

Coursebook

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with

Digital Resources

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A1

Business Partner

Your Employability Trainer

UNIT 1 > WELCOME p.7

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Introduction

Who ... is Business Partner for?

- *Business Partner* A1 & A2 is for learners who have studied English before, at school or privately, but what they learnt has not been very useful for them in their job, or they simply don't remember much of it.
- Now they need to study business English in order to better communicate in a workplace that is increasingly international.
- To achieve this, they need to improve their knowledge of the English language but also develop key work skills.
- They need a course which is relevant to their professional needs.

Why ... a communicative methodology?

Students of *Business Partner* may be working in different industries, in different job positions and in different countries but they all have in common the need to communicate in English in an international workplace, in an effective manner.

The objective of the course is to equip students with the skills they need to use English effectively, without anxiety about their language ability.

Why ... work skills training?

Business Partner focuses on delivering practical language and skills training that learners need for successful communication when working with people from different countries, even if those learners begin the course with limited language ability.

In *Business Partner*, every unit has a video-based lesson on 'Work skills' to expose students to best-practice scenarios of various business situations that they can use as models.

The objective of this training is to give learners a better chance of getting a job, or of moving jobs in an organisation.



What's in each unit?

Each unit is divided into five lessons and each lesson starts with a Lesson outcome and ends with a short Self-assessment section: this is to help learners think about the progress that they have made.

Vocabulary and functional language

In order to meet the course objectives, the vocabulary and functional phrases in each unit focus on industries, jobs and job environments that are relevant to students to help them function in a variety of professional situations.

This vocabulary has been selected to answer learners' needs at work and may seem high level or technical compared to a general English course. It is, however, basic professional vocabulary that learners need to function in their jobs.

Grammar

Similarly, the approach to grammar is to help students acquire language to survive in these situations. The grammar content comes from the communicative needs of learners and is given in chunks, with a light approach to rules. The grammar reference section at the back of the book provides additional practice of grammar points and a recorded list of irregular verbs.

Listening and video

There are many listening activities to help develop comprehension skills and to hear language in context. All of the video and audio material is available in MyEnglishLab and includes a range of British, U.S. and non-native-speaker English, so that learners are exposed to a variety of accents, to reflect the reality of their working lives.

Learners will be able to watch and understand short authentic videos, which in turn they can use as a model for the group tasks.

Speaking

There are plenty of opportunities for speaking practice in relevant and engaging activities in each lesson. The objective is to make apprehensive students feel comfortable developing this essential skill for the workplace.

Writing

Learners at this level need to respond to emails and other functional pieces of writing. The lessons provide a model for students to follow, grammar practice of the structures they need to use when writing and functional language stems to help them. The writing tasks allow freer practice of the target vocabulary and grammar, and offer elements of personalisation where possible.

Work skills

Through authentic videos, students are shown best-practice scenarios of different work situations. They then have the chance to study and practise the relevant functional language from each situation. Finally, students are encouraged to activate the skills and language they have learnt and practised by collaborating on group tasks.

Business workshops

Business workshops allow learners to focus mostly on speaking and writing, and offer a practical application and review of the content of the unit.

Pronunciation

Two pronunciation points are presented and practised in every unit, which are linked to the content of the units. The Pronunciation bank is at the back of the book with signposts from the relevant lessons. This section also includes a phonetic chart for British English and American English.

Reviews

There is a one-page review for each unit at the back of the coursebook. The review recycles and revises the key vocabulary, grammar and functional language presented in the unit.

Signposts, cross-references and MyEnglishLab

T **Signposts for teachers** in each lesson indicate that there are extra activities in MyEnglishLab which can be printed or displayed on-screen. These activities can be used to extend a lesson or to focus in more depth on a particular section.

→ page 000

Cross-references refer to the Pronunciation bank and Grammar reference pages.

MyEnglishLab

Access to *MyEnglishLab* is given through a code printed on the inside front cover of this book. Depending on the version of the course that you are using, you will have access to one of the following options:

Digital Resources powered by MyEnglishLab including: downloadable coursebook resources, all video clips, all audio recordings.

Full content of MyEnglishLab: all of the above plus the full self-study interactive workbook with an automatic gradebook. Teachers can assign workbook activities as homework.

The **Global Scale of English (GSE)** is a standardised, granular scale from 10 to 90 which measures English language proficiency. The GSE Learning Objectives for Professional English are aligned with the Common European Framework of Reference (CEFR). Unlike the CEFR, which describes proficiency in terms of broad levels, the Global Scale of English identifies what a learner can do at each point on a more granular scale – and within a CEFR level. The scale is designed to motivate learners by demonstrating incremental progress in their language ability. The Global Scale of English forms the backbone for Pearson English course material and assessment.

	10	20	30	40	50	60	70	80	90
CEFR	<A1	A1	A2 ⁺	B1 ⁺	B2 ⁺	C1	C2		
Learn more about the Global Scale of English at english.com/gse									



COMMUNICATION SKILLS

Video introduction

Introduction

The Work skills videos (in Lesson 4 of each unit) show people in situations at work.

Murray&Jahner is an international consumer goods company. They sell many products to the market and work with top brands. Yumiko Kobayashi is the Director at the London office. In the videos we see her and other employees at work: in meetings, presentations and day-to-day interactions.

Characters



Yumiko Kobayashi,
Japanese
(units 1, 3, 5, 6, 7, 8)



Krzysztof Grzeszak,
Polish
(units 1, 6)



Liz Rendell,
American
(units 1, 4)



Andrea Hofmann,
German
(units 2, 5, 8)



Jack Taylor,
British
(units 2, 5)



Martin Evans,
British
(units 3, 5, 6)



Emily Davies,
British
(unit 4)



Paulo Caruso,
Brazilian-British
(units 3, 5, 7)



Rachel Peters,
British
(units 3, 5, 8)



Video summary

- 1 Welcoming a visitor**
Unit 1 video: Krzysztof arrives for a meeting with Yumiko in the office.
- 2 Small talk at work**
Unit 2 video: Andrea meets Jack, a new employee.
- 3 A progress meeting**
Unit 3 video: Yumiko asks for an update from her team.
- 4 There is a problem with ...**
Unit 4 video: Liz shows her broken phone to a Customer Service Assistant.
- 5 Can you help me?**
Unit 5 video: Employees ask for and offer help.
- 6 A presentation about office equipment**
Unit 6 video: Krzysztof gives a presentation about printers to Yumiko and Martin.
- 7 A new workflow**
Unit 7 video: Yumiko and Paulo talk about how to improve the onboarding process for new employees.
- 8 Feedback in the office**
Unit 8 video: Yumiko gives feedback to Andrea and Rachel on their work.



Unit overview

1.1 > Nice to meet you

Lesson outcome: Learners can introduce themselves and others and say where they are from.

Vocabulary: Countries and nationalities

Communicative grammar: Introductions

Video: What's your name?

Task: Meeting others and making introductions

1.2 > Can you fill this in, please?

Lesson outcome: Learners can complete a form giving personal details about themselves.

Vocabulary: Personal details

Reading and listening: Filling in forms

Speaking: Completing a new employee registration form

1.3 > My company

Lesson outcome: Learners can describe their company and workplace.

Listening and reading: Buildings, departments and facilities

Communicative grammar: Describing your company

Writing: A description of a company or workplace

1.4 > Work skills: Welcoming a visitor

Lesson outcome: Learners can introduce themselves when visiting a company, greet visitors to their place of work and make simple offers.

Video: Welcoming a visitor

Speaking: Workplace visits

1.5 > Business workshop: Your first day

Lesson outcome: Learners can introduce themselves in a new job for the first time, meet new colleagues and complete an employee profile.

Speaking: Meeting human resources and other team members

Writing: Completing your employee profile

1.1

Nice to meet you

Lesson outcome

Learners can introduce themselves and others and say where they are from.

Lead-in 1A 1.01 Listen and match 1-3 with a-c.

- | | |
|------------------------|----------------------|
| 1 Lena, this is Jorge. | a I'm Irish. |
| 2 I'm Kathy. | b Are you Miss Sato? |
| 3 Excuse me. | c He's from Spain. |

B 1.02 Complete the dialogues with the sentences in Exercise 1A. Then listen and check.



A _____



B _____



C 1c

Vocabulary

Countries and nationalities

2 Match the flags with the countries in the box.

Brazil India Japan
Mexico Poland



1 Poland



2 _____



3 _____



4 _____



5 _____

3A Choose the correct word.

- | | |
|--|---|
| 1 Miguel is <i>Mexico</i> / <u>Mexican</u> . | 4 Suresh is from <i>India</i> / <i>Indian</i> . |
| 2 Marcin is from <i>Poland</i> / <i>Polish</i> . | 5 Shoko is <i>Japan</i> / <i>Japanese</i> . |
| 3 Paola is <i>Brazil</i> / <i>Brazilian</i> . | |

B 1.03 Complete the dialogues. Use the countries and nationalities in Exercise 3A. Then listen and check.

- 1 **Miguel:** Marcin, this is Paola. She's ¹ Brazilian.
- Marcin:** Hi, Paola. Nice to meet you.
- Paola:** Nice to meet you, too. Where **are** you from, Marcin?
- Marcin:** I'm ² _____.
- Paola:** Are you from Warsaw?
- Marcin:** No, I'm **not**. I'm from Krakow.
- Paola:** And **are** you from ³ _____, Miguel?
- Miguel:** Yes, that's right.

- 2 **Suresh:** Are you ⁴ _____, Shoko?
- Shoko:** Yes, I **am**. I'm from Tokyo. And you?
- Suresh:** I'm from ⁵ _____.
- Shoko:** And where **is** Paola from?
- Suresh:** She's from ⁶ _____.

4 1.04 Complete the tables. Then listen and check.

Countries	Nationalities
Argentina	Argentinian
¹ <u>Brazil</u>	Brazilian
China	Chinese
² _____	German
India	³ _____
Ireland	⁴ _____

Countries	Nationalities
⁵ _____	Japanese
⁶ _____	Mexican
Poland	⁷ _____
⁸ _____	Spanish
the UK	British
the USA	American

Communicative grammar

INTRODUCTIONS

→ Grammar reference: page 105

I'm (= I am) from Poland.	I'm not (= I am not) from Poland.
You/We/They're (= You/We/They are) from Brazil.	You/We/They aren't (= You/We/They are not) from Brazil.
He/She/It's (= He/She/It is) from Spain.	He/She/It isn't (= He/She/It is not) from Spain.
Are you/they from Poland?	Is he/she/it from Poland?
Yes, I am . / Yes, they are .	Yes, he/she/it is .
No, I'm not (= I am not). / No, they aren't (= they are not).	No, he/she/it isn't (= he/she/it is not).
What's (= What is) your name?	I'm (= I am) Kathy.
Where are you from?	My name's (= My name is) Mark.
	This is Julia.

'm 'm not are (x4)
aren't is isn't 's



T Teacher's resources: extra activities

5 1.05 Complete the dialogue with the words in the box. Then listen and check.

- Hans:** Hello, I¹ 'm Hans.
- Maria:** Hi, Hans. My name² is Maria.
- Hans:** Nice to meet you.
- Maria:** Nice to meet you, too.
- Hans:** ³ Are you from Argentina?
- Maria:** No, I⁴ am not. I'm Brazilian.
- Hans:** Is your boss Brazilian?
- Maria:** No, she⁵ isn't. She's from Mexico.
- Mike:** Maria! Hello!
- Maria:** Hi, Mike! And Lisa! Hans, this⁶ is Mike and Lisa. They⁷ are from the UK.
- Hans:** Nice to meet you.
- Mike:** Nice to meet you, Hans.
- Lisa:** Hi.
- Hans:** ⁸ Are you from London?
- Lisa:** No, we⁹ aren't. We¹⁰ are from Liverpool.

VIDEO



6 1.1.1 Watch the video and answer the questions.

- Watch Part 1. Are the sentences *true* (T) or *false* (F)?
 - Her name is Asako.
 - She is Japanese.
 - She's a Designer.
- Watch Part 2. Answer the questions.
 - Are they German?
 - Are they from Warsaw?
 - Is she an Office Manager?
- Watch Part 3. Answer the questions.
 - What's his name?
 - Where is he from?
 - What's his nationality?

7A Work in pairs. Take turns meeting each other and introducing yourselves. Talk about your name, nationality and job.

- A:** Hi. My name's Luis. I'm Spanish.
B: Hi, Luis. I'm Lise.
A: Where are you from?
B: I'm German. I'm from Berlin. Where are you from?
A: I'm from Spain – from Madrid.

B Now work with another pair. Take turns introducing yourself and your partner. Ask questions.

C Put the words in the correct order. Say goodbye to each other.

you later see

TASK

1.2

Can you fill this in, please?

Lesson outcome

Learners can complete a form giving personal details about themselves.

Lead-in

1 1.06 Look at the employee identification card. Complete the dialogue with the words in the box. There is one extra word. Then listen and check.

address email address ID card number passport phone number



Leah: What's your ¹ _____, Jacek?
Jacek: It's 28 Oak Road, London, W55 1TF.
Leah: What's your ² _____?
Jacek: It's 124232.
Leah: What's your ³ _____?
Jacek: It's j.iwaniec@ccce.com. All lower case.
Leah: OK, thanks. And what's your ⁴ _____?
Jacek: It's 020 7946 0800.

Vocabulary

Personal details

2 Look at the hotel guest information. Match 1-9 with a-i.

- a first name / given name 2
- b surname / last name _____
- c title _____
- d nationality _____
- e middle name _____
- f postcode / zip code _____
- g home address _____
- h passport / ID card number _____
- i phone/mobile/cell number _____

HOTEL IQBAL: GUEST INFORMATION	
¹ Mr ² Wilhelm ³ Ernst ⁴ Schmidt	_____
⁵ Chausseestrasse 41	_____
Teterow, Germany	_____
⁶ 17161	_____
T: ⁷ 03996 55 06 78	_____
E: W_Schmidt@net-mail.com	_____
⁸ German	_____
⁹ Identification card number T29445678	_____
One room, two nights	_____
Leisure/Business	_____

3 Write information about yourself.

HOTEL ARKADIA: GUEST INFORMATION

TITLE: MR / MS / OTHER _____	FIRST NAME _____
MIDDLE NAME _____	SURNAME _____
HOME ADDRESS _____	POSTCODE _____
EMAIL ADDRESS _____	MOBILE NUMBER _____
NATIONALITY _____	PASSPORT / ID CARD NUMBER _____
ARRIVAL DATE _____	ARRIVAL TIME _____

→ page 96 See Pronunciation bank: The alphabet

4A Match 1-7 with a-g.

