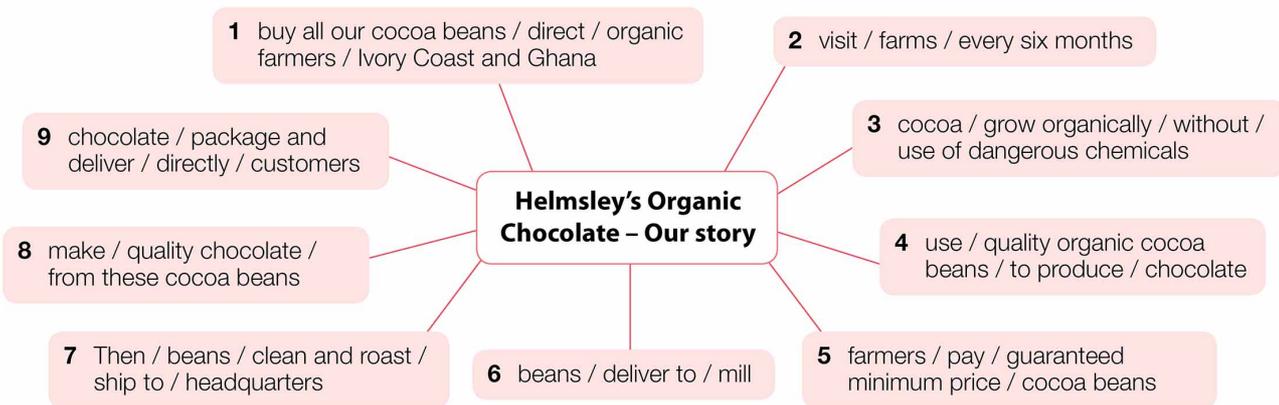
are dried are paid are picked are sent guarantee is bought is delivered
is designed is paid visits

All tea is made from the leaves of the tea plant, *Camellia sinensis*, but our tea is very special. A hundred percent of our tea ¹ _____ directly from small organic tea farms in Darjeeling, in northern India. Once a year, our team ² _____ the farms and meets the farmers and tea-leaf pickers. We work hard to protect small farms and the environment. Each farmer ³ _____ a fair price and we always check that the workers on the farm are happy. A lot of the tea-leaf pickers are women and we ⁴ _____ that they ⁵ _____ a fair wage and are helped with childcare costs. The tea leaves ⁶ _____ four or five times a year. They ⁷ _____ and processed and then they ⁸ _____ to our factories, where we package the tea. All our packaging ⁹ _____ by our creative team and made from recycled materials. Finally, our tea ¹⁰ _____ to shops and supermarkets all over the country.

Camellia sinensis:
the tea plant



3 Write a description of direct trade chocolate for a company website.
Use Present Simple active and passive forms. Use the phrases to help you.



Helmsley's Organic Chocolate – Our story
We buy all our cocoa beans direct from ...

Functional language Placing an order

1 6.02 Complete the conversation with the phrases in the box. Then listen and check.

a lower price can't agree to that can we talk about price now do you want how about how many jackets I think that's I'm sorry, but on signature that's right the price is we'd like

- Felix:** So, ¹ _____ do you want to order?
Maki: ² _____ 500, please.
Felix: OK, 500. Yes, that's fine. We can do that. What sizes ³ _____?
Maki: 100 small, 200 medium, 100 large and 100 extra large.
Felix: OK, that's fine. 100 small, 200 medium, 100 large and 100 extra large. Is that right?
Maki: Yes, that's right. OK, ⁴ _____?
Felix: Yes, of course. So ⁵ _____ twenty-five euros per jacket.
Maki: Twenty-five. That's a lot. Can you give us ⁶ _____? Maybe a discount? ⁷ _____ twenty-three?
Felix: No, I'm afraid we ⁸ _____. We can't give discounts on new products.
Maki: OK. I understand. So that will be 12,500 euros in total.
Felix: Yes, ⁹ _____.
Maki: Could we pay ten percent ¹⁰ _____ and ninety percent on delivery?
Felix: ¹¹ _____ that's not possible. We ask all our customers to pay forty percent on signature and sixty percent on delivery. You can pay by bank transfer. Is that OK?
Maki: Yes, ¹² _____ OK.

2 Put the words in the correct order to make sentences and questions.

- | | |
|---|--|
| <p>a early / might / September / it / be / . _____</p> <p>b by / we'll / transfer / pay / bank / . _____</p> <p>c you / when / deliver / order / can / the / ? _____</p> | <p>d deliveries / is / a discount / for / there / later / ? _____</p> <p>e you / August / in / them / can / deliver / ? _____</p> <p>f delivery / does / weeks / take / six / usually / ? _____</p> |
|---|--|

3 6.03 Complete the second part of the conversation with the sentences and questions in Exercise 2. Then listen and check.

- Maki:** ¹ _____
Felix: We can deliver in September ... Let me see ... the 15th of September.
Maki: Oh, dear. We need them in August. ² _____
Felix: Sorry, but that's difficult. We're very busy.
Maki: ³ _____
Felix: No, it usually takes five weeks. But we have a lot of orders at the moment.
Maki: Mm. I really need them sooner. ⁴ _____
Felix: No, I'm afraid we can't give discounts on orders under 1,000 items.
Maki: OK. I understand. That's fine.
Felix: But we'll try to deliver sooner if possible. ⁵ _____ Maybe the 2nd or 3rd ...
Maki: That would be good. OK, so I'll confirm my order by email. ⁶ _____

Vocabulary 7.1 Product qualities

1 Choose the correct option.

- 1 The user *experience / value* on this training app is excellent. It's really easy to use.
- 2 I love how this screen looks. I really like its *speed / design*.
- 3 It's a good product, but the *weight / size* is a problem. I'd like a lighter model.
- 4 The product *life / speed* is short on this phone. The battery will stop working after two years.
- 5 The small size of the printer is its *user / unique* selling point.
- 6 I'm happy with the price I paid for my new phone. It's good *use / value* for money.
- 7 *Speed / Weight* is a really important quality for an internet provider. Slow internet is really annoying.
- 8 What *features / points* does the new car have? Does it have Wi-Fi?

2 Complete the sentences with the words and phrases in the box.

design features life speed unique selling points (USPs) user experience
value for money weight

- 1 This internet connection isn't great. The loading _____ is very slow.
- 2 We don't think this laptop is good _____. It's very expensive for what it is.
- 3 The product _____ of watches is short if you can't replace the battery.
- 4 _____ is very important when you choose a laptop for travel.
- 5 The _____ I'm looking for in a printer are high-quality colour printing and a wireless connection to my computer.
- 6 The large memory and advanced security are _____ for this computer.
- 7 My new car is great, but I don't like its _____. It's not a beautiful object.
- 8 The _____ for this website is very positive. It's fast and ordering is very easy.

7.2 Fees

3 Complete the sentences.

- 1 We provide conference rooms for the day, for a/an **f** _____ **d** fee of £300.
- 2 The bank charges a/an **a** _____ **n** fee for the arrangement of all loans.
- 3 Yearly membership of the club is by payment of a/an single, **a** _____ **l** fee.
- 4 A **c** _____ **n** fee is paid by customers who need to cancel their flights.
- 5 The membership fee **i** _____ **s** access to the gym, the sports hall and football pitches.
- 6 There is a **b** _____ **g** fee for conference guests, which includes ticket delivery.

4 Match the sentence halves.

- | | |
|---------------------------------|--|
| 1 Please note: a booking fee | a access to all of the club's facilities. |
| 2 For an additional fee | b will apply to all non-members. |
| 3 24 hours advance warning | c available for a fixed fee of €1000. |
| 4 The company will charge a fee | d is necessary to avoid a cancellation fee. |
| 5 Our annual fee includes | e for late payment of the parking fine. |
| 6 One day training is | f Sunfest Holidays can provide airport transfers. |

Grammar 7.1 Comparing (1): comparatives

1 Complete the text with the correct form of the words in brackets.

I bought a new digital camera. It's ¹ _____ (good) than my old camera because it's ² _____ (small), ³ _____ (light) and has a ⁴ _____ (long) battery life. It also has a ⁵ _____ (large) memory than my old camera. When I want to download photos onto my computer, it's ⁶ _____ (easy) and ⁷ _____ (fast), too. It was ⁸ _____ (expensive) than my old one, but I'm very happy with my choice.