- a dot _____
- b at _____
- c hyphen _____
- d underscore _____
- e lower case *n* _____
- f capital *W* _____
- g all lower case _____

B 1.07 Listen and practise saying the email address in Exercise 4A.

C 1.08 Listen and write the email addresses.

- 1 ben@abc.net
- 2 _____
- 3 _____
- 4 _____
- 5 _____

D Practise saying email addresses. Ask your classmates.

What's your email address?

It's jorge underscore gomez at net hyphen mail dot com. It's all lower case.

1 2 3 4 5 6 7
W_Schmidt@net-mail.com

Reading and listening **Filling in forms**

5A ▶ 1.09 Look at the new employee registration form. Then listen to Anna's phone conversation and complete the form.



NEW EMPLOYEE REGISTRATION

Surname ¹ _____ *Weber* _____
 First name ² _____ *Anna* _____
 Gender: ³ male female other
 Nationality ⁴ _____
 Marital status: ⁵ single married other
 Email address ⁶ _____
 Phone / mobile / cell number ⁷ _____
 Emergency contact number ⁸ _____
 ID card / Passport number ⁹ _____
 Healthcard # _____



Phone numbers			
0	00	22	653-3340
oh	double oh	double two	six five three, double-three four oh
zero	zero zero	two two	six five three, three three four zero

→ page 112 See Numbers

B Match 1-6 with a-f. Then listen again and check.

- | | |
|---------------------------|-----------------------|
| 1 What's | a nationality? |
| 2 Can you | b your surname? |
| 3 What's your | c that, please? |
| 4 Sorry, could you repeat | d spell that, please? |
| 5 Are you married | e address? |
| 6 What's your email | f or single? |

▶ **MY, YOUR, HIS, HER, ITS, OUR, THEIR** → Grammar reference: page 105

She's my manager.	Its name is the Hotel Arkadia.
What's your email address?	Our phone number is 232 4578.
This is his office.	What are your passport numbers?
What's her nationality?	What's their address?

T Teacher's resources: extra activities

Speaking 6A Look at the new employee registration form. What questions do you need to ask to get the information? Use Exercise 5B to help you.

New Employee Registration

SURNAME _____ FIRST NAME _____
 GENDER: MALE FEMALE OTHER NATIONALITY _____
 MARITAL STATUS: SINGLE MARRIED OTHER EMAIL ADDRESS _____
 PHONE / MOBILE / CELL NUMBER _____ EMERGENCY CONTACT NUMBER _____
 ID CARD OR PASSPORT NUMBER _____
 NATIONAL INSURANCE NUMBER _____

B Work in pairs. Ask and answer the questions. Complete the form with your partner's information.

1.3 My company

Lesson outcome

Learners can describe their company and workplace.

Lead-in 1 Is your workplace like one of these? Which of these places are in your town or city?
Fashion HiQ has workplaces around the world.



A warehouse, Poland



B office, Germany



C factory, China

Listening 2 1.10 Listen to three people who work for the clothing maker Fashion HiQ. Match each speaker with a picture in Exercise 1.

1 ___ 2 ___ 3 ___

3 Listen again. Tick (✓) the buildings, departments and facilities for each location.

	Buildings			Departments			Facilities		
	factory	office	warehouse	production	sales	shipping and receiving	canteen	gym	employee break room
Head office, Germany		✓							
Manufacturing division, China									
Distribution division, Poland									

4A Look at these staff comments on their workplace. Which comments are positive? Which are negative?

- | | |
|--|---|
| 1 The office is large . (+) / - | 5 It's noisy . + / - |
| 2 It's very light . + / - | 6 The break room is quiet . + / - |
| 3 The canteen is small . + / - | 7 The warehouse is old-fashioned and dark . + / - |
| 4 The factory is modern . + / - | |

B Match 1-4 with a-d.

- | | |
|-----------------|----------|
| 1 dark | a large |
| 2 noisy | b light |
| 3 old-fashioned | c modern |
| 4 small | d quiet |

C Which words in Exercise 4B describe your workplace or place of study?

Reading 5 Complete the description of Fashion HiQ. Use the table in Exercise 3 to help you.

canteen department division factory gym manager office warehouse

My company has three locations in three countries. **There's** a(n) ¹ _____ in Germany, a(n) ² _____ in China and a(n) ³ _____ in Poland. I'm a(n) ⁴ _____, in the production ⁵ _____. It's part of the manufacturing ⁶ _____. The factory is modern. At the factory, **there's** a(n) ⁷ _____, but **there's no** ⁸ _____.

Communicative grammar

DESCRIBING YOUR COMPANY

→ Grammar reference: page 105

There's (= There is) a canteen.
There's no gym.

There are three departments.
There are small restaurants near the office.
There are no offices.

6 Look at the company information. Are the sentences *true* (T) or *false* (F)?

a/one restaurant →
two restaurants
a/one factory →
two factories

Company name: Scarpe, Portafogli e Borse, K.K.

Head office: Yokohama, Japan

- sales division
- marketing department
- Sales Manager, Marketing Manager
- gym and canteen

Factory: Katowice, Poland

- manufacturing division
- production department
- Production Manager
- canteen

Warehouse: Naples, Italy

- distribution division
- shipping department
- Warehouse Manager, Shipping Manager
- canteen

- 1 There's a factory in Naples. *F*
- 2 There are two managers in the warehouse.
- 3 There's no gym in Yokohama.
- 4 There are no factories in Poland.
- 5 There's a canteen in the warehouse.
- 6 There's a production department in Katowice.

7 Choose the correct word.

- 1 There's / are four divisions.
- 2 There's / are no warehouses.
- 3 There's / are a factory.
- 4 There's / are break rooms for employees.
- 5 There's / are no canteen.
- 6 There's / are a gym.

8 Complete the sentences with *There's* or *There are*.

- 1 _____ a sales department in Madrid.
- 2 _____ large factories in Japan.
- 3 _____ a canteen in the factory.
- 4 _____ no managers in the warehouse.
- 5 _____ three departments in the manufacturing division.
- 6 _____ no gym for employees.

T Teacher's resources:
extra activities

→ page 96 See Pronunciation bank: Plural -s

Writing 9 Write a description of a company and workplace like the one in Exercise 5. Use your own, or the one below. Include information about:

- locations (offices, factories, warehouses, etc., and countries and/or cities).
- departments and/or divisions.
- facilities in the location where you work.

Company name: Muebles Madali, S.A.

Head office: Madrid, Spain

- sales division
- marketing department
- example job: Sales Rep
- offices - light
- canteen and gym

Factory: Puebla, Mexico

- manufacturing division
- production department
- example job: Engineer
- workplace - noisy
- restaurants near the factory

Warehouse: Alicante, Spain

- distribution division
- shipping department
- example job: Warehouse Manager
- building - modern
- canteen

1.4

WORK SKILLS Welcoming a visitor

Lesson outcome

Learners can introduce themselves when visiting a company, greet visitors to their place of work and make simple offers.

Lead-in 1A Match the photos (A and B) with the situations in the box. There is one extra situation.

saying hello to a friendly visitor introducing a colleague giving your name at reception



B Complete the dialogues in Exercise 1A with sentences a-d.

- a Could you spell that, please?
- b No, thanks.
- c My name's Krzysztof Grzeszak.
- d Good to see you! How about a coffee?

VIDEO 2A 1.4.1 Watch Part 1 of the video without sound. Tick (✓) who says each line.

	Liz	Krzysztof
1 'Good morning. How may I help you?'		
2 'I'm here to see Yumiko Kobayashi.'		
3 'Sorry, could you repeat that, please?'		
4 'Have a seat, please.'		
5 'Would you like some tea or coffee?'		
6 'Milk, please. No sugar, thanks.'		

B Watch Part 1 of the video with sound. Check your answers.

3A 1.4.2 Watch Part 2 of the video. Which of these items are in the video?



tablet



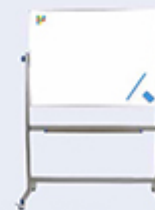
photocopier



laptop



coffee machine



whiteboard



printer

B Is the receptionist and Krzysztof's conversation formal or less formal? And Yumiko and Krzysztof's conversation?

4 Watch the video again. Match 1-5 with a-e and 6-10 with f-j.

- | | | | |
|---------------------|------------------------------|-------------|------------------------|
| 1 Could you | a a seat, please. | 6 How about | f really well, thanks. |
| 2 Have | b keep you waiting. | 7 How | g a coffee? |
| 3 Ms Kobayashi will | c repeat that, please? | 8 I'm | h you. |
| 4 Sorry to | d see you again! | 9 Please | i come in. |
| 5 Good to | e be ready in a few minutes. | 10 After | j are you? |

Speaking

WORKPLACE VISITS
Formal language**Greetings**

Good morning. How may I help you?
I'm sorry, he's not at his desk.

I'm here to see Mr Lee. My name's Ella Jones.

Exchanging information

What's your name, please?
Could you repeat that, please?
Could you spell that, please?

It's Michael Connery.
Yes, it's Michael Connery.
Sure. M-I-C-H-A- ...

Offers

Have a seat, please.
Would you like some tea or coffee?
Would you like milk or sugar?

Thank you.
Coffee, please. Thanks.
Milk, please. No sugar, thanks.

Less formal language**Greetings**

Hello! Good to see you again!
How are you?

Good to see you, too!
I'm really well, thanks. How about you?

Offers

How about a coffee / a tea / some water?
Please come in.
After you.

No, thanks. / Yes, please.
OK, thanks.
Thanks.

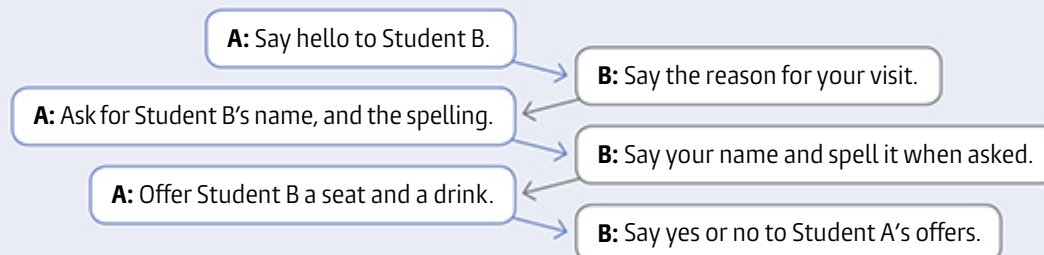
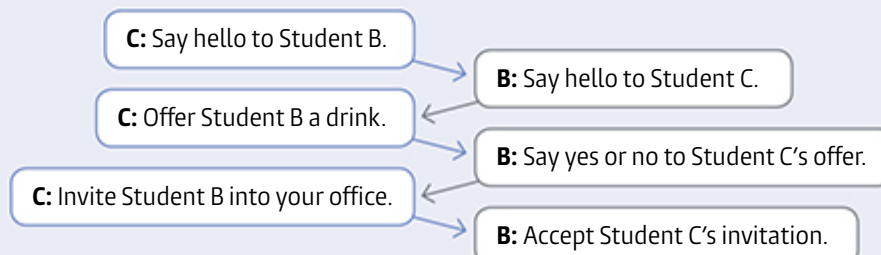
Teacher's resources:
extra activities

5 Work in groups of three. Write two dialogues.

Student A: You work at reception.

Student B: You visit Student C.

Student C: Student B visits you.

Dialogue 1**Dialogue 2****6 Practise the dialogues from Exercise 5.**



Lesson outcome

Learners can introduce themselves in a new job for the first time, meet new colleagues and complete an employee profile.

Arriving

1 Work in pairs. It's your first day in a new job. Take turns being Student A and Student B.

Student A: You're the receptionist.

- Say hello to Student B.
- Ask for Student B's name, and the spelling.
- Offer Student B a seat and a drink.

Student B: You're the new employee.

- Say the reason for your visit.
- Say your name and spell it when asked.
- Say yes or no to Student A's offers.

Meeting human resources

2A Work in new pairs. Take turns being Student A and Student B. Follow the conversation outline below.

Student A: You are the Human Resources Manager. You know Student B.

Student B: You're the new employee. You know Student A.

Student A – Human Resources Manager

Say hello. Say sorry to keep Student B waiting.

Ask how Student B is.

Answer, and then offer Student B a coffee.

Invite Student B into your office.

Student B – new employee

Say it's no problem and it's good to see Student A.

Answer, then ask how Student A is.

Say yes or no to Student A's offer.

Say thank you.

B Work in the same pairs. Student A: Look at page 113. Student B: Look at page 115.

C Change roles. Student A: Look at page 115. Student B: Look at page 113.

Meeting other team members

3 Work in groups of three. Use your real name and nationality.

Student A: You're the Human Resources Manager. Introduce Student B and Student C.

Student B: Say hello to Student C and ask where he or she is from.

Student C: Say hello to Student B, answer his/her question and ask where he or she is from. Also ask where Student A is from.

Completing your employee profile

4 Write information about yourself.



Employee profile

Surname ¹ _____ First name ² _____

Gender: ³male female other Nationality ⁴ _____

Marital status: ⁵single married other

Email address ⁶ _____

Phone / mobile / cell number ⁷ _____

Emergency contact number ⁸ _____

ID card or passport number ⁹ _____

Start date _____





Unit overview

2.1 > What do you do?

Lesson outcome: Learners can understand and give a short basic description of common jobs.

Vocabulary: The work we do

Communicative grammar: Talking about work

Video: I work in Sales

Task: Where I work and what I do

2.2 > What does the company do?