2 Write comparative sentences. Do not change the order of the words.

1 This car / be / spacious / than last year's model

2 This laptop / be / heavy / than my old one

3 These office chairs / be / bad / than the chairs we had before

4 Yuri's phone / be / thin / than my phone

5 The software on this model / be / secure / than the old one

6 This tablet / be / cheap / than Harry's tablet

7 These laptops / be / slow / than the old ones

8 The battery life / be / short / on this model / than that one

7.3 Comparing (2): superlatives

3 Write the opposites.

1 the cheapest _____ 4 the worst _____

2 the most comfortable _____ 5 the most difficult _____

3 the lowest _____ 6 the smallest _____

4 Complete the sentences with the answers in Exercise 3.

1 Paul sold the most cars last year. He's _____ sales rep in the company.

2 These questions are simple. They are _____ questions in the exam.

3 We haven't got any computer screens that are bigger than this one.
This is _____.

4 Their travel budget is very large, so they always stay in _____ hotels.

5 This chair is very uncomfortable. It's _____ chair in the office.

6 Our sales team is very successful. We have _____ number of orders.

click here for more books
<https://t.me/EnglishZoneTextBooks>

Reading and listening

Comparing cleaning agencies

1 Read the adverts below and tick (✓) the correct column in the table.

| | Spotless Cleaning Service | Parkwood Cleaning |
|------------------------------------|---------------------------|-------------------|
| Cleaners any day of the week | | |
| High-quality | | |
| Eco-friendly cleaning products | | |
| Fixed fee | | |
| Own equipment | | |
| Service between 6 a.m. and 10 p.m. | | |
| Wide range of services | | |
| Window and carpet cleaning | | |

Spotless Cleaning Service

Expert cleaning services.
 We offer a wide range of cleaning services for offices, hotels, restaurants, schools, universities and hospitals.
 We can supply window and carpet cleaners.
 We have expert, experienced cleaners.
 We supply all our own equipment.
 We use eco-friendly cleaning products.
 We provide a high-quality service at great prices.

Parkwood Cleaning

The answer to all your cleaning needs.
 We have a very high number of cleaners for all types of cleaning jobs.
 We can supply a cleaner any day of the week, between 6 a.m. and 10 p.m.
 We supply cleaning products and equipment.
 We offer a complete service for a fixed fee.

2  7.01 Listen to the conversation and answer the questions.

- 1 What's the problem?
- 2 Which company do Tina and Ian choose?

3 Listen again. Are the sentences *true* (T) or *false* (F)?

- 1 Ian and Tina have a client meeting this week. _____
- 2 Ian thinks Spotless are more professional. _____
- 3 Tina and Ian don't need the carpets cleaned. _____
- 4 Tina thinks the Parkwood cleaners are more experienced. _____
- 5 The service is more expensive at Parkwood. _____
- 6 Ian thinks they don't need expert cleaners. _____
- 7 Tina wants to pay more for better quality. _____
- 8 Tina and Ian choose the cheaper company. _____

Writing The best providers

1 Read the report. Choose the correct option to complete the email.

Report on printer and photocopier suppliers

| | RentEquip | PhotoPrint | XHX Hire |
|----------------------|-----------|------------|----------|
| Value for money | ★★ | ★★★★ | ★★★★ |
| Customer service | ★★★★ | ★★★★ | ★★ |
| Staff knowledge | ★★ | ★★★★ | ★★★★ |
| Staff friendliness | ★★★ | ★★★★ | ★★★★ |
| Service reliability | ★★ | ★★★★★ | ★ |
| Time to answer calls | ★ | ★★★ | ★★★★ |

★★★★★ very good, ★★★★ good, ★★★ satisfactory, ★★ needs to improve, ★ bad

Subject: Printer Photocopier

¹Dear / For Olga,

Please find ²attached / with the results of a magazine report on printer and photocopier providers we could use. It compared three companies and PhotoPrint is ³satisfactory / the best.

Here is a summary of the ⁴find / findings:

PhotoPrint ⁵does / has:

- the best value for money.
- the friendliest staff.
- the most ⁶knowledge / knowledgeable staff.
- the most ⁷reliable / reliability service.

Areas ⁸for / to improvement

PhotoPrint could improve their time to answer calls.

If you have any questions, please ⁹find / let me know.

Kind regards,
Zoran

2 Your company needs a new internet provider. Read the magazine report. Complete the email to your boss with a summary of the results.

| | Cielo+1 | Net4 | YesBroadband |
|---------------------|---------|------|--------------|
| Value for money | *** | * | **** |
| Customer service | **** | *** | ** |
| Staff knowledge | *** | ** | ** |
| Service reliability | *** | * | **** |
| Broadband speed | ** | * | ***** |

Dear _____,

Please find _____ magazine report on _____.

It _____ and YesBroadband is the best.

Here is _____

Strengths

YesBroadband offers:

- the best _____
- _____
- the fastest _____

Areas for improvement

YesBroadband could:

- _____

If you _____

Zoran

Functional language

Presenting

1  7.02 Put the sentences from the beginning of a presentation in the correct order. Then listen and check.

- a Thank you for attending this presentation.
- b Finally, we'll have a question and answer session.
- c First, I'll tell you about our traditional product range.
- d So, good morning everyone. I'm Theo Robson, Sales Director at Lucy's Luxury Leather.
- e Then, I'll explain our new range and how you can present it to our customers.
- f The aim of today's presentation is to introduce our new product range.

2  7.03 Choose the correct option. Then listen to the second part of the presentation and check.

Let's start ¹at / with more information about our traditional product range. Lucy's Luxury Leather started in 1972 and we are the ²bigger / biggest provider of traditional leather bags in the country. We're ³based / built in Worcester, UK, and we also have offices in Spain and Portugal. We ⁴give / provide a range of leather goods including purses, wallets, belts and bags. Let's look at some of our best-sellers now. Here, for example, are the Kensington belt and the Luxury bag ...

So that's the traditional range. Now, let's ⁵go into / move onto our new range aimed at a younger customer. Let's talk ⁶about / onto our typical younger customers. We ⁷can / can't create a range for this group and grow the business. ⁸We'll / We offer an original and modern range of leather goods for young customers. We think the Graduate wallet and the Casual belt will be very popular.

3  7.04 Complete the presentation with one or two words in each gap. Use Exercises 1 and 2 to help you. Then listen and check.

So, ¹_____ everyone. For staff who are new to the company, I'm Sophie Dean, Marketing Director here at Lucy's Luxury Leather. The ²_____ this presentation is to introduce our new online shop. ³_____, I'll talk about our present system and tell you about why we need to improve it. ⁴_____, I ⁵_____ our new system and how it can help you. ⁶_____, we'll have a question and answer session at the end.

So, ⁷_____ start with our present online shop ...

4 Match the sentence halves for giving a presentation.

- 1 For the introduction to a presentation,
 - 2 To introduce your company,
 - 3 To give the agenda,
 - 4 When you want to change topic,
 - 5 To explain what you offer,
- a say when it started, where it is based and what it provides.
 - b say *good morning / afternoon*, thank people for attending and tell them the aim of the presentation.
 - c say *we can* + verb or *we'll* + verb.
 - d use *let's move onto*, *let's talk about* and *let's look at*.
 - e use *first*, *then*, *finally* and *will* + verb.

Vocabulary 8.1 Skills and personal qualities

1 Complete the sentences.

- 1 Vince's **l**_____ **s**_____ aren't very good. He can't use Excel or make a PowerPoint presentation.
- 2 Sylvia completes all her tasks on time and has never missed a deadline. She is very **o**_____.
- 3 Pablo needs **a**_____ skills to assess information, analyse data and solve problems.
- 4 Good managers need to express ideas well and listen to others. They need good **c**_____ skills.
- 5 You need to work well with other people in this job. Being a good **t**_____ **w**_____ is very important.
- 6 Alice can speak Arabic, German and Italian. Her **l**_____ skills are very good.
- 7 I know Belinda is **h**_____ **-w**_____ because she makes a lot of effort to do a good job.
- 8 Oscar doesn't enjoy his job and doesn't have a 'can-do' attitude. He isn't very **m**_____.

2 Match the questions (1-8) with the answers (a-h).

- | | |
|--|--|
| 1 Are you hard-working? | a Quite good. I can use Microsoft Word and Excel. |
| 2 Do you have good communication skills? | b Not very. I've sometimes missed deadlines. |
| 3 Are your language skills good? | c Yes, I'm good at analysing data and solving problems. |
| 4 What are your IT skills like? | d Yes, I can express my ideas well and I'm good at listening to others. |
| 5 Are you motivated? | e Yes, I work well with other people. |
| 6 Are your analytical skills good? | f No, they're not. I can't speak any other languages. |
| 7 Are you a good team worker? | g Yes, I am. I always make a lot of effort to do a good job. |
| 8 Are you organised? | h Yes. I have a positive, 'can-do' attitude to work. |

8.2 Job requirements

3 Complete the text with the words in the box.

advertisement candidates choose degree essential qualification skills
useful vacancy

Our Finance Director, Helen, is leaving next month. As a result, there is a
¹ _____ for a Finance Director in our pharmaceutical company. We need to
 put a job ² _____ online as soon as possible. Then we need to
³ _____ the best candidates to interview. I'd like to see four or five people.
 Candidates need a first ⁴ _____ in Maths or Economics or a similar
⁵ _____. ⁶ _____ experience includes one or two years working
 in a pharmaceutical or chemical company and at least a year managing a team.
 Successful ⁷ _____ will also need to be good at analysing data and solving
 problems. These are essential ⁸ _____ for the job.
 Experience in business administration is ⁹ _____, but it is not essential.

Grammar 8.1 Talking about experiences

1 Write questions and short answers. Use the correct verb form for talking about experiences.

1 you / ever / write a report? (✓)

_____ *Have you ever written a report?* _____ *Yes, I have.*

2 Lisa / work / in the Berlin branch? (✗)

3 Paul and Denis / give / sales presentations? (✗)

4 you / solve / many problems in your job? (✓)

2 Complete the sentences with the correct verb form for talking about experiences.

1 Fumiko has never used (never use) this software program.

2 Nadia and Kim _____ (not work) together before.

3 Will _____ (study) in the USA.

4 Ulla _____ (write) three reports this month.

5 I _____ (manage) my own company for many years.

6 Marcos _____ (not travel) for work this year.

8.3 Talking about experiences and completed past events

3 Choose the correct option.

1 Eugenio *gave / has given* many presentations of different products. He *gave / has given* the last one on Thursday.

2 Katie *has never had / never had* a job interview. This is her first one.

3 *I've been / I went* to Australia on business last summer. It was amazing.

4 Charlie and I *worked / have worked* on many projects. The most difficult *was / has been* the printing project in February last year.

5 Kamal *has visited / visited* many factories in Africa, but he hasn't been to any in Asia.

6 *We opened / We've opened* a new restaurant last year. Not many people came at first.

4 Match the sentences (1-6) and (a-f).

1 Vera has never recruited anyone from Germany.

2 Sam has never worked in the sales department.

3 Masako has sold a lot of laptops and computers.

4 We've watched a lot of interesting presentations at this conference.

5 Feodor has been in management for twenty years.

6 Martin has written many finance reports in his career.

a He got his first job as a manager when he was twenty-five.

b She sold three tablets yesterday.

c He wrote a report for our company last year.

d She recruited her reps from France and Spain last year.

e The most interesting was the engineering presentation this morning.

f He worked in marketing for three years and in finance for six months.

Reading and listening

Choosing job candidates

1 Read the email and answer the questions.

- 1 What's Maria's job? 2 What is the job vacancy? 3 What is Ernesto going to do?

Subject: Marketing Manager Vacancy

Hello Ernesto,

As you know, we have a vacancy for a Marketing Manager. Here's a list of the skills and experience we need. Can you put these details in the advertisement to go on our job vacancies webpage?

Essential skills and experience

- has marketing experience
- has managed staff
- has worked in cosmetics or a related industry
- has excellent communication skills
- is a team worker

Useful skills and experience

- has a marketing degree or a similar university qualification
- can speak Italian

Can you choose the best candidates for me to interview? Let's talk on the phone after you speak to them.

Best wishes,
 Maria Maya
 Marketing Director

2 8.01 Listen to the conversation between Maria and Ernesto and complete the sentences with *Miranda*, *Luca* or *Agnes*.

- 1 _____ is the oldest candidate, has the most experience and is happy to learn a language.
- 2 _____ is the youngest candidate, has a degree in marketing and works in the cosmetics industry.
- 3 _____ manages the biggest team and has the best language skills.

3 Complete the notes on each candidate. Then listen again and check.

Miranda Dunn

- Motivated, organised, good
1 _____
- Two years' management experience
- Manages a team of
2 _____ staff
- Works for Planet Health (a vegan cosmetics company)
- Degree in 3 _____
- Speaks 4 _____ well

Luca Baldini

- Friendly personality, good team worker, great 5 _____ skills
- Fluent Italian and English and good French
- Has 6 _____ degree
- 7 _____ years' experience in marketing
- Manages a team of 8 _____ staff
- Works for a pharmaceutical company

Agnes Becker

- Very 9 _____
- Very friendly
- Knows a lot about our company
- Works for a 10 _____ manufacturer
- Has a degree in fashion
- 11 _____ years' experience in marketing
- Manages a team of nine staff
- 12 _____ level French
- Has travelled for work

Writing Professional profiles

1 Complete the profile with the words and phrases in the box.

am responsible have have designed have worked manage skills
trained was responsible

Full name George Caron **Job title** Web Designer **Location** Lille, France

Skills summary

Hard-working, organised and motivated Web Designer. I ¹_____ websites for many different international clients, including banks and engineering and architecture companies. I am a team worker and ²_____ excellent communication ³_____.

Current job

Senior Web Designer

NET Web Design Ltd, Lille, France, September 2019–present date

I ⁴_____ for designing websites for engineering and architecture companies in the UK and Germany. I ⁵_____ a team of four designers. We ⁶_____ on national and international projects.

Past positions

Web Designer

HRBT Web Design, October 2017–August 2019

I ⁷_____ for designing websites for shops and restaurants and I ⁸_____ new web designers.

Education

BSc (Hons) Computer Science
Headington University, 2014–2017

2 Look at the profile again and answer the questions.

- | | |
|--------------------------------|------------------------------------|
| 1 Where does George live? | 4 What has he designed? |
| 2 What's his job? | 5 What did he study at university? |
| 3 What are his main strengths? | |

3 Create a professional profile. Use the information below and the profile headings in the box.

Current job Education Full name Job title Location Past positions
Skills summary

You are Anna Thompson. You are a Sales Manager and you live in Nottingham, in the UK.

You have a BA (Hons) in Business Studies from Arlen University. You studied there from 2012 until 2015.

You work for WWF Windows in Nottingham, UK. You are a Sales Manager. You are responsible for Europe and the USA and you manage a team of fifteen Sales Reps.

From January 2016 to September 2018 you were a Sales Rep at Original Timber Windows, Inc., in Cambridge, UK. You were part of a team of five reps. Your sales area was the UK and Europe. You travelled all over Europe, gave presentations and wrote reports.

You are an analytical, motivated and hard-working manager. You are a team worker and have good communication skills. You have organised sales conferences and managed large teams. You speak English and German and have worked in Europe and the USA.

Functional language

A job interview

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

1 tell / qualifications / about / can / me / your / you / ?

2 are / strengths / what / main / your / ?

3 team spirit / to create / how / you / helped / have / a good / ?

4 ever / have / conference / you / organised / a / ?

5 difficult team members / with / had / have / you / problems / ever / ?

2 8.02 Complete the sentences. Then match the questions in Exercise 1 (1-5) with the answers (a-e). Listen and check.

a Yes, **t**_____ have been problems, but it's important to listen and help them. _____

b I'm **h**_____ -working, organised and analytical. _____

c Yes, I have. I **o**_____ **d** last year's conference. _____

d Yes, I have a **d**_____ in business administration. _____

e I often have positive **m**_____ **s** with my team and we've always celebrated events like birthdays and promotions. _____

3 8.03 Choose the correct option. Then listen and check.

Interviewer: Can you tell me about your work experience?

Candidate: Yes, I ¹*am / work* as a Marketing Director in an IT company. I ²*started / was* as a Sales Rep, then I ³*became / become* a Sales Manager. Then I ⁴*changed / moved* into marketing. I ⁵*do / have* a lot of experience in sales and marketing.

4 8.04 Complete the interview with the phrases in the box. Then listen and check.

always said 'Well done!' done a lot of staff training excellent communication skills
good at communicating I've learnt there has been conflict

Interviewer: What are your main strengths?

Candidate: I have ¹_____. I'm ²_____ with my team and motivating them to do a good job.

Interviewer: How have you helped to motivate your staff?

Candidate: I've ³_____ when they've done a good job.

Interviewer: Have you ever organised training sessions?

Candidate: Yes, I have. I've ⁴_____.

Interviewer: Have you ever had problems with difficult people?

Candidate: Yes, I have. I've had problems with difficult clients and ⁵_____ between team members. But ⁶_____ a lot about managing people.



Pronunciation

Unit 1

1.1 The -s ending

1 P1.01 Listen and repeat.

- | | | | | | |
|---------------|--------------|------|----------------|--------------|------|
| 1 One shop. | Two shops. | /s/ | 4 We work. | He works. | /s/ |
| 2 One team. | Two teams. | /z/ | 5 You travel. | She travels. | /z/ |
| 3 One office. | Two offices. | /ɪz/ | 6 They change. | It changes. | /ɪz/ |

2A P1.02 Listen and underline the word you hear.

- | | | | |
|--------|--------|---------|---------|
| 1 book | books | 4 day | days |
| 2 boss | bosses | 5 task | tasks |
| 3 come | comes | 6 watch | watches |

B P1.03 Listen and practise saying the words in Exercise 2A.