Lesson outcome: Learners can understand and give a short basic description of a company.

Vocabulary: What companies do

Reading and listening: Company information

Writing: Describing a company

2.3 > A week in the life

Lesson outcome: Learners can write simple sentences about work routines and activities.

Reading: Two different routines

Communicative grammar: Talking about routines

Writing: A short blog post for a company intranet

2.4 > Work skills: Small talk

Lesson outcome: Learners can talk about their jobs and work routines in a simple way.

Video: Small talk at work

Speaking: Making conversation

2.5 > Business workshop: At a conference

Lesson outcome: Learners can introduce themselves in formal situations and talk about their companies and jobs in a simple way.

Reading: A conference website

Listening: Small talk at a conference

Speaking: Networking

2.1



What do you do?

Lesson outcome

Learners can understand and give a short basic description of common jobs.

Lead-in

1 Look at the photos. Match the people (A-D) with the jobs.

Digital Designer IT Specialist Production Engineer Sales Manager



Vocabulary The work we do

2A Read the information about people and their jobs below. Match the person, job and department.

Name	Job	Department
Carla Lombardi	Production Engineer	sales
Ben Schmidt	Sales Manager	IT (information technology)
Lucas Sousa	IT Specialist	production
Anna Robinson	Digital Designer	marketing

B Complete the sentences with the correct name: Carla, Ben, Lucas or Anna.

- | | |
|------------------------------------|------------------------------------|
| 1 _____ is German. | 5 _____ answers phone calls. |
| 2 _____ works on projects. | 6 _____ sells transport services. |
| 3 _____ makes website designs. | 7 _____ solves technical problems. |
| 4 _____ has meetings with clients. | 8 _____ works in Milan. |

T Teacher's resources: extra activities



Carla Lombardi

Where are you from?
I'm from Florence in Italy.

Where do you work?
I **work** for an e-commerce company. We **sell** sports clothes and equipment. I **work** in the Milan office.

What's your job?
I'm a Digital Designer. I **work** in the marketing department.

What do you do at work?
I **make** designs for the website and social media.



Ben Schmidt

Where are you from?
I'm from Hamburg in Germany.

Where do you work?
I **work** for a pharmaceutical company in Berlin. It's the capital of Germany.

What's your job?
I'm a Production Engineer.

What do you do at work?
I **check** the production processes are safe and cost-effective.



Lucas Sousa

Where are you from?
I'm from Brasília. It's the capital of Brazil.

Where do you work?
I **work** for Telefónica. It's a big telecommunications company.

What's your job?
I'm an IT Specialist and I **work** in the IT department.

What do you do at work?
I **work** on projects for other departments. I **solve** technical problems.



Anna Robinson

Where are you from?
I'm from Manchester in England.

Where do you work?
I **work** for a transport company.

What's your job?
I **work** as a Sales Manager.

What do you do at work?
I **manage** my sales team. I **have** twelve people in the team. I **make** and **answer** phone calls, **have** meetings with clients and **write** reports.

Communicative grammar

TALKING ABOUT WORK → Grammar reference: page 106

I work in the marketing department.	She works in the marketing department.
You manage shop assistants.	He writes reports.
We work in a shop.	She makes designs.
They sell clothes.	He sells clothes.
I/You/We/They have meetings.	He/She has meetings.

3 Match 1-4 with a-d and 5-8 with e-h.

- | | | | |
|----------------|-----------------------------|--------------|--------------------------|
| 1 I manage | a phone calls to clients. | 5 I have | e technical problems. |
| 2 You work for | b hybrid and electric cars. | 6 You solve | f the process is safe. |
| 3 We sell | c a team of twelve people. | 7 We write | g meetings with clients. |
| 4 They make | d a multinational company. | 8 They check | h emails and reports. |

4 Complete the texts with the correct form of the verbs in the boxes.

have sell work write

David is an Accountant. He ¹ _____ for a chemical company. It ² _____ chemical products. He ³ _____ meetings with other departments and he ⁴ _____ financial reports.

answer manage work solve

Linda ⁵ _____ as a Customer Service Manager. She ⁶ _____ a team of twenty staff. She ⁷ _____ phone calls from customers and ⁸ _____ their problems.

T Teacher's resources: extra activities

VIDEO 5A 2.1.1 Watch Elena in the video and complete the information in the table.



	Elena	Ellen	Steve
City/Country	Southend-on-Sea	Leicester, England	⁹ _____
Company	¹ _____	⁵ _____	¹⁰ _____
Job/Department	² _____	Senior Research Manager	¹¹ _____
Responsibilities	³ _____ the phone, ⁴ _____ and give visitors a pass	⁶ _____ with the team and ⁷ _____ with manager, make phone calls and ⁸ _____ emails	¹² _____ the sales team, ¹³ _____ meetings with clients

B Watch Ellen and complete the information in the table.

C Watch Steve and complete the information in the table.

6A Work in pairs. Ask and answer the questions.

- What's your name? • Where are you from? • Where do you work?
- What's your job? • What do you do at work?

Student A: Read your role card on page 114 or use your own information.

Student B: Read your role card on page 116 or use your own information.

B Work in new pairs. Use the questions in Exercise 6A and introduce yourself to your partner.

C Work with your partner from Exercise 6A. Tell your partner about the person you talked to in Exercise 6B.

His/Her name is...



2.2

What does the company do?

Lesson outcome

Learners can understand and give a short basic description of a company.

Lead-in

1 Do you have these products? What brand is the product?

car e-reader laptop/computer mobile phone TV washing machine

Vocabulary

What companies do



2A Match the photos (A-F) with the business activities.

design cars make clothes make consumer electronics
provide air transport services provide financial services sell products online

B Match the companies with the business activities in Exercise 2A.

Allianz Amazon Inditex Qatar Airways Samsung Volkswagen

3 2.01 Choose the correct word. Then listen and check.

- 1 Qatar Airways *designs / provides* air transport services.
- 2 Allianz *provides / makes* financial services.
- 3 Volkswagen *designs / provides*, makes and sells cars.
- 4 Amazon *makes / sells* books and other products online.
- 5 Inditex makes and *sells / provides* clothes in shops and online.
- 6 Samsung *makes / provides* mobile phones and home electronics.

4A Write sentences about these companies using the verbs in Exercise 3.

Alibaba Apple Bank of China H&M Lufthansa Toyota

B Work in pairs. Ask and answer questions about the companies.

A: What does Apple do? B: It makes ...

5A 2.02 Write the missing numbers. Then listen and repeat.

100	a/one hundred
_____	three hundred and twenty
647	six hundred _____ forty seven
1,000	a/one thousand
55,367	fifty-five _____, three _____ and sixty-seven
_____	seventy-eight thousand, one hundred and thirteen
100,000	a/one hundred thousand
360,000	three hundred _____ sixty _____
_____	eight hundred and ninety-two thousand, six hundred and seventeen
1,000,000	a/one million

→ page 112 See Numbers

B 2.03 Complete the sentences with the numbers in the box. Then listen and check.

Allianz has over ¹ _____ employees in more than seventy countries.

Amazon has over ² _____ warehouse robots.

Qatar Airways has ³ _____ aircraft and flies to over ⁴ _____ destinations.

Inditex has over ⁵ _____ stores and over ⁶ _____ employees in ninety-six countries.

C How many employees/students are there where you work/study?

→ page 97 See Pronunciation bank: Numbers

150 220 7,000 174,000
100,000 140,000

T Teacher's resources:
extra activities

Reading and listening

Company information

About Tramuntana

We are an e-commerce company. We sell clothes and shoes in our online shop. We work with top brands. We are based in Paris and have offices in eighteen countries. We have 700 staff all over the world. Most of our sales are in Brazil, Mexico, Spain, Poland, Germany and Ireland.

6 Look at the company profile. Complete the table.

Company name	
Business	
Head office	
Number of countries	
Number of staff	
Top sales	

7 Read the company profile again. Are the sentences *true* (T) or *false* (F)? Correct the false sentences.

- | | |
|--------------------------------------|-----------------------------------|
| 1 Tramuntana designs cars. | 4 It is an international company. |
| 2 It sells products on the internet. | 5 There are 700 staff in Paris. |
| 3 It sells famous brands. | 6 The top sales are in Asia. |

8 2.04 Listen to Alan Murray talking about his company. Match 1-5 with a-e.

- | | |
|-----------------------------------|---------------------------------------|
| 1 We are | a in Bonn, Germany. |
| 2 We provide | b an international transport company. |
| 3 Our global head office is based | c in 220 countries. |
| 4 We have over 360 offices | d 85,000 staff and 250 aircraft. |
| 5 We have | e global logistics services. |

A/AN

→ Grammar reference: page 106

We use *an* with a word beginning with a vowel sound: *an airline, an e-commerce company, an international transport company, an MBA, an hour, an online company*, etc.

We use *a* with other words: *a bank, a car company, a manufacturer*, etc.

Teacher's resources: extra activities

Writing 9A Look at the table about the InterContinental Hotels Group. Write a short description of the company. Use some of the phrases in the box.

Company name	InterContinental Hotels Group (IHG)
Business	hospitality services
Head office	Denham, England
Hotels	Over 5,300
Countries	100
Staff	Over 375,000 people in hotels and corporate offices globally

We are a/an ... company. We make/sell ... We provide ... services.
We are based in ... We have (offices) in ... We have over ... staff/offices/etc.

B Work in pairs. Write a similar description about a different company. Use some of the phrases in the box.

Student A: turn to page 114.

Student B: turn to page 115.

C Compare your descriptions from Exercise 9B with your partner.

2.3

A week in the life

Lesson outcome

Learners can write simple sentences about work routines and activities.

Lead-in 1A Put the days of the week in order (1-7). Which days are the weekend?

Friday Monday 1 Saturday Sunday Thursday Tuesday Wednesday

B 2.05 Listen and check. Then listen again and repeat.

Reading 2 Complete the texts with questions a-i.

- a Where are you from?
- b Where **do** you **work**?
- c What **do** you **do**? (x2)
- d What **do** you **do** at work? (x2)
- e **Do** you **like** your job? (x2)
- f **Do** you **travel** for work?
- g **Does** the company **have** offices in other countries?
- h What days **do** you **work**?
- i What **do** you **do** in your free time?



About Charlotte Thomas

- 1 _____
I'm an IT specialist.
- 2 _____
I work for a German company. It's a financial services provider. I'm based in the Guildford office in England.
- 3 _____
I work on projects for different departments. I design software programs and provide technical solutions.
- 4 _____
Yes, the projects are interesting.
- 5 _____
Yes, but I **don't travel** a lot. I go to the company head office in Munich every three months to see my boss. I spend a week there.
- 6 _____
Yes. Germany, the UK, the Netherlands and Japan.



THE WORK AND HOLIDAY BLOG

Meet Álvaro and Pablo

- 7 _____
We're students from Spain. We have visas to live, work and study in Australia for a year.
- 8 _____
We work in a restaurant in Sydney. We're waiters.
- 9 _____
We take food orders, prepare drinks and serve customers.
- 10 _____
Five days a week from Wednesday to Sunday. We **don't work** on Monday and Tuesday.
- 11 _____
We **don't work** in the morning, we study English. On Monday and Tuesday afternoon we go to the beach and relax.
- 12 _____
Yes, it's good work experience and we have money to study and travel.

3 Read the two texts again. Who does this information refer to?

	Charlotte	Álvaro and Pablo	All
1 travels/travel for work	✓		
2 likes/like the job			
3 works/work at the weekend			
4 works/work in an office			
5 studies/study			

Communicative grammar

TALKING ABOUT ROUTINES

→ Grammar reference: page 106

+ I/You/We/They work for a German company. I/You/We/They live in Australia.	He/She designs software programs. He/She spends a week in Munich every three months.
- I/You/We/They do not travel for work. I/You/We/They don't work on Monday and Tuesday.	He/She does not work in the head office. He/She doesn't study in the afternoon.
? Do you travel for work? Do they like their jobs?	Does he/she work at the weekend?
? Where do you work ? What do they do at work?	What days does he/she work ?

→ page 97 See Pronunciation bank: Questions

4A Choose the correct word.

- 1 He *don't / doesn't* work in an office.
- 2 I *don't / doesn't* live in Munich.
- 3 We *don't / doesn't* have visas.
- 4 He *don't / doesn't* travel for work.
- 5 You *don't / doesn't* work on Monday.
- 6 She *don't / doesn't* spend a month in Germany.
- 7 They *don't / doesn't* go to the beach at the weekend.
- 8 The IT department *don't / doesn't* have an office in London.

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

- 1 not / websites / He / does / design
- 2 like / job / She / not / her / does
- 3 pizzas / have / The / does / not / restaurant
- 4 does / language / The / provide / college / not / classes
- 5 for / does / He / not / work / travel
- 6 does / food / She / not / the / prepare

5A Complete the questions with *do* or *does*.

- 1 What _____ Álvaro and Pablo study?
- 2 _____ Charlotte Thomas work in London?
- 3 Where _____ Álvaro and Pablo work?
- 4 How often _____ Charlotte go to Munich?
- 5 What days _____ Álvaro and Pablo work?
- 6 What _____ Charlotte do at work?

B Work in pairs. Ask and answer the questions in Exercise 5A.

6A Write questions with *you*.

1 What / do?	
2 Where / live?	
3 What / do at work?	
4 What days / work?	
5 work at the weekend?	
6 travel for work?	
7 like your job?	

B Work in pairs. Ask and answer the questions in Exercise 6A.

Writing 7 Write a short blog post for your company intranet. Choose one option.

- 1 Write about a new colleague at work.
- 2 You have a new job. Write about yourself.

T Teacher's resources:
extra activities

Lesson outcome

Learners can talk about their jobs and work routines in a simple way.

Lead-in 1A Match the photos with the situations.

friends in a café new colleagues by the coffee machine at work strangers in a lift



B Look at the situations again. What do people talk about in each situation?