3A P1.04 Listen and write the words in the correct place in the table.

~~analyses~~ boxes dates finds finishes gives jobs lunches rooms starts talks weeks

| P1.04a /s/ | P1.04b /z/ | P1.04c /ɪz/ |
|------------|------------|-------------|
| | | analyses |

B P1.05 Listen and check. Then practise saying the words.

1.3 Questions

1A P1.06 Listen and underline the weak forms of *are*, *do* and *does*.

- 1 **A:** Are your friends Spanish?
B: Yes, they are. They're from Madrid.
- 2 **A:** Do you work on Saturdays?
B: Yes, I sometimes do.
- 3 **A:** Does your boss speak English?
B: Yes, he does. His English is really good.

B Listen again and circle the strong forms of *are*, *do* and *does* in Exercise 1A.

C Work in pairs. Listen again and practise saying the dialogues in Exercise 1A.

2A P1.07 Listen. Do the questions go up (↑) or down (↓) at the end?

- How often do you work at home? _____
- How much time do you spend in the office? _____
- Does your office have a canteen? _____
- Do you sometimes have lunch at your desk? _____
- Where do you usually take a break? _____
- Do a lot of people use the company gym? _____

B Underline the correct option in each sentence.

- Yes/No questions go up (↑) / down (↓) at the end.
- Open questions go up (↑) / down (↓) at the end.

C Listen again. Practise saying the questions in Exercise 2A.

Unit 2

2.2 /i:/, /ɪ/ and /aɪ/

1A P2.01 Listen and write the words in the correct place in the table.

~~clean~~ each fly give gym lift night see six size week white

| P2.01a /i:/ | P2.01b /ɪ/ | P2.01c /aɪ/ |
|-------------|------------|-------------|
| clean | | |

B P2.02 Listen and check. Then practise saying the words.

2A P2.03 Listen and underline the word you hear.

- | | | | |
|--------|-------|--------|------|
| 1 feel | fill | 5 seat | sit |
| 2 fill | file | 6 sit | site |
| 3 feet | fit | 7 team | Tim |
| 4 live | leave | 8 team | time |

B P2.04 Listen and practise saying the words in Exercise 2A.

3A P2.05 Find the /i:/, /ɪ/ and /aɪ/ sounds in the sentences. Then listen and check.

- We get free coffee at work.
- Food production is big business here.
- They only have nine items in stock.

B Listen again and repeat the sentences in Exercise 3A.

2.3 /tʃ/ and /dʒ/

1A P2.06 How do you spell /tʃ/ or /dʒ/? Listen and complete the words.

| P2.06a /tʃ/ | P2.06b /dʒ/ |
|-----------------------|-------------------------|
| 1 atta___ a pic___ure | 4 a pro___ect mana___er |
| 2 ___eck the wa___ | 5 a messa___e pa___e |
| 3 ki___en ___airs | 6 chan___e ___obs |

B Listen again. Practise saying the words in Exercise 1A.

2A P2.07 Listen and tick (✓) the pairs of words that have the same sound for the letters 'ch'.

- | | | | | | |
|---------------------|------------------|--------------------------|---------------------|------------------|--------------------------|
| 1 touch | much | <input type="checkbox"/> | 4 school | schedule | <input type="checkbox"/> |
| 2 each | sandwich | <input type="checkbox"/> | 5 which | research | <input type="checkbox"/> |
| 3 purch <u>as</u> e | mach <u>in</u> e | <input type="checkbox"/> | 6 <u>te</u> chnical | <u>che</u> mical | <input type="checkbox"/> |

B Listen again. Practise saying the words in Exercise 2A.

3A P2.08 Find the /tʃ/ and /dʒ/ sounds in the sentences. Then listen and check.

- You can choose one snack from the list.
- Can you send out the agenda?
- I have a busy schedule in March.
- I don't usually work in July.
- My English teacher is from Chicago in the USA.

B Listen again. Practise saying the sentences in Exercise 3A.

Unit 3

3.1 The -ed ending

1 P3.01 Listen and repeat.

- | | |
|--------------------------------|-----------------------------------|
| 1 look looked /t/ | 4 change changed /d/ |
| 2 wash washed /t/ | 5 want wanted /ɪd/ |
| 3 call called /d/ | 6 need needed /ɪd/ |

2A P3.02 Listen and write the words in the correct place in the table.

~~cancelled~~ completed developed expanded finished opened produced
 received refunded

| P3.02a /t/ | P3.02b /d/ | P3.02c /ɪd/ |
|------------|------------|-------------|
| | cancelled | |

B P3.03 Listen and check. Then practise saying the words.

3A P3.04 Listen and tick (✓) the sentences you hear.

- | | |
|--|---|
| 1 I collect them. <input type="checkbox"/> | I collected them. <input type="checkbox"/> |
| 2 We play it. <input type="checkbox"/> | We played it. <input type="checkbox"/> |
| 3 They ask us. <input type="checkbox"/> | They asked us. <input type="checkbox"/> |
| 4 I clean them. <input type="checkbox"/> | I cleaned them. <input type="checkbox"/> |
| 5 You start it. <input type="checkbox"/> | You started it. <input type="checkbox"/> |
| 6 We process them. <input type="checkbox"/> | We processed them. <input type="checkbox"/> |

B P3.05 Listen and practise saying the sentences in Exercise 3A.

3.3 /ɜ:/ and /ɔ:/

1A P3.06 Listen and write the words in the correct place in the table.

~~bought~~ door learn north purse short sir store work worst

| P3.06a /ɜ:/ | P3.06b /ɔ:/ |
|-------------|-------------|
| | bought |

B P3.07 Listen and check. Then practise saying the words.

2A P3.08 Listen and tick (✓) the pairs of words that have the same vowel sound.

- | | | |
|--|---|---|
| 1 more work <input type="checkbox"/> | 3 learn words <input type="checkbox"/> | 5 first turn <input type="checkbox"/> |
| 2 small talk <input type="checkbox"/> | 4 small world <input type="checkbox"/> | 6 third floor <input type="checkbox"/> |

B Listen again. Practise saying the words in Exercise 2A.

3A P3.09 Find the /ɜ:/ and /ɔ:/ sounds in the sentences. Then listen and check.

- | | |
|--|---------------------------------------|
| 1 What is this survey about? | 4 I need your passport number. |
| 2 We prefer to advertise on the radio. | 5 Can we meet next Thursday? |
| 3 We launched a new product last month. | |

B Listen again. Practise saying the sentences in Exercise 3A.

Unit 4

4.1 /ŋ/, /ŋk/ and /n/. The -ing ending.

1A P4.01 Listen and complete the words. Write *n*, *nk* or *ng*.

- 1 i_____ 3 pi_____ 5 thi_____ 7 si_____
- 2 i_____ 4 pi_____ 6 thi_____ 8 wi_____

B Listen again. Practise saying the words in Exercise 1A.

2 P4.02 Listen and repeat.

- 1 during spring 3 drink something 5 strong link
- 2 evening drink 4 begin to think 6 pink ink

3 P4.03 Listen and complete the sentences. Then listen and repeat.

- 1 _____ something.
- 2 _____ something.
- 3 _____ something.
- 4 _____ something.

4 P4.04 Listen and complete the sentences. Then listen and repeat.

- 1 They're _____ the opening times again.
- 2 Are you _____ to the meeting room?
- 3 We're not _____ it at the planning meeting.
- 4 I'm _____ about the new working hours.

4.4 /ɪə/ and /eə/

1A P4.05 Listen and write the words in the correct place in the table.

chair here pair ~~really~~ square their we're year

| P4.05a /ɪə/ | P4.05b /eə/ |
|-------------|-------------|
| really | |

B P4.06 Listen and check. Then practise saying the words.

2A P4.07 Listen and underline the word you hear.

- 1 ear air 2 hear hair 3 real rare 4 we're where

B P4.08 Listen and practise saying the words in Exercise 2A.

3A P4.09 Find the /ɪə/ and /eə/ sounds in the sentences. Then listen and check.

- 1 The production engineer is dealing with the problem.
- 2 How did you get the idea for your business?
- 3 Click on the 'Share screen' button.
- 4 Is there a bus stop near here?
- 5 We can speak to people anywhere in the world.

B Listen again. Practise saying the sentences in Exercise 3A.

Unit 5

5.1 /æ/, /e/ and /eɪ/

1A P5.01 Listen and write the words in the correct place in the table.

~~app~~ back break chat great have late pen red say tell went

| P5.01a /æ/ | P5.01b /e/ | P5.01c /eɪ/ |
|------------|------------|-------------|
| app | | |

B P5.02 Listen and check. Then practise saying the words.

2A P5.03 Listen and underline the word you hear.