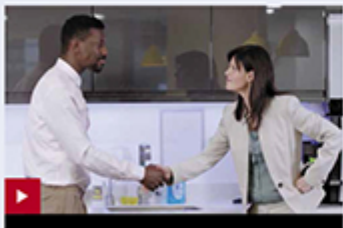
family free-time activities health home town
job nationality nothing the weather work

C Think of some more things to talk about for each situation.

2 Use the phrases to complete the dialogue for photo A in Exercise 1A.

T: I'm Tony. ¹ _____ (What / your name?)
S: Hi, I'm Susan. Nice to meet you.
T: ² _____ (Which department / you work in, Susan?)
S: Sales. I'm in Mark's team.
T: ³ _____ (What / you do?)
S: ⁴ _____ (I / a Sales Rep).
T: What about you? ⁵ _____ (Where / you work?)
S: I work in the IT department.

VIDEO 3A 2.4.1 Watch the video without sound. Do the people in the video know each other well?



B Watch the video with sound. What do Andrea and Jack talk about?

4A Watch the video again and complete the table.

	Jack	Andrea
Department	¹ _____	⁵ _____
Job	Community ² _____	⁶ _____ Director
Tasks	³ _____ blogs provide images and videos for the website and for social media ⁴ _____ messages from customers and write answers	⁷ _____ meetings with sales team and big clients ⁸ _____ to sales conferences in Europe every year

B Which job do you prefer, Andrea's or Jack's? Why?

T Teacher's resources:
extra activities

USING 'S AND S'

→ Grammar reference: page 107

Mark's team = Mark has a team, *the company's image* = the company has an image
The employees' canteen = the employees have a canteen
The customers' email addresses = the customers have email addresses

5A Complete the sentences with one word in each gap. Watch the video again if necessary.

- 1 You're _____ here, right?
- 2 Yes, that's _____. It's my first week.
- 3 Nice to _____ you.
- 4 Which _____ are you in?
- 5 What _____ a Community Manager do?
- 6 I write blogs and _____ images and videos.
- 7 That sounds _____.
- 8 _____ do you work?
- 9 _____ you travel for work?
- 10 _____ talking to you.

B Work in pairs. Practise saying the sentences in Exercise 5A.

Speaking

MAKING SMALL TALK

Starting a conversation

Hi! My name's ...
 Hello, I'm ...
 Nice to meet you (again).

Asking questions

Which department are you in?
 What do you do?
 Do you work (in finance / with Sylvia, etc.)?
 Do you know (Jack/Susan, etc.)?

Showing interest

Really?
 Oh, I see.
 That sounds interesting/boring/good/great, etc.
 That's interesting/boring/good/great, etc.
 What about you? / And you?

Finishing a conversation

Nice talking to you.
 See you later.
 See you soon.

T Teacher's resources:
extra activities

6A Work in pairs. Choose a role or complete the table for yourself. Write a dialogue between these people by the coffee machine at work. Use the Speaking box to help you.

Student A: You are Andrea, Jack or yourself.

Student B: You are a new person in the company. Choose a role: Oscar, Veronica or yourself.

	Oscar	Veronica	Me
Job	Intern	Admin Assistant	
Department	human resources	purchasing	
Tasks	answer phones, make photocopies, take notes at meetings, learn from colleagues	phone suppliers, make orders, write emails, solve problems with orders, check documents	

B Practise the dialogue.



Lesson outcome

Learners can introduce themselves in formal situations and talk about their companies and jobs in a simple way.

- A conference website** **1** Look at the website. Answer the questions.
1 Where is it? **2** When is it?



- Conference small talk** **2A** Do you go to conferences? Do you have a business card?

- B** 2.06 Listen to a conversation at the Global marketing conference. Complete the business cards with the person's job. Do the people know each other?



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- 3** Listen to the conversation again. What do they talk about? Tick (✓) five options from the box.

their companies their families their home towns
 the hotel their jobs their nationalities the weather

- 4A** 2.07 Listen and complete the questions from the conversation. Use one word in each gap.

- | | |
|--|---|
| 1 _____ are you from, Anthony? | 6 Sorry, what's your name _____? |
| 2 What _____ you? You're American, right? | 7 Patricia, _____ do you do? |
| 3 What do you _____, Anthony? | 8 What _____ a Digital Project Manager do? |
| 4 What do you do at _____? | 9 Do you _____ for work? |
| 5 What _____ your company do? | |

- B** Listen again and repeat the questions in Exercise 4A.

- Networking** **5** Look at page 122 and follow the instructions.

What? When? Where?

6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Handwritten notes on calendar:

- 6: MR. John 10 AM - Team meeting
- 8: SEMINAR @ New York
- 16-19: (Red shaded area)
- 25: break
- 29: Annual Meeting
- 30: Conference (Skype)



Unit overview

- 3.1 > We're very busy in December**
Lesson outcome: Learners can talk about their routines and the busy periods in their jobs.
Vocabulary: Months and seasons
Communicative grammar: Talking about ability and possibility
Video: I can work flexible hours
Task: Asking and talking about your partner's work
- 3.2 > Requests**
Lesson outcome: Learners can make and reply to requests.
Vocabulary: Ordinal numbers and dates
Reading and listening: Can I have some time off?
Speaking: Talking about taking time off
- 3.3 > I am writing to complain ...**
Lesson outcome: Learners can write a short email describing a problem and requesting action.
Reading: Complaints
Communicative grammar: Talking about the past
Writing: An email to describe a problem and request action
- 3.4 > Work skills: We have a problem**
Lesson outcome: Learners can describe problems in a simple way and explain solutions.
Video: A progress meeting
Speaking: A progress meeting
- 3.5 > Business workshop: A problem with a client**
Lesson outcome: Learners can identify problems, explain solutions and make and reply to requests.
Reading: A customer complaint
Speaking: A problem-solving meeting; A phone call

Review 3 | **Pronunciation:** 3.1 *can* and *can't* | 3.2 ordinal numbers | **Grammar reference:** 3.1 Talking about ability and possibility; *at, in, on, from ... to ...* | 3.2 *Can ... ?/Could ... ?* | 3.3 Talking about the past

3.1

We're very busy in December

Lesson outcome

Learners can talk about their routines and the busy periods in their jobs.

Lead-in

1 Match the photos with the seasons.

autumn spring
summer winter



Vocabulary Months and seasons

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

2A 3.01 Put the months in order. Then listen and check.

B Match the seasons in Exercise 1 with the months in Exercise 2A.

C What months are busy in your job?

3A 3.02 Listen to Emily and Mark talking about their jobs. Write the correct name next to each picture.



A _____

B _____

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

Emily

- We're never busy in March or April.
- Winter is always quiet so I usually go on holiday in July or August.
- I always go on holiday in spring.
- I **can** speak Japanese.

Mark

- November and December are busy.
- I usually go on holiday in March, April or May.
- I **can** go on holiday in summer.
- I **can't** speak Spanish.

Communicative grammar

TALKING ABOUT ABILITY AND POSSIBILITY → Grammar reference: page 107

+ I/You/He/She/It/We/They **can** speak seven languages.
I/You/He/She/It/We/They **can** go on holiday in spring.

- I/You/He/She/It/We/They **can't** speak other languages.
I/You/He/She/It/We/They **can't** finish work at 2 p.m.

? **Can** I/you/he/she/it/we/they speak Japanese?

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

Can I/you/he/she/it/we/they go on holiday in January?

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

→ page 98 See Pronunciation bank: *can* and *can't*

4 3.03 Complete the office rules with *can* and *can't*. Then listen and check.

In the new flexi-time system, staff need to work thirty-seven hours a week. They ¹ _____ choose when they start and finish work and they ² _____ decide when to go to lunch.

- All employees need to be in the office from 10.30 a.m. to 3 p.m.
- This means employees ³ _____ start after 10.30 a.m.
- They ⁴ _____ finish work before 3 p.m.
- The building opens at 7 a.m. so employees ⁵ _____ start work then.
- Employees ⁶ _____ take one hour for lunch from 11.15 a.m. to 2.45 p.m.
- They ⁷ _____ take lunch before 11.15 a.m. or after 2.45 p.m.
- They ⁸ _____ work until 8 p.m. when the building closes.
- Remember, if you drive to work, you ⁹ _____ only park your car in spaces 120-225.
- Employees need their ID card or they ¹⁰ _____ enter the car park.

5 3.04 There are different ways to tell the time. Listen and tick (✓) the one you hear.



- 1 ten a.m.
ten o'clock



- 2 ten p.m.
ten o'clock



- 3 twelve
twelve o'clock



- 4 seven thirty
half past seven



- 5 three fifteen
quarter past three



- 6 eleven forty-five
quarter to twelve



- 7 eight ten
ten past eight



- 8 four forty
twenty to five

We can use the twenty-four-hour clock to talk about schedules, e.g. at the airport.

The flight is at 20.45 (= twenty forty-five).

AT, IN, ON, FROM ... TO ...

→ Grammar reference: page 107

at + time

at 3.30, at 11 o'clock

in + month, season, year, part of the day

in June, in autumn, in 2020, in the morning

on + day, date, special day, official holidays

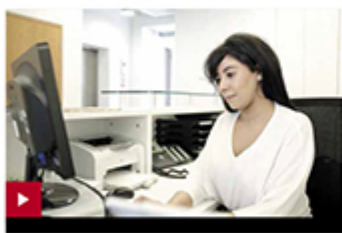
on Friday, on the 19th of June 2020, on my birthday, on New Year's Day

from + day, time, date **to** + day, time, date

from Monday to Friday, from 10 o'clock to 6 o'clock, from the 15th to the 31st of August

T Teacher's resources: extra activities

VIDEO 6A 3.1.1 Watch Part 1 of the video. Are the sentences *true* (T) or *false* (F)?



- | | |
|---|---|
| 1 Fi usually works from 2.30 to 5.30. | 5 Ellie usually finishes work at 5.30 p.m. |
| 2 Fi can't work flexible hours. | 6 Ellie has a meeting with her manager on Mondays at 12.00. |
| 3 Fi can speak three languages. | 7 Ellie can't go on holiday in September. |
| 4 Fi never goes on holiday in December. | |

B Watch Part 2 of the video. Answer the questions.

- | | |
|---|-------------------------------|
| 1 What time does Kathryn start work? | 3 When is her busy period? |
| 2 When does Kathryn have team meetings? | 4 When can she go on holiday? |

7A Work in pairs. Use the ideas in the box to ask questions about your partner's work.

what time / start/finish work? when / busy? busy / spring? when / go for lunch? when / go on holiday?

A: When can you go on holiday? **B:** We can go on holiday in spring, so I usually go on holiday in April.

B Now explain your partner's work to a new partner.

A: Susana can go on holiday in spring, so she usually goes on holiday in April.



3.2 Requests

Lesson outcome

Learners can make and reply to requests.

Lead-in 1 What's your favourite company? Why?

Vocabulary Ordinal numbers and dates

2A  3.05 Listen and complete the list with the company names in the box.

Apple Berkshire Hathaway ExxonMobil General Electric
Microsoft Novartis PetroChina Toyota Motor Corporation

FT

FT Global 500 – World's top companies in 2015

	Company	Country	Value (\$bn)
1st	_____	USA	724.7
2nd	_____	USA	356.5
3rd	_____	USA	356.5
4th	Google	USA	345.8
5th	_____	USA	333.5
6th	_____	China	329.7
7th	Wells Fargo	USA	279.9
8th	Johnson & Johnson	USA	279.7

	Company	Country	Value (\$bn)
9th	Industrial and Commercial Bank of China	China	275.3
10th	_____	Switzerland	267.8
11th	China Mobile	Hong Kong	267.2
12th	Wal-Mart Stores	USA	265.1
13th	_____	USA	249.7
14th	Nestlé	Switzerland	243.7
15th	<u>Toyota Motor Corporation</u>	Japan	238.9
16th	Acme Digital	USA	221.6

B The list in Exercise 2A is from 2015. Which companies do you think are first, second and third today? What other companies do you think are on the list today?

Look, there are no big e-commerce companies on this list! I think Amazon or Alibaba are on the list today.


C Work in pairs. Practise saying the numbers from 1st to 15th. Then try to say the numbers in the box.

16th 18th 20th 21st 22nd 23rd 27th 30th 31st 40th 100th 500th

1st - first, 2nd - second, ... 20th - twentieth, ... 23rd - twenty-third

3  3.06 Listen and underline the number you hear.

- 1 Our department always has a meeting on the 1st / 3rd Thursday of the month.
- 2 Mr Barker's office is on the 22nd / 32nd floor.
- 3 The delivery arrives on the 10th / 12th of November.
- 4 Can you come to Sam's 13th / 30th birthday on Monday?
- 5 That's the 15th / 50th email today.
- 6 My holiday starts on the 9th / 19th of July.
- 7 Thank you for waiting, you are 5th / 15th in line.
- 8 I'm out of the office from the 12th / 20th of January for a week.

4A  3.07 Listen and write the dates you hear.

- 1 14/9/2021 3 _____ 5 _____ 7 _____
2 _____ 4 _____ 6 _____

B Work in pairs. Practise saying the dates in Exercise 4A.

14/9/2021 - the fourteenth of September twenty twenty-one

Say years in two parts:

1814 'eighteen fourteen'

1945 'nineteen forty-five'

2019 'twenty nineteen'.

But 2000 is 'two thousand'

and 2001-2009 are 'two thousand and one', etc.

19	13	60
10	50	1

T Teacher's resources:
extra activities

5 3.08 **Play bingo. Listen and circle the numbers as you hear them.**

Student A: Look at the bingo card on the left.

Student B: Look at the bingo card on page 113.

Student C: Look at the bingo card on page 116.

Student D: Look at the bingo card on page 118.

→ **page 98** See Pronunciation bank: Ordinal numbers

Reading and listening

Can I have some time off?

6 Read the email. What does Michaela want? Why?

Hi Colin,

Good news! We move house on Tuesday 19th July.

Could I please take some time off from Monday 18th to Thursday 21st July for the move? And could I also take Friday 15th July to prepare?

Can you let me know as soon as possible? I need to start organising things!

Thanks,
Michaela

> CAN ... ? / COULD ... ?

→ Grammar reference: page 107

Requests

Use *could* to make polite requests.

Could I please take some time off?

Could you finish the report before you go?

Use *can* for requests in informal situations.

Can I take some time off?

Can you finish the report for me?

Replies

To reply positively, use: *Yes, of course (I/we can).*

To reply negatively but politely, use:

I'm sorry but we can't. I'm afraid you can't. We can't. I'm sorry. We can't, I'm afraid.

T Teacher's resources:
extra activities

7 3.09 **Listen to Colin's phone call with Michaela. Answer the questions.**

- Does Colin give Michaela some time off?
- How many people are on holiday in July?
- What dates does Colin suggest for Michaela's holiday?
- What does Colin ask Michaela to do?

8 Match 1–6 with a–f.

- | | |
|-----------------------------|----------------------------------|
| 1 Could I please take | a as soon as possible? |
| 2 You can take from | b Monday 18th to Wednesday 20th. |
| 3 I'm afraid you can't take | c all the days you want. |
| 4 Could you let me know | d the report before you go? |
| 5 Could I also take Friday | e some time off? |
| 6 Can you finish | f 15th July? |

Speaking

9 Work in pairs.

Student A: Look at page 114 and read the information.

Student B: Look at page 119 and read the information.

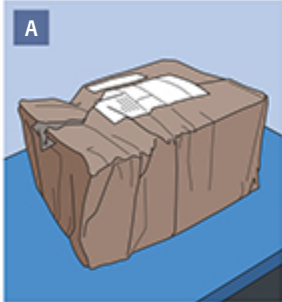
3.3 I am writing to complain ...

Lesson outcome

Learners can write a short email describing a problem and requesting action.

Lead-in 1 Match 1-5 with A-E.

What's wrong?



- 1 My delivery is **late**. C
- 2 The product is **broken**. _____
- 3 The package is **damaged**. _____
- 4 An item is **missing**. _____
- 5 The price is **incorrect**. _____

Reading 2A What problems in Exercise 1 are complaints i-iv about? One problem is not used.

How can we help?



- i Our order **was** three parts, not two! Only two parts **were** in the box, the third **wasn't** there. *An item is missing.*
- ii The price on the website **was** \$250 but the price on the invoice **was** \$300.
- iii Our delivery **was** 8-11 a.m. I **was** here, but my packages **weren't**!
- iv My new laptop **was** broken. The package and box **were** both OK, but the screen **was** damaged.

B Use the questions 1-4 to continue the complaints in Exercise 2A.

- 1 iii What time is the delivery?
- 2 _____ Where is the missing part?
- 3 _____ What is the correct price?
- 4 _____ When can you send me a new laptop?

Communicative grammar

TALKING ABOUT THE PAST

→ Grammar reference: page 108

- | | |
|---|---|
| <p>+ I/He/She was late for work.
You/We/They were late for work.
It was broken.
There was a problem with the order.
There were three late deliveries in January.</p> | <p>- I/He/She wasn't (= was not) late for work.
You/We/They weren't (= were not) late for work.
It wasn't broken.
There was no problem with the invoice.
There were no late deliveries in February.</p> |
| <p>? Were you/they at work yesterday?
Was he/she at work yesterday?
Was it broken?
Was there a late delivery yesterday?
Were there items missing?</p> | <p>+/- Yes, I/he/she was. / No, I/he/she wasn't (= was not).
Yes, we/they were. / No, we/they weren't (= were not).
Yes, it was. / No, it wasn't (= was not).
Yes, there was. / No, there wasn't (= was not).
Yes, there were. / No, there weren't (= were not).</p> |

Why **was** the invoice wrong?

Where **were** the missing items?

3 Choose the correct word.

- 1 There *was* / *were* a problem with the order.
- 2 How many items *was* / *were* missing?
- 3 The delivery *wasn't* / *weren't* correct.
- 4 My items *was* / *were* broken.
- 5 The delivery address on the invoice *was* / *were* wrong.
- 6 *Was* / *Were* there three computers in the package?
- 7 There *was* / *were* five items missing.
- 8 Two items *was* / *were* late, and one *was* / *were* broken.

4 Write questions with *was* and *were*.

- 1 What / the problem? _____
- 2 Why / the packages damaged? _____
- 3 When / the meeting? _____
- 4 Where / the reports? _____
- 5 he / in the meeting / yesterday? _____
- 6 Where / the order? _____

T Teacher's resources:
extra activities

5A Read the email. Which of the problems in Exercise 1 does Beata have?

From: Beata Minari
Beata.Minari@TPY.comm
Subject: Missing order

Dear Sir/Madam,

I am writing to complain about the order (Ref: 13267B) from Monday last week.

Our order ¹_____ three different parts. Unfortunately, only two parts ²_____ in yesterday's delivery – parts RJY4653 and PHG847 ³_____ both in the box, but NBG7896 ⁴_____. Where is the missing part?

This third item is now one week late, and this is a big problem for us.

Can you ^a_____, please?

I look forward to hearing from you.

Best regards,

Beata Minari
Purchase Manager, TPY Inc.

B Complete gaps 1-4 in the email with *was(n't)* or *were(n't)*.**C Read the requests below. Then look at gap a in the email. Which two requests can Beata use?**

Can you

[change the part,]	please?
	send the missing item,		
	send a different item,		
	resend the invoice,		
	send the correct order,		

Writing 6 Put the phrases in the correct order. Use the email in Exercise 5A to help you.

- a I look forward to hearing from you. _____
- b Best regards, _____
- c I am writing to complain about ... _____
- d Dear ... , _____

7 Look at the situations ii-iv in Exercise 2A. Choose one and write an email like the one in Exercise 5A. Remember to:

- use the phrases from Exercise 6 in your email.
- describe the problem.
- request action.

3.4

WORK SKILLS We have a problem

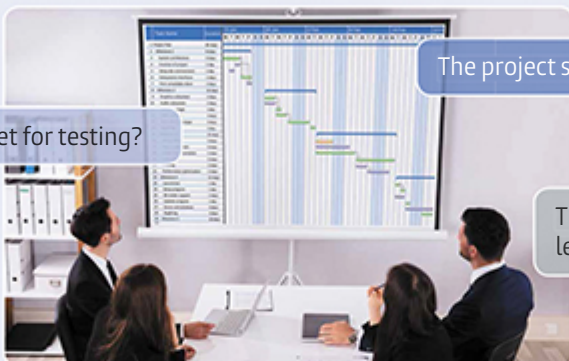
Lesson outcome

Learners can describe problems in a simple way and explain solutions.

Lead-in 1 Look at the photos. Complete the types of meeting (a-c) with the words in the box.

planning progress problem-solving

a a _____ meeting



Mike, what is the budget for testing?

The project starts next month.

This is a new project team, so let's start with introductions.

b a _____ meeting



Why not make a new product?

Does anyone have an idea?

We could change the website design.

How can we fix this?

c a _____ meeting



There's a problem with the schedule.

Where are we with the project?

We're a week late and we need to hire more people.

VIDEO 2A Match the problems 1-3 with the solutions a-c.

- | | |
|------------------------------------|---------------------------------------|
| 1 can't find parts at a good price | a ask an IT specialist for help |
| 2 people are on holiday in summer | b hire more people in July and August |
| 3 website doesn't work properly | c use big, international suppliers |

B Match the problems/solutions in Exercise 2A with the items on the agenda (i-iii).

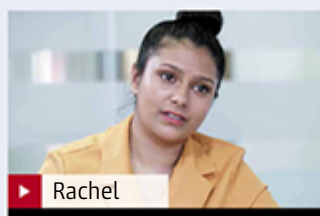
C 3.4.1 Watch the meeting. Who can meet their deadline? Who can't?

Team meeting:

10 June, 10.00-10.30, room 5

AGENDA

- i Project planning
 - ii New supplier
 - iii Online invoice system
- Any other business



3 Put the words in bold in the correct order. Watch the video again if necessary.

1 Paulo, **with are where we** planning the new project?

2 **aren't we finished.** I'm sorry.

3 And Rachel, **situation the what's with** finding a new supplier?

4 OK, **what we do can** to solve this?

5 **Can finish we** on schedule?

6 No. I think **time we more need.**

7 Martin, **you about tell can us** the online invoicing system?

8 We **a with problem have** the website, but **we solve can** it.

9 **we're schedule on.**

Speaking

> A PROGRESS MEETING

Talking about progress

Where are you/we with planning the new project? We aren't / It isn't finished.

What's the situation with the product testing? We're/It's on schedule.

Talking about problems

The problem is they can't make the parts we need.

We have a problem with the website.

There was a problem with the invoices.

Talking about solutions

What can we do to solve this? We can look for international suppliers.

How can we fix this? We need to change how the system works.

We can see the solution.

We can solve it.

Talking about schedules

Is everything on schedule? Yes, I think we can finish it by Friday.

Can you/we finish by next week? I think we need more time, I'm sorry.

Can you/we meet the deadline?

T Teacher's resources:
extra activities

Team meeting:

AGENDA

i Car design

ii Supplier

iii Website

Any other business

4 Work in groups of four. You all work in a car company. Look at the agenda and have a team progress meeting.

Student A: Look at page 119 and read the information.

Student B: Look at page 113 and read the information.

Student C: Look at page 115 and read the information.

Student D: Look at page 117 and read the information.

Lesson outcome

Learners can identify problems, explain solutions and make and reply to requests.

A customer complaint

1 Read the email and choose the correct words.

- 1 The order yesterday was *correct* / *incorrect*.
- 2 *Three* / *Five* parts were not in the package yesterday.
- 3 The other parts in the order yesterday were *right* / *wrong*.
- 4 This is the *first* / *second* time the delivery was late.
- 5 GKB Production want *the missing parts* / *different parts*.

C.Charleston <Chris.Charls@GKB.co.uk>
Order 45231C

Dear Sir/Madam,

I am writing to complain about our order (Ref. 45231C) yesterday from Denilson's.

Unfortunately, the order was wrong. Three parts were missing and the other parts were incorrect. The package was also two hours late.

This is the first time there was a problem with late delivery, but it is the third time there was a problem with an order. Last month, all the parts in our order were broken and last week five of the items were missing.

This is a big problem for us. Can you send us the missing parts and improve delivery for the next order, please?

I look forward to hearing from you.

Best regards,

Chris Charleston,

Purchasing Manager, GKB Production

A problem-solving meeting

2 Read your role card and prepare for the meeting.

Student A: Follow the instructions on this page.

Student B: Look at page 113 and follow the instructions.

Student A

Work with another Student A. Put the bold words in the correct order.

- 1 **with are where we** GKB? _____
- 2 **we fix how can** this? _____
- 3 **with the what's situation** the delivery company? _____
- 4 **change can we** the delivery company? _____
- 5 **find you can** a solution this week? _____
- 6 **give we can** GKB a discount on their next three orders. _____

Read your role card and prepare for the meeting with your employee.

You are the Sales Manager at Denilson's.

- Meet your employee. He/She is a Sales Rep and GKB Production is his/her client.
- Discuss the delivery problems with him/her.
- Use the agenda and try to include the sentences above in your conversation.
- Agree on possible solutions and a time to visit GKB together.

Work in Student A/B pairs. Have the meeting.

AGENDA

- 1 Discuss the problems with the GKB delivery.
- 2 Discuss possible solutions.

A phone call

3 Work with a partner.

Student A: Follow the instructions on this page.

Student B: Look at page 115 and follow the instructions.

Student A

You are the Sales Manager at Denilson's. Your employee, the Sales Representative for Denilson's, calls you to ask for something. Listen to his/her request and use the information below in your call.

- The Sales Representative doesn't need to go to the meeting at GKB.
- You have a meeting with the CEO on Monday 12th May at 2 p.m.
- You are on holiday on Friday 9th May, so you need to know about the new delivery company on Thursday 8th May.



Self-assessment

I can identify problems, explain solutions and make and reply to requests.



Problems and solutions

4



Unit overview

4.1 > What went wrong?

Lesson outcome: Learners can talk about problems at work in the past.

Vocabulary: Past irregular verbs

Communicative grammar: Talking about the past

Video: Problems at work

Task: Talking about problems in the past and how you solved them

4.2 > How can I help?

Lesson outcome: Learners can make simple phone calls describing problems and offering solutions.

Vocabulary: Solutions

Listening: On the phone

Speaking and writing: Making phone calls at work

4.3 > We are sorry that ...

Lesson outcome: Learners can reply in a simple way to an email of complaint.

Reading: An email of complaint and a reply

Communicative grammar: Using negatives in the past; Asking questions about the past

Writing: A reply email

4.4 > Work skills: Face-to-face complaints

Lesson outcome: Learners can say sorry in work-related contexts.

Video: There is a problem with ...

Speaking: Responding to a complaint

4.5 > Business workshop: Can I help you?

Lesson outcome: Learners can make and receive simple phone calls about problems at work and understand and reply to emails of complaint.

Speaking: Making phone calls

Reading: An email of complaint

Writing: Replying to a complaint

Review 4

Pronunciation: 4.1 The *-ed* ending
4.3 'th' as /θ/ and /ð/

Grammar reference: 4.1 Talking about the past: Past Simple 4.2 Making offers and promises with *will* 4.3 Using negatives and questions in the past: Past Simple

4.1



What went wrong?

Lesson outcome

Learners can talk about problems at work in the past.

Lead-in 1 Read the problems people have at work. Which sentences are true for you?

- 1 I sometimes write the wrong address on an email.
- 2 I often send emails to the wrong person.
- 3 People sometimes give me the wrong contact information.
- 4 We always have problems with the internet.
- 5 I never say that person's name correctly. Is it Grzmiel?
- 6 I sometimes make mistakes on an invoice.
- 7 I often see spelling mistakes in emails.
- 8 I'm always late for meetings.

Vocabulary Past irregular verbs

2A 4.01 Look at the pictures. Complete 1-5 with a-e. Then listen and check.

- | | |
|---|---|
| a I made a mistake on an invoice. | d The headphones stopped working. |
| b I sent the report after the deadline. | e Tom was late, but he said sorry when he arrived. |
| c I went to the wrong office this morning. | |



1 ___ I **saw** the people talking but there was no sound.