- 1 aim am 3 had head 5 man men 7 sat set
2 bad bed 4 gate get 6 man main 8 wait wet

B P5.04 Listen and practise saying the words in Exercise 2A.

3A P5.05 Listen and complete the sentences.

- It's a very attractive _____ name.
- We're expecting the new _____ today.
- Who's going to _____ the website?
- I only had a _____ during the lunch break.
- Ten thousand people _____ the event.

B Listen again. Practise saying the sentences in Exercise 3A.

5.3 /θ/ and /ð/ vs /s/, /z/, /f/, /v/, /t/, /d/

1A P5.06 Listen and write the words in the correct place in the table.

~~birthday~~ clothes everything north other these think thirty through
together with without

| P5.06a /θ/ | P5.06b /ð/ |
|------------|------------|
| birthday | |

B P5.07 Listen and check. Then practise saying the words.

2A P5.08 Listen and complete the words with one or two letters.

- 1 ___ree 3 ___ree 5 mou___ 7 ___ey 9 clo___ing
2 ___ree 4 ___ing 6 mou___ 8 ___ay 10 clo___ing

B Listen again. Practise saying the words in Exercise 2A.

3 P5.09 Listen and repeat.

- | | |
|-----------------------|-----------------------------|
| 1 three things | 6 together for ever |
| 2 free things | 7 the thirtieth birthday |
| 3 these days | 8 through the day |
| 4 other clothes | 9 with or without them |
| 5 everything together | 10 closing a clothing store |

Unit 7

7.2 /əʊ/ and /aʊ/

1A ▶ P7.01 Listen and write the words in the correct place in the table.

~~down~~ found go house load now old out slow soap

| ▶ P7.01a /əʊ/ | ▶ P7.01b /aʊ/ |
|---------------|---------------|
| | down |

B ▶ P7.02 Listen and check. Then practise saying the words.

2A ▶ P7.03 Listen and tick (✓) the pairs of words that have the same vowel sound.

- | | | | | | |
|--------|------|--------------------------|----------|----------|--------------------------|
| 1 low | snow | <input type="checkbox"/> | 4 grown | brown | <input type="checkbox"/> |
| 2 show | how | <input type="checkbox"/> | 5 follow | tomorrow | <input type="checkbox"/> |
| 3 own | town | <input type="checkbox"/> | 6 yellow | window | <input type="checkbox"/> |

B Listen again. Practise saying the words in Exercise 2A.

3 ▶ P7.04 Listen and complete the sentences.

- I got that _____ phone a long time ago.
- They _____ us the program at a lower price.
- There were _____ a thousand visitors at the show.
- How _____ going out tomorrow?

7.3 /p/, /b/, /f/ and /v/

1 ▶ P7.05 Listen and repeat.

- | | | |
|---------------------|------------------|--------------------|
| 1 difficult life | 5 buy petrol | 9 better value |
| 2 interview service | 6 safe driver | 10 application fee |
| 3 cheap shop | 7 receive offers | 11 special feature |
| 4 busy boss | 8 job advert | 12 pollution level |

2A ▶ P7.06 Listen and complete the words with one letter.

- | | | |
|-----------|------------|-----------|
| 1 ____ack | 3 sa ____e | 5 ____est |
| 2 ____ack | 4 sa ____e | 6 ____est |

B Listen again. Practise saying the words in Exercise 2A.

3A ▶ P7.07 Listen and tick (✓) the sentences you hear.

- | | |
|---|--|
| 1 It's the wrong pin. <input type="checkbox"/> | 3 It's a very interesting blog. <input type="checkbox"/> |
| It's the wrong bin. <input type="checkbox"/> | It's a very interesting vlog. <input type="checkbox"/> |
| 2 Can I have another coffee? <input type="checkbox"/> | 4 She drove fast. <input type="checkbox"/> |
| Can I have another copy? <input type="checkbox"/> | She drove past. <input type="checkbox"/> |

B ▶ P7.08 Listen and practise saying the sentences in Exercise 3A.

4 ▶ P7.09 Listen and complete the sentences.

- They provide very _____ services.
- We built up a successful _____ business.
- Do you have facilities to _____ and serve food?
- Can you _____ the files after the break, please?

Unit 8

8.2 The vowel /ɒ/. The letter 'o' as /ɒ/, /əʊ/ and /ʌ/.

1A  P8.01 Listen and underline the /ɒ/ sounds in the sentences.

- 1 What is the top quality you look for in a candidate?
- 2 Soft skills are important in this job.
- 3 They solve problems in a logical way.
- 4 We operate around the clock.
- 5 My team wants to work with her because she has a positive attitude.

B Listen again. Practise saying the sentences in Exercise 1A.

2A  P8.02 Listen and write the words in the correct place in the table.

| | | |
|--|---|--|
| another go got kilo long love model month photo sold sorry worry | | |
|  P8.02a /ɒ/ |  P8.02b /əʊ/ |  P8.02c /ʌ/ |
| | | <i>another</i> |

B  P8.03 Listen and check. Then practise saying the words.

3A  P8.04 Listen and tick (✓) the pairs of words that have the same vowel sound.

- | | | | | | |
|---------|-------|--------------------------|-------------|---------|--------------------------|
| 1 cost | lost | <input type="checkbox"/> | 5 knowledge | college | <input type="checkbox"/> |
| 2 done | won | <input type="checkbox"/> | 6 lot | won't | <input type="checkbox"/> |
| 3 don't | old | <input type="checkbox"/> | 7 most | post | <input type="checkbox"/> |
| 4 gone | phone | <input type="checkbox"/> | 8 Poland | Holland | <input type="checkbox"/> |

B Listen again. Practise saying the words in Exercise 3A.

8.3 Silent letters

1A  P8.05 Listen and circle the silent letters in the words.

- | | | | |
|------------|--------------|--------|-------------|
| 1 cupboard | 3 exhibition | 5 hang | 7 Wednesday |
| 2 debt | 4 half | 6 talk | 8 would |

B Listen again. Practise saying the words in Exercise 1A.

2A  P8.06 Listen and complete the words with one letter.

- | | |
|--------------------------|----------------------------|
| 1 We were ___rong. | 4 What did you ___rite? |
| 2 That was all I ___new. | 5 Cut it with a ___nife. |
| 3 It took two ___ours. | 6 He studied ___sychology. |

B Listen again. Practise saying the sentences in Exercise 2A.

3  P8.07 Listen and circle the silent letter. Then listen and repeat.

- 1 How much does he know about the company?
- 2 The manager is calm and organised.
- 3 She studied for a science degree.
- 4 We couldn't find a good candidate.
- 5 I listen to music to relax after work.
- 6 I rarely take a holiday in the autumn.



Answer key

Unit 1

Vocabulary

- 1** 1 start 2 emails
3 calls 4 answer
5 travels 6 writes
7 meetings 8 do
9 orders 10 data
- 2** 2 He never travels for work.
3 He usually calls customers.
4 She often does research.
5 She sometimes goes to meetings with clients.
6 She rarely processes orders.
- 3** 1 brief 2 update
3 budget 4 books
5 agenda 6 calculate
7 presentations
- 4** 1 date 2 available
3 about 4 busy
5 Shall 6 then
7 fine 8 See

Grammar

- 1** 1 travel 2 does
3 doesn't work / does not work
4 finish
5 doesn't have / does not have
6 isn't / is not 7 calls
8 aren't / are not
- 2** 1 Sylvia often writes sales reports.
2 We usually work until 7 p.m. on Wednesdays.
3 Klaus rarely analyses data.
4 They always process orders before 4 p.m.
5 Fred sometimes goes to meetings with the sales team.
6 Harry never answers the phone.
- 3** 1 How often 2 Where
3 Which 4 When
5 What 6 How
- 4** 1 are 2 Do 3 Does
4 Is 5 are 6 Does
7 is 8 does

Reading and listening

- 1** 1 c 2 b 3 b 4 a
- 2** 13, 11, Jan
- 3** 1 13 2 8
3 1.30, 3.00 4 10
5 11 6 11.15, 9
- 4** In Jan's office.

Writing

- 1** 1 How 2 Do
3 many 4 What
5 you 6 Where
7 Do 8 often
- 2** 1 Do you use the gym at work?
2 When do you have lunch in the canteen?
3 How many people work in your office?
4 How often do you use the car park?
5 Do you work at home in the evening?
6 Where are the meeting rooms in your workplace?
- 3** 1 Are there gym facilities in your workplace?
2 How many times a week do you walk to work?
3 Do you always use the lift?
4 How often do you exercise after work?
5 Do you eat fruit and vegetables every day?
6 How many cups of coffee do you have every day?