2 ___ The project was delayed.



3 We **had** a meeting at 3 p.m. yesterday. ___




4 I **wrote** the wrong address last week. ___



5 ___ The client complained and we **gave** him the money back.

B Complete the second sentence in each pair with the pink verbs in Exercise 2A.

- 1 I go to work at 7 a.m. every day. I went to work at 8 a.m. yesterday.
- 2 I usually make two or three phone calls a day. Yesterday, I _____ ten phone calls.
- 3 I often write emails to my clients. I _____ thirty emails to clients last week.
- 4 He says a lot in meetings. He _____ a lot in the meeting yesterday.
- 5 She sends invoices every day. She _____ twenty invoices yesterday.
- 6 We have a meeting every day. We _____ two meetings yesterday.
- 7 You see your manager every day. You _____ your manager last week.
- 8 We give new clients a discount. I _____ two clients a discount yesterday.

 Teacher's resources: extra activities

Communicative grammar

TALKING ABOUT THE PAST

→ Grammar reference: page 108

Past regular verbs

I/You/He/She/We/They **worked** late last night.

I/You/He/She/We/They **stopped** working on Mondays last week.

I/You/He/She/We/They **studied** finance at university.

It **started** last year.

Past irregular verbs

be → was/were; give → gave; go → went; have → had; make → made; say → said;
see → saw; send → sent; write → wrote

→ page 104 See Irregular verbs list

→ page 99 See Pronunciation bank: The -ed ending

3 Complete the sentences with the past form of the words in brackets. The verbs are regular.

- 1 I _____ (work) in Paris last year.
- 2 I _____ (manage) a big team last month.
- 3 She _____ (miss) the meeting this morning.
- 4 They _____ (provide) our internet last year.
- 5 I _____ (travel) to work by car last week.
- 6 I _____ (stop) working in sales two months ago.
- 7 I _____ (study) finance at university.
- 8 We _____ (press) the button and the photocopier stopped working.

4A Complete the text with the past form of the words in brackets. Some verbs are irregular.


We ¹ _____ (have) an important client presentation but we ² _____ (make) a mistake on the slides. The wrong client's name was on them! We ³ _____ (change) the name and ⁴ _____ (give) a copy of the new slides to everyone at the presentation but we ⁵ _____ (send) the old presentation with the wrong name to the client by email.

B Complete the text with the past form of the words in the box. Some verbs are irregular.

go have miss not be say write

I ¹ _____ a meeting with a client at 100A Piccadilly in London, but I ² _____ 101A. I ³ _____ to the meeting but there ⁴ _____ a 101A! I ⁵ _____ the meeting. I called the client and ⁶ _____ sorry.

T Teacher's resources:
extra activities

VIDEO 5  **4.1.1 Watch the video of people talking about problems at work. Put the three sentences for each person in the correct order.**



Leonora

- a I called the IT specialist. _____
- b I checked the paper. _____
- c I turned it off and on. _____

Rob

- a I telephoned the client. _____
- b I arrived an hour late. _____
- c I went by metro. _____

Ali

- a I sent more and more emails. _____
- b The client sent the documents. _____
- c I called the client. _____

6A Work in pairs. Tell your partner about Leonora's, Rob's or Ali's problem and how they solved it.

B Work in pairs. Choose a problem from the box or use the notes for Student A and B. What was your partner's problem?

Student A: Look at page 114. **Student B:** Look at page 122.

A train or plane was late. You made a mistake on an invoice or a report. You missed a deadline.
You went to the wrong building. Your computer stopped working. Other.

C Tell your partner's story to a new partner.



4.2 How can I help?

Lesson outcome

Learners can make simple phone calls describing problems and offering solutions.

Lead-in 1 Work in pairs. How often do you have these problems?

- | | |
|---|---|
| 1 An invoice has the wrong information. | 5 A delivery is late. |
| 2 You don't receive an important email. | 6 You forget your phone charger. |
| 3 An order is lost. | 7 The sound doesn't work in a video call. |
| 4 There's no ink for the printer. | 8 You can't find a client's office. |

never → once or twice a month → a few times a week
 → sometimes → every day → all the time

Vocabulary Solutions

2 Look at the solutions (a-h). Which problem in Exercise 1 does each one solve?

- | | |
|--|---|
| a Ask a colleague for a charger. <u>6</u> | e Contact the delivery company about the order. <u> </u> |
| b Ask a colleague to check the address. <u> </u> | f Contact the supplier by email. <u> </u> |
| c Check your spam folder. <u> </u> | g Send the driver a message. <u> </u> |
| d Check that your headphones work. <u> </u> | h Send an order to your supplier. <u> </u> |

3A Choose the correct word.

- 1 **A:** I can't find the email from Bronson Ltd.
B: Are you sure? Do you need to *check* / *contact* your spam folder?
- 2 **A:** We don't have any ink left.
B: OK, I can contact our supplier *for* / *about* the order.
- 3 **A:** I need to finish this report.
B: You can ask Chris *about* / *to* help you.
- 4 **A:** My order is three days late.
B: Why don't you *send* / *contact* the delivery company?

B Complete the text with the past form of the words in the box. The verbs are regular.

I had a video call but there was no sound on the computer. I ¹ _____ the headphones worked but there was still no sound. I ² _____ a colleague _____ help me and the headphones worked on her computer. I ³ _____ IT _____ the problem and they fixed it, but I missed the call.

C Write a solution for each problem.

- 1 I can't find the email from the supplier. (check / spam folder)
 _____ *Check your spam folder.* _____
- 2 I lost my ID card. (ask / your manager / a new one)

- 3 My keyboard doesn't work. (check / it's connected to the computer)

- 4 John never answers his phone. (send / him / a message)

- 5 The order is wrong. (contact / the supplier / phone)

- 6 My computer doesn't work. (ask / IT / help you)

- 7 The invoice is wrong. (contact / the supplier / the invoice)

- 8 The printer doesn't work. (send / the document / a different printer)

ask ... to check that
 contact ... about



Listening On the phone

Sandra Dennison from
 1 _____ phoned.
 Wrong information on
 the 2 _____ .
 Can you call her on
 45 3 _____ ?

4 ▶ 4.02 Listen to a phone call and complete Maria's notes.

5A Complete the words.

- | | |
|--|--|
| 1 How can I h ___ you? | 6 I'm sorry a ___ that. |
| 2 Could I s ___ to Chris, please? | 7 Could you a ___ Chris to call me? |
| 3 I'm a ___ Chris is in a meeting. | 8 Is that r ___ ? |
| 4 Can I t ___ a message? | 9 I'll g ___ Chris the message. |
| 5 T ___ is Sandra Dennison from ATQ Global. | 10 C ___ I help you with anything else? |

B ▶ 4.03 Listen and check. Then listen again and repeat.

➤ **MAKING OFFERS AND PROMISES WITH WILL** ➔ Grammar reference: page 108

I/You/He/She/We/They'll call (= I/You/He/She/We/They **will call**) you back.
 I'll give (= I **will give**) Chris the message.
 I'll send (= I **will send**) you a copy of the invoice.

T Teacher's resources:
extra activities

6 ▶ 4.04 Listen to Chris return Sandra's call. Tick (✓) the solution Chris offers.

to add an item to the order to create a new order to give Sandra her money back

7A Put the bold words in the correct order.

- 1 Hi, Chris. **Sandra is this.**
- 2 Hi, Sandra. **call returning I'm your.**
- 3 So I'm **have we afraid only** a record of the black ink.
- 4 **add I can** the colour ink to your order now.
- 5 **create I'll a invoice new.**
- 6 **you send I'll copy a** of the new invoice today.
- 7 No. **can I the team ask** to add it to your order.
- 8 Can **help I you anything with** else?

This is Sandra.

T Teacher's resources:
extra activities

B ▶ 4.05 Listen and check. Then listen again and repeat.

Speaking and writing

8 Work in groups of three.

Student A: Look at page 114. **Student B:** Look at page 116. **Student C:** Look at page 118.

4.3 We are sorry that ...

Lesson outcome

Learners can reply in a simple way to an email of complaint.

Lead-in 1 Tick (✓) the reasons you write emails. Then tell your partner.

- | |
|---|
| apologise to a customer arrange a meeting ask for / give information
complain contact friends and family request action solve problems other |
|---|

Reading 2 Read the email and answer the questions.

- 1 Why does Mr Taylor write the email? 3 What does Mr Taylor want?
 2 What was the problem?



From: M. Taylor
 matthew.taylor@PAL.com
Subject: Broken printer

I am writing to complain about the printer/photocopier (Model: 13267B) we received last week. Unfortunately, the machine worked for three days but then the paper ran out. After we put more paper in, the machine turned on, but it **didn't copy** documents and **didn't work** when we needed to print from our computers.

Can you replace the machine, please?

I look forward to hearing from you.

Best regards,
 Matthew Taylor
 Office Manager, PAL Pet Insurance

Communicative grammar

USING NEGATIVES IN THE PAST → Grammar reference: page 108

I/You/He/She/We/They **didn't finish** (= I/You/He/She/We/They **did not finish**) the report.
 The printer **didn't print** (= **did not print**).
 The photocopier **didn't copy** (= **did not copy**).

3 Rewrite the sentences using the past negative form. Remember to check the irregular verbs on page 104.

- | | |
|-----------------------------|---|
| 1 The technician came. | <u> <i>The technician didn't come.</i></u> |
| 2 My computer worked. | <u> _____</u> |
| 3 You lost your headphones. | <u> _____</u> |
| 4 I had a problem. | <u> _____</u> |
| 5 The delivery arrived. | <u> _____</u> |
| 6 They complained. | <u> _____</u> |

Teacher's resources:
 extra activities

Reading 4A Read the reply to the email in Exercise 2. What does the company want to do next?



From: F. Franchesa
 Federico.Franchesa@Zafusi.com
Subject: Broken printer

Dear Mr Taylor,

We are sorry that your printer/photocopier doesn't work.

To help us solve your problem, can we get some more information?

- **Did** you **check** that there was ink in the printer/photocopier?
- **Did** you **try** turning it off and on?
- **Did** you **try** restarting it from the settings menu?

We would like to send a technician to look at the machine. Could you tell us what time is suitable? We can talk about a replacement when the technician checks the machine.

We are sorry again for the problems you had.

Best regards,
 Federico Franchesa
 Customer Service Representative, Zafus

Communicative
grammar**B Read the email again and answer the questions.**

- 1 What three things does Federico ask about?
- 2 When can they talk about replacing the machine?

ASKING QUESTIONS ABOUT THE PAST

→ Grammar reference: page 108

Did you **try** turning it off and on?**Yes**, I/you/he/she/it/we/they **did**.**Did** the technician **check** the machine?**No**, I/you/he/she/it/we/they **didn't**.**Did** it **work** after you put more paper in?When **did** the machine **stop** working?What **did** the technician **do**?Where **did** you **buy** it?**5 Put the words in bold in the correct order.**

- 1 **you did try** restarting it?

- 2 **did the phone when stop** working?

- 4 **did what the technician** say?

- 5 **did where send you** the delivery?

T Teacher's resources:
extra activities

→ page 99 See Pronunciation bank: 'th' as /θ/ and /ð/

Writing 6 Complete the sentences with the phrases in the box.

are sorry again are sorry that can talk about
some more information what time is would like to

- 1 We _____ your tablet didn't work.
- 2 Can we get _____ about the problem?
- 3 We _____ check the phone.
- 4 Could you tell us _____ suitable?
- 5 We _____ a replacement when our technician checks your phone.
- 6 We _____ for the problems you had.

7 Look at page 115 and read the complaint email. Then write a reply like the one in Exercise 4A. Follow these steps.

- Say sorry for the problem.
- Ask for more information and ask for details of the problem.
 - can / we / more information?
 - try / remove tape?
 - try / turn off and on again
- Say you want to send a technician to look at the washing machine.
- Ask for a good time to visit.
- Say when you can talk about a new machine.



4.4

WORK SKILLS Face-to-face complaints

Lesson outcome

Learners can say sorry in work-related contexts.

Lead-in 1 Work in pairs. Look at the pictures. What is each person complaining about?

a broken product a software problem the wrong amount



2 4.06 Listen and read the dialogues. Match them with the pictures in Exercise 1.

- 1 **Customer:** Sorry, this is too much. I only bought three. This is the price for four.
Sales Assistant: I'm very sorry about that. I'll just change it and print you a new one.
- 2 **Customer:** When I make a video call, people can't hear me.
Customer Service: Really? Did you check the microphone settings?
- 3 **Customer:** I bought this yesterday but when I took it out of the box, I saw the screen was damaged.
Sales Assistant: I'm very sorry. Can I have a look at it?

VIDEO 3 4.4.1 Watch Part 1 of the video and answer the questions.



- 1 What is the problem?
- 2 The Sales Assistant asks about two solutions. What are they?
- 3 Did the customer try them?

4A 4.4.2 Watch Part 2 of the video. Tick (✓) the offers the assistant makes.

to contact the phone maker to give the customer a different phone
to give the customer her money back to order a new phone to repair the phone

B Watch Part 2 again and answer the questions.

- 1 What offer does the customer choose?
- 2 Why does she choose it?

5 Match 1-4 with a-d and 5-8 with e-h.

- | | |
|--------------------------|-----------------------------------|
| 1 Really? What's | a your money back. |
| 2 Did you try | b the problem? |
| 3 So, I can give you | c turning it off and on again? |
| 4 You can choose | d a different phone. |
| 5 Let me just check when | e we can get you a replacement. |
| 6 I'll order | f on Wednesday. |
| 7 You can collect it | g it now. |
| 8 OK, I'll call you | h when it's ready for collection. |

Speaking

RESPONDING TO A COMPLAINT

Asking about the problem

How can I help you?

What's the problem?

Can/Could you tell me about the problem?

Suggesting solutions

Did you try turning it off and on again?

Did you change the battery?

Did you try reinstalling the app?

Making offers

I can/could give you your money back.

You can/could choose a different phone.

I can/could order a new one.

Making promises

I'll order a new one now.