Functional language

- 1** 1 a 2 b 1 c 3
2 a 4 b 1 c 3 d 2
3 a 3 b 2 c 1
- 2** 1 do 2 I'm a
3 visit 4 Which
5 Who's 6 for
7 visit 8 manages
9 know 10 What
11 She's an 12 manages
- 3** 1 a Who visits the clients?
b Who does Sam visit?
2 a What does Kate design?
b Who designs new products?
- 4** 1 a Sam.
b Clients.
2 a New products.
b Kate.

Unit 2

Vocabulary

- 1** 1 f 2 d 3 a 4 b 5 e 6 c
- 2** 1 deliveries 2 deliver
3 order 4 order
5 supply 6 supplier
- 3** 1 supplier 2 supplies
3 orders 4 delivery
5 deliver 6 order
- 4** 1 speaking 2 have
3 much 4 delivery
5 many 6 deliver
7 order 8 much
- 5** a 5 b 1 c 2 d 6 e 8 f 3
g 4 h 7

Grammar

- 1** 1 many 2 lot
3 a 4 some
5 much 6 an
7 of 8 about
9 any 10 some
- 2** 1 many c 2 many f
3 much e 4 many a
5 much d 6 much b
- 3** 1 is 2 aren't
3 is 4 isn't
5 are 6 isn't
- 4** 1 there isn't 2 there are
3 there is 4 there aren't

Listening

- 1** B
2

| | |
|--------------------------|----------------------|
| Customer name | Stella Rojas |
| Café or restaurant | Café Habana |
| CRN | 43-98-24-88-65 |
| Size | medium |
| Product reference number | ECOE14 |
| Quantity | 12 boxes |
| Delivery date | Thursday, 15th March |
| Delivery cost | free delivery |
| Total cost | £36.60 |

- 3** 1 F 2 F 3 T 4 F 5 T
- 4** 1 have
2 number
3 much
4 much, delivery
5 many
6 Can, anything

Writing

- 1** 1 b 2 a 3 d 4 c
- 2** 1 In response to your enquiry, delivery is free of charge.
2 Please find attached a list of prices. / Please find a list of prices attached.
3 Please contact us if you have any questions.
4 There are two ways you can return your order.
5 You can go to one of our stores.
6 We can also collect the goods from your home address.
- 3** 1 exchange 2 change
3 Delivery 4 your
5 is 6 click
7 form 8 contact

4 (Suggested answer)

Dear Ms Moreno,
Thank you for your enquiry. We are sorry you are not happy with your order. There are two ways you can return your order. You can return it to any of our stores or we can collect the order from your home address.
You have thirty days to return the order. Please find attached a list of our store addresses.
Please contact us if you have any questions.
Regards,
Customer Services

Functional language

- 1** 1 Can the builders come at the weekend?
2 How many chefs are there?
3 How about coming before people arrive in the office?
4 Can the cleaners wash dishes?
5 How much time do the engineers need?
6 Do you provide equipment?
7 Does the price include materials?
8 When can your team start?
- 2** a 6 b 3 c 8 d 1 e 7 f 2 g 5 h 4
- 3** 1 What, do 2 How, there
3 many, need 4 time, come
5 Is, place
6 about, weekend

Unit 3

Vocabulary

- 1** 1 opened 2 started
3 produced 4 expanded
5 hired 6 launched
7 moved 8 created
- 2** 1 moved 2 started
3 opened 4 created
5 hired 6 expanded
7 produced 8 launched
- 3** 1 Dear employees
2 To all staff
3 Thank you for your help
4 We appreciate your cooperation
5 Please do the following
6 Please follow these instructions
7 Best wishes
8 Regards
- 4** 1 staff 2 please
3 appreciate 4 wishes

Grammar

- 1** 1 f 2 d 3 g 4 h 5 b 6 e
7 c 8 a
- 2** 1 What did the company produce?
2 Where did the manager move to?
3 When did she launch her café?
4 Who created our new products?
- 3** 1 made 2 had
3 hit 4 won
5 built 6 grew
7 bought 8 spent
- 4** 1 didn't launch 2 didn't grow
3 didn't hire 4 didn't hit
5 didn't build 6 didn't spend

Reading

- 1** 1 the Office Manager
2 (new) computers
3 (new) desks and (office) chairs
4 on Thursday (next week)
5 after 2 p.m.
- 2** 1 F 2 T 3 T 4 F 5 F 6 T
7 F 8 T
- 3** 1 Please start work at 9 a.m.
2 Don't come to the office at the weekend.
3 Please don't eat at your desk.
4 Please don't drive to work.
5 Don't bring large bags to work.
6 Please remove any mugs from your desk.

Writing

- 1** 1 a big thank you
2 but we had some problems
3 Our sales were €26,000
4 but we grew to twenty
5 We need to build strong relationships
6 we won five new customers outside London
7 but we need to spend more next year
8 it was a good year
- 2** 1 Yes 2 No 3 Yes
4 Yes 5 No 6 No

3 (Suggested answer)

Dear Team,
First, a big thank you for all your work last year. We hit our sales target of €600,000 and grew our UK retail business from two to four shops. We spent €9,500 on advertising and as a result, won nine new customers, so we want to spend more on advertising next year.

But we made some mistakes. Our online business didn't hit its target because we had problems with the online shop. We need to spend some money on a new online shop. We also didn't grow our export business. We need to hire some more sales reps to work in Europe so we can hit our export targets next year. We need to make some improvements, but it was a very good second year. Well done, team!

Regards,

Functional language

- 1** 1 How did it go, generally?
2 What went well, in particular?
3 What didn't go well?
4 What was the problem?
5 Why did this happen?
6 What did you do?
7 What happened?
8 What was your experience?
9 What do we need to change?
- 2** a improve b mistakes
c deadline d made
e problem
f didn't communicate
g well
- 3** a 9 b 4 c 2 d 6 e 3
f 5 g 1 not used: 7, 8

Unit 4

Vocabulary

- 1** 1 d 2 b 3 c 4 a
2 1 stays 2 plane
 3 books 4 goes
 5 train 6 rents
 7 by 8 renting
3 1 left 2 arrived
 3 cancelled 4 platform
 5 change 6 stops
4 1 delayed 2 late
 3 security 4 arrived
 5 departed 6 cancelled
 7 change 8 gate
 9 stops

Grammar

- 1** 1 are 2 is 3 are
 4 is 5 Are 6 Am
2 a 4 b 6 c 1 d 3 e 5 f 2
3 1 We are / We're hiring a car for a week.
 2 Wendy and Robert aren't flying to Hamburg tomorrow.
 3 I'm not staying in a hotel next week.
 4 Mauricio isn't going to the office on Monday.
 5 You are / You're visiting the factory next month.
4 1 Is, is 2 Are, aren't
 3 are, 're 4 Are, 'm
5 1 is writing
 2 isn't dealing
 3 is talking 4 is having
 5 is going 6 aren't going
 7 are preparing
 8 aren't repairing

Reading and listening

1

| Announcement | Airport | Train station | Cancellation | Delay | Change | Busy |
|--------------|---------|---------------|--------------|-------|--------|------|
| 1 | | ✓ | | ✓ | | |
| 2 | ✓ | | | ✓ | | |
| 3 | ✓ | | | | | ✓ |
| 4 | ✓ | | ✓ | | | |
| 5 | ✓ | | | | ✓ | |
| 6 | | ✓ | ✓ | | | |
| 7 | | ✓ | | | ✓ | |
| 8 | | ✓ | | | | ✓ |

- 2** 1 F 2 T 3 T 4 F 5 F 6 T
 7 F 8 T
3 1 I'll / will be 2 I'll / will be
 3 I'll / will call 4 I'll / will stay
 5 I'll / will see

Writing

- 1** 1 e 2 c 3 h 4 g 5 a 6 f
 7 d 8 b
2 1 'm writing 2 planning
 3 report 4 preparing
 5 isn't 6 was
 7 hit 8 some
 9 with 10 expecting

3 (Suggested answer)

Dear Maja,

I'm writing to give you an update on my work and the team.

Our customer meeting in Lyon last week was good. We are getting new orders but we're not hitting our targets. We need more sales.

This afternoon, Carl is writing a report on the Lyon meeting and Hilda is dealing with the paperwork for the job in Lille.

We are preparing for meetings in Toulouse and Montpellier next week.

I hope everything is going well in the office in Warsaw.

Best wishes,

Functional language

- 1** a 4 b 1 c 5 d 3 e 2
2 1 Try unmuting your microphone.
 2 The screen is frozen.
 3 Sorry, my internet connection is slow.
 4 Try turning off your video. / Try turning your video off.
 5 I'm sharing my screen now.
 6 I'm adding Fiona to the call.
 7 Are you on mute?
 8 Try calling me back.

- 3** 1 see me
 2 can't hear
 3 on mute
 4 The connection
 5 breaking up
 6 you repeat that
 7 hang up
 8 no problem

Unit 5

Vocabulary

- 1** 1 b 2 d 3 f 4 a 5 e 6 c
2 1 halls 2 badges
 3 stand 4 brochure
 5 centre
3 1 help 2 sorry
 3 take 4 tell
 5 spell 6 about
 7 could 8 have
 9 that's 10 give
4 1 How 2 Can
 3 available 4 message
 5 phoned / called 6 say
 7 number 8 So

Grammar

- 1** 1 am, is 2 is, Are
 3 isn't 4 aren't
2 1 When are you going to arrive?
 I'm/I am going to arrive at 9 a.m.
 I'm/I am not going to arrive at 8 a.m.
 2 Are we going to provide any freebies?
 We're/We are going to provide coffee.
 We're/We are not going to provide cake.
 3 Where is the Finance Manager going to stay?
 He is going to stay at a hotel.
 He isn't going to stay in an apartment.

4 How are they going to travel to the exhibition?
They are going to travel to the exhibition by train.
They aren't going to travel by bus.

3 1 A: Do you want to join us for coffee?

B: Yes! Sounds good.

2 A: Would you like to meet for lunch?

B: I am very sorry, but I cannot meet today.

3 A: Would you like to visit the offices this afternoon?

B: Thank you very much for the invitation, but I am not available this afternoon.

4 A: Do you want to meet the reps for a coffee?

B: Thanks! I'd love to.

4 1 Would 2 Do 3 would
4 I'd 5 would 6 want
7 I'd 8 Do

Listening

1 1 Joanna Danek 2 Farmek
3 Wednesday 14th March
4 0040 25 436 59 90

2 1, 2, 3, 6, 7

3 1 T 2 T 3 F 4 F 5 T 6 F
7 T 8 F

4A 1 called
2 calling
3 many
4 send
5 I'll send
6 we'll have
7 need
8 won't forget

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

Writing

1 1 d 2 b 3 a 4 c

2 1 free 2 would
3 Sorry 4 be
5 plans 6 join

3 (Suggested answers)

Formal email

Would you like to join us for dinner after our meeting on Monday? There is a very nice Thai restaurant near the office.

I look forward to seeing you on Monday.

Kind regards

Informal text message

Hello everyone

Do you want to join me for a drink after work? It's my birthday.

4 (Suggested answers)

Formal email

Thank you very much for the invitation. I am very sorry but I cannot join you, because I have an early flight that evening. I look forward to meeting you on Monday.

Informal text message

Yes, thanks. I'll be there.

Where do you want to go? What time?

Functional language

1 1 What do you think of our new office?
2 I think the new exhibition hall is excellent.
3 Did you enjoy the presentation this morning?
4 What do you think of the city centre?
5 Do you like the local cuisine?
6 I like some of the presentations.

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

3 1 think 2 there
3 you 4 bit
5 agree 6 hear
7 enjoy 8 was
9 right 10 but
11 it's

3 1 There's a problem with the phone I ordered. C

2 I'm very sorry about the mistake. CSA

3 The cameras aren't working. C

4 We'll change those for you. CSA

5 Can I just check your delivery address? CSA

6 Is there anything you can do about it? C

7 Can I help you with anything else? CSA

4 1 can 2 with
3 hear 4 Can
5 will 6 take
7 need 8 'll talk

Grammar

1 1 will 2 might
3 might 4 won't
5 will 6 might not
7 won't

2 1 I don't think we will drink water from plastic bottles.
2 Supermarkets won't sell goods in plastic packaging.
3 Robots might clean our houses and offices.
4 I think we will reduce pollution in our cities.
5 Many people might not learn to drive.
6 There might be a lot of driverless cars on the roads.

3 1 is sold 2 is produced
3 is grown 4 produce
5 is used 6 use

4 1 is grown
2 are produced
3 are paid
4 are designed, (are) made
5 is made 6 is sold
7 is produced 8 are delivered

Listening

1 1 b 2 b 3 c 4 a 5 c 6 b

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

3 C

Unit 6

Vocabulary

1

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

2 1 environment, recycle
2 plastic
3 energy, electric
4 pollution
5 technology
6 machines

Writing

- 1** 1 All our jumpers
2 Our cheap range
3 Our workers
4 This company
5 Our creative team
6 All our jeans
- 2** 1 is bought 2 visits
3 is paid 4 guarantee
5 are paid 6 are picked
7 are dried 8 are sent
9 is designed 10 is delivered

- 3** (Suggested answer)
Helmsley's Organic Chocolate

Our story

We buy all our cocoa beans direct from organic farmers in Ivory Coast and Ghana. We visit the farms every six months. Our cocoa is grown organically without the use of dangerous chemicals. We use quality organic cocoa beans to produce our chocolate. The farmers are paid a guaranteed minimum price for their cocoa beans. The beans are delivered to a mill. Then the beans/they are cleaned and roasted and shipped to our headquarters. We make our quality chocolate from these cocoa beans. The chocolate is packaged and delivered directly to our customers.

Functional language

- 1** 1 how many jackets
2 We'd like
3 do you want
4 can we talk about price now
5 the price is
6 a lower price
7 How about
8 can't agree to that
9 that's right
10 on signature
11 I'm sorry, but
12 I think that's
- 2** a It might be early September.
b We'll pay by bank transfer.
c When can you deliver the order?
d Is there a discount for later deliveries?
e Can you deliver them in August?
f Does delivery usually take six weeks?
- 3** 1 c 2 e 3 f 4 d 5 a 6 b

Unit 7

Vocabulary

- 1** 1 experience 2 design
3 weight 4 life
5 unique 6 value
7 Speed 8 features
- 2** 1 speed
2 value for money
3 life
4 Weight
5 features
6 unique selling points (USPs)
7 design
8 user experience
- 3** 1 fixed
2 administration
3 annual 4 cancellation
5 includes 6 booking
- 4** 1 b 2 f 3 d 4 e 5 a 6 c

Grammar

- 1** 1 better 2 smaller
3 lighter 4 longer
5 larger 6 easier
7 faster
8 more expensive
- 2** 1 This car is more spacious than last year's model.
2 This laptop is heavier than my old one.
3 These office chairs are worse than the chairs we had before.
4 Yuri's phone is thinner than my phone.
5 The software on this model is more secure than the old one.
6 This tablet is cheaper than Harry's tablet.
7 These laptops are slower than the old ones.
8 The battery life is shorter on this model than that one.
- 3** 1 the most expensive
2 the most uncomfortable
3 the highest
4 the best
5 the easiest
6 the biggest
- 4** 1 the best
2 the easiest
3 the biggest
4 the most expensive / the best
5 the most uncomfortable
6 the highest

Reading and listening

1

| | Spotless Cleaning Service | Parkwood Cleaning |
|------------------------------------|---------------------------|-------------------|
| Cleaners any day of the week | | ✓ |
| High-quality | ✓ | |
| Eco-friendly cleaning products | ✓ | |
| Fixed fee | | ✓ |
| Own equipment | ✓ | ✓ |
| Service between 6 a.m. and 10 p.m. | | ✓ |
| Wide range of services | ✓ | |
| Window and carpet cleaning | ✓ | |

- 2** 1 The cleaning service can't come this week.
2 They choose Spotless Cleaning Service.
- 3** 1 T 2 T 3 F 4 F 5 F
6 T 7 T 8 F

Writing

- 1** 1 Dear 2 attached
3 the best 4 findings
5 has 6 knowledgeable
7 reliable 8 for
9 let
- 2** (suggested answer)
Dear Maria,
Please find attached the results of a magazine report on internet providers. It compared three companies and YesBroadband is the best. Here is a summary of the findings:
Strengths
YesBroadband offers:
- the best value for money.
- the most reliable service.
- the fastest broadband speed.
Areas for improvement
YesBroadband could:
- improve their customer service.
If you have any questions, please let me know.
Kind regards,

Functional language

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

2 1 with 2 biggest
3 based 4 provide
5 move onto 6 about
7 can 8 We'll

3 1 good morning 2 aim of
3 First 4 Then
5 'll explain 6 Finally
7 let's

4 1 b 2 a 3 e 4 d 5 c

Unit 8

Vocabulary

1 1 IT skills
2 organised
3 analytical
4 communication
5 team worker
6 language
7 hard-working
8 motivated

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

3 1 vacancy
2 advertisement
3 choose 4 degree
5 qualification
6 Essential 7 candidates
8 skills 9 useful

Grammar

1 2 Has Lisa worked in the Berlin branch?
No, she hasn't.
3 Have Paul and Denis given sales presentations?
No, they haven't.
4 Have you solved many problems in your job?
Yes, I have.

2 2 haven't worked
3 has / 's studied
4 has / 's written
5 have / 've managed
6 hasn't travelled

3 1 has given, gave
2 has never had
3 I went
4 have worked, was
5 has visited
6 We opened

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

Reading and listening

1 1 She's the Marketing Director for Coco Care Cosmetics.
2 A new Marketing Manager.
3 He's going to write a job advertisement to go on the website and then choose the best candidates to interview.