You can collect it on Friday.

I'll call you when it's ready.

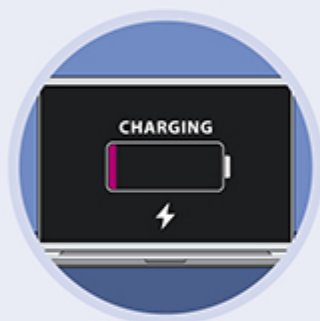
 Teacher's resources:
extra activities

6 Work in pairs.

Student A: Follow the steps below. **Student B:** Look at page 117.**Student A: Scenario 1**

You bought a laptop yesterday. When you got home, the laptop didn't turn on. Take it back to the shop and explain the problem to the Sales Assistant (Student B).

Read the notes and think about what you can say.



- Bought laptop yesterday.
- Didn't turn on.
- Tried charging it.
- Tried taking battery out and putting it back in.
- Didn't help.
- Listen to the Sales Assistant's options.
- Make a decision about what you prefer.

Student A: Scenario 2

You work in an electronics shop. A customer (Student B) will come in with a problem. Listen to his/her problem and use the notes to help him/her.

Read the notes and think about what you can say.



- Listen to the customer's problem.
- Ask the customer if he/she tried turning the phone off and on.
- Ask the customer if he/she tried cleaning the volume button.
- Tell the customer that you can:
 - give him/her his/her money back.
 - give him/her a different phone.
 - order a new one.
- Listen to the customer's choice.
- Tell the customer what you will do next.

Lesson outcome

Learners can make and receive simple phone calls about problems at work and understand and reply to emails of complaint.

Phone calls 1 Work in pairs. Roleplay a phone call.

Student A: Make the call. Read the information on this page.

Student B: Answer the call. Read the information on page 117.



Student A: Read the information. Then phone Student B.

- You work for Masacati Manufacturing.
- You bought a part for your machine from PTC Supplies.
- The part is broken.
- The order number is PTCS00785.
- Call PTC Supplies and ask them for a replacement.

Making a phone call

This is (your name) from (your company).

I/We bought ... yesterday / last week/month.

The ... is broken/late/lost.

There's a problem with ...

Can you send us ... ?

Complaints 2 Read the email. Tick (✓) the problems the customer had.

a delivery was late a part was broken an invoice was wrong
someone sent the wrong replacement the price for a part was wrong

Order number PTCS00785



S. Piancastelli <Simone.Piancastelli@Masacati.com>

Dear Sir/Madam,

I am writing to complain about our order (PTCS00785) from last week.

The first part you sent me was broken when it arrived. I phoned you and you sent me a replacement the next day. But I received part PNZ2654A and that's not what I ordered. And the replacement part is also broken.

Can you replace the part again please and use a different delivery company, or give us our money back?

I look forward to hearing from you.

Best regards,

Simone Piancastelli

Purchasing Manager, Masacati Manufacturing

Replying to a complaint 3 Write an email replying to the complaint in Exercise 2. Follow these steps and use the language in the box to help you.

- Say you are sorry about the problems.
- Ask a question about the delivery (e.g. box/arrive/damaged?).
- Ask a question about the replacement part (e.g. correct part number / PNZ2654H?).
- Offer to send the correct part.
- Offer to give the customer his/her money back because of the mistake.
- Say you are sorry again.

Replying to complaints

We are sorry that ...

Can we get some more information (about ...)?

We will send/give you ...

We would like to ...

We are sorry again for the problems you had.



Office day to day

5



Unit overview

5.1 > What are you working on?

Lesson outcome: Learners can talk in a simple way about their present activities at work.

Vocabulary: Word pairs

Communicative grammar: Talking about things happening now

Video: What are they doing?

Task: Writing about what people are doing now

5.2 > Are you free at two?

Lesson outcome: Learners can make phone calls to arrange and postpone meetings.

Vocabulary: Word pairs

Listening: Organising meetings

Speaking: Arranging and postponing meetings

5.3 > Can we meet to discuss ... ?

Lesson outcome: Learners can write an email to arrange, accept or change a meeting.

Reading: Emails arranging, accepting or changing a meeting

Communicative grammar: Talking about future arrangements

Writing: An email arranging a meeting

5.4 > Work skills: Can I ask a favour?

Lesson outcome: Learners can ask for a favour, offer help and respond to offers and requests for help.

Video: Can you help me?

Speaking: Doing favours

5.5 > Business workshop: The meeting is at 3 p.m.

Lesson outcome: Learners can arrange, accept, cancel and postpone meetings by email and telephone.

Writing: An email to arrange a meeting to discuss a problem

Speaking: Postponing a meeting

Review 5

Pronunciation: 5.1 /ŋ/ and the Present Continuous
5.3 /ɪ/ and /i:/

Grammar reference: 5.1 Talking about things happening now
5.3 Talking about future arrangements



Lesson outcome

Learners can talk in a simple way about their present activities at work.

Lead-in 1 Work in pairs. What do you do every day?

have meetings make phone calls see suppliers
send emails visit clients write reports other

Vocabulary Word pairs

Designer HR Manager
Production Manager
Purchaser Sales Manager

2  5.01 Listen to Jane, Katie and Mark. What is each person's job? What do they do every day?

Jane - Sales Manager - go to meetings, ...

3 Cross out the word in each group that you **can't** use.

- 1 have / prepare for / make / go to a meeting
- 2 make / receive / wait for / do a phone call
- 3 write an email / a report / minutes / the telephone
- 4 visit a client / a colleague / a supplier / a presentation

4A Complete the sentences with words from Exercise 3.

- 1 The sales team **aren't visiting** a new _____ right now.
- 2 He's **having** a(n) _____ with the client at the moment.
- 3 I'm **making** a(n) _____ now. Can we talk later?
- 4 They're **not preparing** for the _____ at the moment.
- 5 We're **visiting** a(n) _____ to check the order now.
- 6 I'm **writing** the _____ of yesterday's meeting right now.

B Match two sentences from Exercise 4A with the pictures.



T Teacher's resources:
extra activities

Communicative grammar



TALKING ABOUT THINGS HAPPENING NOW → Grammar reference: page 109

I'm (not) **writing** the sales report now.
You're (not) **waiting** for a phone call from a client at the moment.
He/She's (not) **travelling** right now.
We're (not) **having** a meeting right now.
They're (not) **visiting** a supplier at the moment.

→ page 100 See Pronunciation bank: /ɪ/ and the Present Continuous

5 Complete the email with the phrases in the box.

are visiting 'm not working
'm preparing 'm waiting
's travelling

Hi Susan,  

Thanks for helping when I'm on holiday next week. There are a few important things I need to tell you before I go.

The board meeting is on Monday. I ¹ _____ for it now. I ² _____ for an email from John with the presentation slides.

All of the sales team ³ _____ clients at the moment so please ask them to send you their client reports next week.

Can you remind Sandra to do her report on Monday? She ⁴ _____ at the moment and doesn't have access to email.

I ⁵ _____ in the office today, so can you ask me questions tomorrow when I see you?

Thanks again!

Best wishes,
Tom

6A Write sentences to describe what's happening in the pictures.



1 (write / email)
I'm writing an email.



2 (visit / client)
They're visiting a client.



3 (have / meeting)



4 (travel / for work)



5 (make / phone call)



6 (wait for / phone call)



7 (write / minutes)



8 (prepare for / meeting)

T Teacher's resources:
extra activities

B Make the sentences in Exercise 6A negative.

I'm not writing an email.

VIDEO 7A 5.1.1 Watch Part 1 of the video. Tick (✓) the person who talks about each of the activities.



Who:	Keir	Maria	Beata	Mo
is printing some documents?				
is waiting for a phone call?				
is writing invoices?				
is preparing a report?				

B Watch Part 2 of the video. Complete the sentences with words from the video.

- 1 Megan _____ a client. 3 Jenny _____ invoices.
2 Riaz _____ phone call to a client. 4 John _____ a sales report.

8A Write sentences to describe what you think your colleagues, friends and people in your family are doing right now.

B Work in pairs. Read your sentences to your partner. If you know the person, do you agree?



5.2

Are you free at two?

Lesson outcome

Learners can make phone calls to arrange and postpone meetings.



Lead-in 1 Tick (✓) the people you have meetings with.

colleagues classmates clients my manager my team suppliers teachers other

2 Work in pairs. What do you talk about with the people in Exercise 1?

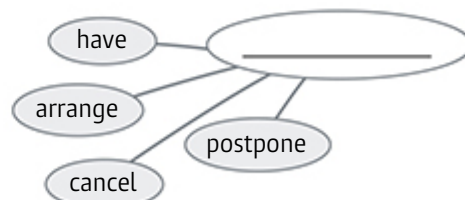
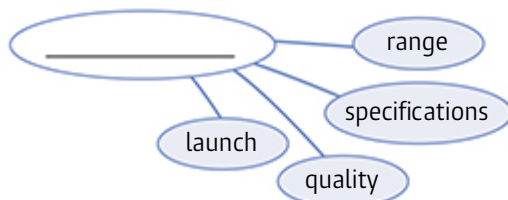
contracts costs deadlines delivery dates payments projects schedules shipping tests other

Vocabulary Word pairs

3A 5.02 Match 1-8 with a-h. Then listen and check.

- | | |
|---|--|
| 1 Can we arrange a meeting with the client next week? | a No, I didn't. I need to speak to him tomorrow. |
| 2 Did you talk to Chris? | b We checked the product specifications. |
| 3 What did you talk about in the meeting? | c I think it's the 22nd of May. |
| 4 Sorry, but I need to cancel the meeting today. | d We have twenty-five models in our product range. |
| 5 How many different models do you have? | e We have very high product quality. |
| 6 Can we postpone the meeting until next week? | f OK. I'll email Sandra and tell her. |
| 7 What is the best thing about your products? | g Sure. I'm free on Wednesday. |
| 8 Do you know the date of the product launch? | h Yes. Can we have it on Monday? |

B Complete each spidergram with words from Exercise 3A.



Teacher's resources: extra activities

Listening Organising meetings

4A 5.03 Listen to three phone calls. Who does each caller want to have a meeting with?

Who wants to have a meeting with ...	Phone call 1	Phone call 2	Phone call 3
a customer?			
a colleague?			
a supplier?			

B Listen to the phone calls again. Choose the correct option.**Phone call 1**


- 1 The caller is calling to ____.
- a arrange a meeting b postpone a meeting c cancel a meeting
- 2 The meeting is about ____.
- a a product launch b new product specifications c the price of a new product
- 3 The meeting is ____.
- a this afternoon b tomorrow morning c tomorrow afternoon

Phone call 2

- 4 The caller is calling to ____.
- a arrange a meeting b postpone a meeting c cancel a meeting
- 5 The meeting is about ____.
- a product prices b the company's product range c the product quality
- 6 The meeting is at ____.
- a 2 p.m. on the 18th b 3 p.m. on the 18th c 2 p.m. on the 19th

Phone call 3

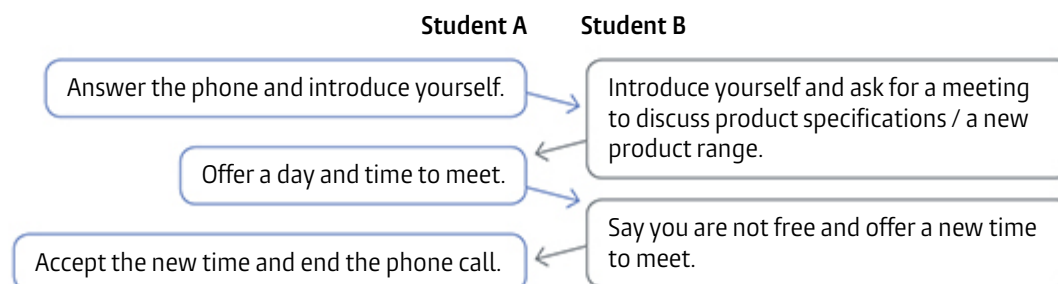
- 7 The caller is calling to ____.
- a arrange a meeting b postpone a meeting c cancel a meeting
- 8 The meeting is about ____.
- a a new order b a reorder c a return
- 9 The meeting is in the ____.
- a morning on the 15th b afternoon on the 18th c morning on the 19th

5A  5.04 **Complete the dialogue with the phrases in the box. Then listen and check.**

can't do free on
I'm busy just check
see you we arrange
we do you free

- A:** Hello. Travelli. Marco Travelli speaking.
- B:** Hi, Marco. This is Dianne Grant at Malladi Tech here.
- A:** Hello, Dianne. How are you?
- B:** I'm good, thanks. Listen, we have a new product range. Can ¹ _____ a meeting to talk about it?
- A:** Yes. That would be great.
- B:** Great. Are ² _____ on Monday?
- A:** Let me ³ _____. Sorry, ⁴ _____ on Monday. I'm ⁵ _____ Tuesday morning.
- B:** Oh. I ⁶ _____ Tuesday. Can ⁷ _____ Wednesday morning?
- A:** Yes, that's fine. I'll ⁸ _____ then.
- B:** Great, see you on Wednesday. Bye.
- A:** Bye.

T Teacher's resources:
extra activities

B Work in pairs. Practise the dialogue with your partner.**Speaking 6 Work in new pairs. Take turns being Student A and Student B.****7 Work in pairs.**

Student A: Look at page 116. **Student B:** Look at page 117.

5.3

Can we meet to discuss ... ?

Lesson outcome

Learners can write an email to arrange, accept or change a meeting.


Lead-in 1A Work in pairs. Which words from the box are in the pictures?


a contract a document
a report a spreadsheet
an agenda an invoice
meeting minutes notes
presentation slides




B Which things in Exercise 1A do you often send as email attachments? What other things do you send?

Reading 2A Read the emails and put them in the correct order.