2 1 Agnes 2 Miranda
3 Luca

3 1 communication
2 three 3 marketing
4 Italian 5 language
6 (a) business 7 Six
8 Twelve 9 experienced
10 clothing / clothes
11 twelve 12 basic

Writing

1 1 have designed
2 have 3 skills
4 am responsible
5 manage 6 have worked
7 was responsible
8 trained

2 1 He lives in (Lille,) France.
2 He's a Web Designer.
3 He's hard-working, organised, motivated and has good communication skills.
4 He's designed websites.
5 Computer Science.

3 (Suggested answer)

Full name Anna Thompson

Job title Sales Manager

Location Nottingham, UK

Skills summary

Analytical, motivated and hard-working Sales Manager. I have good communication skills and I am a team worker.

I have organised sales conferences and have managed large teams.

I speak English and German.

I have worked in Europe and the USA.

Current job

Sales Manager Europe and USA
WWF Windows, Nottingham, UK
October 2018–present date

I am responsible for a sales team of fifteen Sales Reps selling in Europe and the USA.

Past positions

Sales Rep, Original Timber Windows, Inc.

Cambridge, UK

January 2016–September 2018

I was part of a team of five Sales Reps selling in the UK and Europe. I travelled all over Europe, gave presentations and wrote reports.

Education

BA (Hons) Business Studies
Arlen University
2012–2015

Functional language

1 1 Can you tell me about your qualifications?
2 What are your main strengths?
3 How have you helped to create a good team spirit?
4 Have you ever organised a conference?
5 Have you ever had problems with difficult team members?

2 a there, 5 b hard, 2
c organised, 4 d degree, 1
e meetings, 3

3 1 work 2 started
3 became 4 moved
5 have

4 1 excellent communication skills
2 good at communicating
3 always said 'Well done!'
4 done a lot of staff training
5 there has been conflict
6 I've learnt

Pronunciation

Unit 1

1.1 The -s ending

- 2A** 1 books 2 boss
3 comes 4 days
5 task 6 watches
- 3A** /s/ dates, starts, talks, weeks
/z/ finds, gives, jobs, rooms
/ɪz/ analyses, boxes, finishes, lunches

1.3 Questions

- 1A** 1 Are your friends Spanish?
2 Do you work on Saturdays?
3 Does your boss speak English?
- B** 1 Yes, they are.
2 Yes, I sometimes do.
3 Yes, he does.
- 2A** 1 down (↓) 2 down (↓)
3 up (↑) 4 up (↑)
5 down (↓) 6 up (↑)
- 2B** 1 up (↑) 2 down (↓)

Unit 2

2.2 /i:/, /ɪ/ and /aɪ/

- 1A** /i:/ clean, each, see, week
/ɪ/ give, gym, lift, six
/aɪ/ fly, night, size, white
- 2A** 1 fill 2 file 3 fit
4 leave 5 seat 6 site
7 Tim 8 time
- 3A** /i:/
1 free, coffee
/ɪ/
2 is, big, business
3 in
/aɪ/
3 nine, items

2.3 /tʃ/ and /dʒ/

- 1A** 1 attach a picture
2 check the watch
3 kitchen chairs
4 a project manager
5 a message page
6 change jobs
- 2A** 1 ✓ /tʌtʃ/, /mʌtʃ/
2 - /ɪ:tʃ/, /ˈsænwɪdʒ/
3 - /ˈpɜːtʃəs/, /məˈʃiːn/
4 - /skuːl/, /ˈfedjuːl/
5 ✓ /wɪtʃ/, /riˈsɜːtʃ/
6 ✓ /ˈteknɪkəl/, /ˈkemɪkəl/
- 3A** /tʃ/
choose, March, teacher
/dʒ/
agenda, July

Unit 3

3.1 The -ed ending

- 2A** /t/ developed, finished, produced
/d/ cancelled, opened, received
/ɪd/ completed, expanded, refunded
- 3A** 1 I collected them.
2 We play it.
3 They asked us.
4 I cleaned them.
5 You start it.
6 We processed them.

3.3 /ɜː/ and /ɔː/

- 1A** /ɜː/ learn, purse, sir, work, worst
/ɔː/ bought, door, north, short, store
- 2A** 1 - /mɔː/, /wɜːk/
2 ✓ /smɔːl/, /tɔːk/
3 ✓ /lɜːn/, /wɜːɪd/
4 - /smɔːl/, /wɜːld/
5 ✓ /fɜːst/, /tɜːn/
6 - /θɜːd/, /flɔː/
- 3A** /ɜː/
survey, prefer, Thursday
/ɔː/
launched, passport

Unit 4

4.1 /ŋ/, /ŋk/ and /n/. The -ing ending.

- 1A** 1 nk 2 n 3 n 4 nk 5 nk
6 ng 7 ng 8 n
- 3** 1 He's fixing
2 I'm testing
3 They're doing
4 She's saying
- 4** 1 changing 2 going
3 discussing 4 writing

4.4 /ɪə/ and /eə/

- 1A** /ɪə/ here, really, we're, year
/eə/ chair, pair, square, their
- 2A** 1 ear 2 hair
3 rare 4 we're
- 3A** /ɪə/
engineer, idea, near, here
/eə/
there, share, anywhere

Unit 5

5.1 /æ/, /e/ and /eɪ/

- 1A** /æ/ app, back, chat, have
/e/ pen, red, tell, went
/eɪ/ break, great, late, say
- 2A** 1 aim 2 bad 3 had
4 gate 5 men 6 man
7 set 8 wait
- 3A** 1 brand 2 data
3 manage 4 snack
5 attended

5.3 /θ/ and /ð/ vs /s/, /z/, /f/, /v/, /t/, /d/

- 1A** /θ/ birthday, everything, north, think, thirty, through
/ð/ clothes, other, these, together, with, without
- 2A** 1 th 2 f 3 t 4 th 5 th
6 se 7 th 8 d 9 th 10 s

Unit 6

6.2 /ɑː/ and /ʌ/

- 1A** /ɑː/ bar, dark, far, hard, part, staff
/ʌ/ but, come, cup, dust, love, plus
- 2A** 1 fan 2 March
3 plant 4 truck
- 3** 1 smart 2 discussed
3 company 4 party

6.3 /uː/ and /ʊ/

- 1A** /uː/ blue, do, move, noon, too
/ʊ/ book, could, put, took, would
- 2A** 1 ✓ /ʊ/
2 ✓ /uː/
3 ✓ /uː/
4 - /fuːd/, /gʊd/
5 - /fruːt/, /pʊt/
6 - /fʊl/, /skuːl/
7 ✓ /uː/
8 ✓ /uː/
- 3A** 1 cool 2 future
3 included 4 distribution

Unit 7

7.2 /əʊ/ and /aʊ/

1A /əʊ/ go, load, old, slow, soap
/aʊ/ down, found, house, now,
out

2A 1 ✓ /ləʊ/, /snəʊ/
2 - /ʃəʊ/, /haʊ/
3 - /əʊn/, /taʊn/
4 - /grəʊn/, /braʊn/
5 ✓ /'fəʊləʊ/, /tə'mɒrəʊ/
6 ✓ /'jeləʊ/, /'wɪndəʊ/

3 1 mobile 2 sold
3 over 4 about

7.3 /p/, /b/, /f/ and /v/

2A 1 b 2 p 3 f 4 v 5 v 6 b

3A 1 It's the wrong bin.
2 Can I have another copy?
3 It's a very interesting vlog.
4 She drove fast.

4 1 expensive 2 family
3 prepare 4 copy

Unit 8

The vowel /ɒ/. The letter 'o' as /ɒ/, /əʊ/ and /ʌ/.

1A 1 what, top, quality
2 soft, job
3 solve, problems
4 operate, clock
5 wants, because, positive

2A /ɒ/ got, long, model, sorry
/əʊ/ go, kilo, photo, sold
/ʌ/ another, love, month, worry

3A 1 ✓ /kɒst/, /lɒst/
2 ✓ /dʌn/, /wʌn/
3 ✓ /dəʊnt/, /əʊld/
4 - /gɒn/, /fəʊn/
5 ✓ /'nɒlɪdʒ/, /'kɒlɪdʒ/
6 - /lɒt/, /wəʊnt/
7 ✓ /məʊst/, /pəʊst/
8 - /'pəʊlənd/, /'hɒlənd/

8.3 Silent letters

1A 1 cupboard 2 debt
3 exhibition 4 half
5 hang 6 tak
7 Wednesday 8 wold

2A 1 w 2 k 3 h 4 w
5 k 6 p

3 1 know 2 calm
3 science 4 couldn't
5 listen 6 autumn