A  Hi Melissa,
I'm really sorry but I need to cancel our meeting tomorrow. We're **having** an emergency team meeting.
Are you working from home today? Can I call you after you talk to the client?
Best,
Sarah

B  Hi Melissa,
Here's a copy of the presentation slides for the clients **we're meeting** next week. Please find them attached.
Can we arrange a meeting before the presentation? I'd like to discuss the key points.
I'm **not working** in the office tomorrow so can we meet on Thursday? After lunch?
Thanks,
Sarah

C  Hi Sarah,
Thanks for the presentation slides. They are very good. I'm **talking** to the client tomorrow morning so it's fine to meet on Thursday afternoon. I'll see you then.

Melissa

Three informal ways to end an email are:

Best regards,
Thanks,
Best,
We use them in the same way.

B Complete email c with the phrase from the box you prefer.

3 Read the emails in the correct order. Answer the questions with Sarah, Melissa or both.

- Who ...
- 1 prepared the presentation slides? Sarah
 - 2 asks for a meeting? _____
 - 3 likes the presentation slides? _____
 - 4 asks to change the meeting? _____
 - 5 has a problem in their team? _____
 - 6 doesn't always work in the office? _____

Communicative grammar

TALKING ABOUT FUTURE ARRANGEMENTS

→ Grammar reference: page 109

I'm **starting** a new job next month.
You/We/They're **meeting** the client next week.
He/She's **working** from home on Friday.

I'm **not writing** the meeting minutes.
You/We/They **aren't meeting** the client until next week.
He/She **isn't working** in the office tomorrow.

Are we/you/they **meeting** the client next week?
Is he/she **working** in the office on Friday?

T Teacher's resources: extra activities

→ page 100 See Pronunciation bank: /ɪ/ and /i:/

4A Choose the correct words.



Project meeting

Tim Moralis

t.moralis@webbertaylor.com

Hi Kiesha,

As you know, we ¹*'re starting / 's starting* a new project next month. I'd like to talk about the team roles with you. Can we arrange a meeting to discuss this?

I ²*'re not working / 'm not working* in the office tomorrow but I'm free on Wednesday.

³*Is you working / Are you working* in the office on Wednesday? Can we meet in the morning?

At 9 a.m.?

Best regards,

Tim

B Complete the email with the correct form of the words in brackets.



Re: Project meeting

Kiesha Holongi

k.holongi@webbertaylor.com

Hi Tim,

I can meet on Wednesday at 9 a.m. but I ¹_____ (meet) some clients at 11 a.m. on Wednesday morning so we need to finish by 11 a.m. Then I ²_____ (visit) a supplier in the afternoon but will be back in the office at 3 p.m. if we need to talk more.

³_____ (you / work) from home tomorrow? If you prefer, we can do a video call.

Best,

Kiesha

C Complete the email with the correct form of the words in the box.

not work talk visit work



Re: Project meeting

Tim Moralis

t.moralis@webbertaylor.com

Hi Kiesha,

I'm sorry but I can't do our meeting tomorrow morning. Some of our team ¹_____ next week so I need to speak to them, and then I ²_____ to the HR team from 10 a.m. to 1 p.m. about some new staff. I'm not free later because I ³_____ a customer at 4 p.m. and I'm busy on Thursday. I ⁴_____ in the office all day on Friday so we can meet then.

Thanks,

Tim

Writing 5 Match 1-6 with a-f.

1 I'm free on Monday.

2 I'm not free on Monday.

3 I'm really sorry but I need to cancel our meeting.

4 Can we arrange a meeting on Monday?

5 I'd like to talk about the presentation.

6 Please find the presentation slides attached.

a I'm sorry but I can't do our meeting.

b I'd like to discuss the presentation.

c Can we meet on Monday?

d Here's a copy of the presentation slides.

e I'm busy on Monday.

f I can meet on Monday.

6A You are working with a colleague on a project. Write an email to him/her like the one in Exercise 4A.

- Ask to meet him/her to talk about the project.
- Explain why you want to meet him/her.
- Suggest a day and time to meet.

B Work in pairs. Exchange emails with your partner. Read your partner's email and write a reply like the one in Exercise 4B. Say you will come to the meeting on the day and time he/she suggested.

C Exchange emails with your partner. Read your partner's email and write another reply like the one in Exercise 4C. Explain you need to cancel the meeting. Give a reason and suggest a new day and time.


Lesson outcome

Learners can ask for a favour, offer help and respond to offers and requests for help.

Lead-in 1 Who can you ask these questions?

a colleague the IT team your manager other


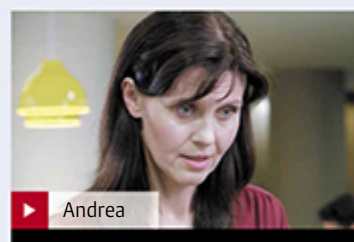
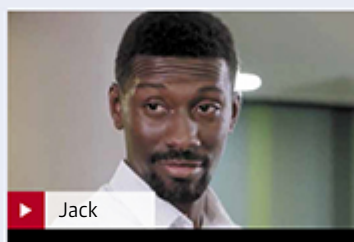
- 1 Can you look at my computer? I can't send emails. *a colleague, ...*
- 2 I can't find my copy of the budget report. Do you know where it is?
- 3 Can you help me finish this report?
- 4 Can I leave early today? My daughter's not well.
- 5 Do you know Anna's email address?

2  5.05 **Put the sentences in the correct order. Then listen and check.****Conversation 1**

- a OK. Found it. Thanks. ____
- b Oh ... it's in the 'product descriptions' folder. ____
- c Sorry, Paul, can I ask a favour? 1
- d Sure, Tony. How can I help? ____
- e I can't find the presentation we're working on. Where did you save it? ____

Conversation 2

- a OK, thanks. ____
- b I'm looking for Viktor Dorret's contact details. Do you have them? ____
- c Monika, do you have a minute? ____
- d Just a minute. Here they are. I'll email them to you. ____
- e Yes, sure. How can I help? ____

VIDEO 3A  5.4.1 **Watch the video without sound. Do Martin, Jack and Andrea ask for help or offer help?****B Watch the video with sound. Choose the correct option.**

- 1 Why does Martin need to leave early?
 - a He is not well.
 - b He wants to work from home.
 - c His daughter is not well.
- 2 What does Yumiko want to know?
 - a If Martin will be at work tomorrow.
 - b If Martin can work from home.
 - c If Martin finished the report.
- 3 Why does Jack offer to help Paulo?
 - a Paulo can't use the photocopier.
 - b Jack wants to use the photocopier.
 - c Paulo asks him for help.
- 4 What does Paulo need help with?
 - a Putting paper in the photocopier.
 - b Sending a document from his computer.
 - c Changing the ink in the photocopier.
- 5 Why does Andrea need help?
 - a She doesn't know how to do the task.
 - b Her computer doesn't work.
 - c She has problems with her deadline.
- 6 Why can't Rachel help her?
 - a She needs to finish some presentation slides.
 - b She needs to finish a report.
 - c She has a meeting.

4 Work in pairs. Are these problems common at your workplace or place of study?

5A 5.06 Listen and complete the dialogue.**Yumiko:** Hi, Martin. Do you need something?**Martin:** Hi, Yumiko. Yes, could I ask a ¹ _____ ?**Yumiko:** Go on.**Martin:** My daughter is not well and I need to pick her up from school. ² _____ I leave early?**Yumiko:** ³ _____ you work from home?**Martin:** Yes. I think I can.**Yumiko:** ⁴ _____. That's OK. I ⁵ _____ see you tomorrow. I hope your daughter feels better.**Martin:** Thanks, Yumiko. I'm sure she will.**B** Work in pairs. Practise the dialogue in Exercise 5A.

Speaking

DOING FAVOURS**Asking for help**

Can/Could you help me?

Can/Could I ask you for some help?

Can/Could I ask a favour?

Offering help

Can I help you?

Do you need some help with the report?

Agreeing to help

That's no problem.

Yes, sure.

Accepting help

Yes, please.

Thanks. That would be great.

Refusing to help

I'm really sorry but I'm too busy.

I'm afraid I can't help you because I'm working on this presentation.

Refusing help

No, thanks.

No, I'm fine. Thanks.

Suggesting someone else who can help

You could ask Jessica.

Maybe Zach can help.

Why don't you ask Richard?

T Teacher's resources:
extra activities**6** Work in pairs. Make conversations.*Asking for help*

- You have one of the problems below. Ask your partner for help.

A: Could I ask a favour?**B:** Yes, sure.**A:** I'm having problems writing this report. Can you ... ?*Offering help*

- You can see your partner has one of the problems below. Offer to help.

A: Are you OK?**B:** No, I can't open this document.**A:** Can I help you?*'I can't find a file I need to work on.'**'I need help writing a report.'**'I need to know someone's phone number.'**'I need to leave work early.'**'My computer doesn't work.'*



Lesson outcome

Learners can arrange, accept, cancel and postpone meetings by email and telephone.

Arranging a meeting

1 Which sentences (1–8) can you use in an email to arrange a meeting? Which can you use in an email to agree to a meeting? And which sentences are from other types of emails?

To arrange a meeting: _____ To agree to a meeting: _____ Other: 1 _____

- 1 I am writing to complain about my invoice.
- 2 I can meet on Monday. I'll see you then.
- 3 Can we meet to discuss the problem?
- 4 We are sorry that your invoice was wrong.
- 5 Yes, I'm free at 10 o'clock.
- 6 Are you free at 10 o'clock tomorrow?
- 7 Can we get some more information about the problem?
- 8 Can we arrange a meeting to talk about the project?

2 You need to meet your colleague to discuss a problem with a project. Write an email to arrange a meeting.

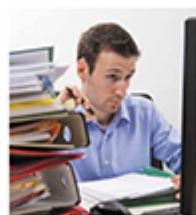
- Tell your colleague you want to meet.
- Suggest a day and time to meet.
- Say why you want to meet.

3 Work in pairs. Exchange emails with your partner. Read your partner's email and write a reply. Say you can come to the meeting on the day and time he/she suggested.

Postponing a meeting

4 Match the reasons for postponing a meeting (1–4) with the requests (a–d).

- | | |
|---|---|
| <ol style="list-style-type: none"> 1 My son's not well so I need to pick him up from school early this afternoon. 2 John is not well today and can't come to the office so I need to do his work. 3 A machine broke and I need to go to the factory. 4 A client is thinking about changing supplier and I want to visit them. | <ol style="list-style-type: none"> a Could you email me a PDF of our complete product range? b Could you call the machine supplier and order a new part? c I'm meeting some new clients at 3 p.m. Can you meet them for me? d Can you tell Jane I can't come to the meeting later because I have a lot of things to do? |
|---|---|



5A Work in pairs. Roleplay a phone call.

Student A:

- You need to change the day/time of the meeting you arranged in Exercises 2/3.
- Call your colleague to postpone the meeting.
- Ask him/her a favour.
- Use an idea from Exercise 4 or one of your own.

Student B:

- Answer Student A's call.
- Say it's not a problem to change the day/time of the meeting you arranged in Exercises 2/3.
- Suggest an alternative time to meet.
- Agree to help when he/she asks for a favour.

A: Hello ... This is ... at ... speaking. How can I help you?

B: Hi ... This is ... I'm sorry but I can't do our meeting. My son's not well so I need to pick him up from school early this afternoon. Can we ... ?

B Change roles and postpone the other meeting you arranged by email.



An office move

6



Unit overview

6.1 > It's cheaper and better

Lesson outcome: Learners can compare two options.

Vocabulary: Descriptions

Communicative grammar: Comparing two things

Video: An office move

Task: Choosing a warehouse

6.2 > Which is better?

Lesson outcome: Learners can explain why they chose a specific offer.

Vocabulary: Orders

Speaking and reading: Supplier quotes

Writing: Describing different options

6.3 > Which is the best?

Lesson outcome: Learners can write an email recommending a service and giving reasons.

Reading: An email about changing a mobile phone contract

Communicative grammar: Making proposals with *if*

Writing: An email comparing two offers

6.4 > Work skills: As you can see on the slide, ...

Lesson outcome: Learners can describe tables and graphs.

Video: A presentation about office equipment

Speaking: Talking about presentation slides

6.5 > Business workshop: The office move

Lesson outcome: Learners can compare different options and present the best.

Reading: An email from the boss

Writing and speaking: Comparing two offices

Speaking: Presenting your choice

Review 6

Pronunciation: 6.1 The vowel /ə/
6.3 /æ/ and /ʌ/

Grammar reference: 6.1 Comparing two things
6.2 good - better - best/bad - worse - worst 6.3 Making proposals with *if*

6.1



It's cheaper and better

Lesson outcome

Learners can compare two options.

Lead-in 1A Which pair is wrong?

1



dark light

2



noisy quiet

3



old-fashioned modern

4



small large/big

5



long short

6



cheap expensive

B Which words describe your office/classroom?

Vocabulary Descriptions

2A Read the adverts and look at the words in bold. Match pictures A and B with the adverts.



▶ THE MARSHALLS

Is it **difficult** to park near your city-centre office?

This new business park is in **quiet** green countryside just 20 kilometres from the city. It has 15,000 m² of offices in a **spacious, modern** building and car park space for 3,000 cars. Bus stops and a train station are just a **short** fifteen-minute walk away.

Rents at the business park start at €46,000 a year.

▶ AZTEC HOUSE

Large offices are always **far** from the city centre or **expensive**, right?

This 25,000 m² office building is a **traditional** warehouse in the **busy** centre of the city. We are **close** to bars, restaurants and shops, and three train stations are not a **long** walk away – just five minutes – so your staff will have an **easy** journey.

Office rents are from €54,000 a year.

B Match the adjectives in bold in the adverts with their *comparative forms* in Exercise 2C. *difficult – more difficult*

C Choose the correct option.

- Aztec House is in a **quieter** / **busier** area than the Marshalls.
- The walk to public transport from Aztec House is **shorter** / **longer** than from the Marshalls.
- Travel to the city is **easier** / **more difficult** from the Marshalls.
- Aztec House is **more traditional** / **more modern** than the Marshalls.
- The Marshalls is **more spacious** / **smaller** than Aztec House.
- The Marshalls is **closer** / **further** than Aztec House *to / from* the city centre.
- Rent at the Marshalls is **more expensive** / **cheaper** than at Aztec House.

T Teacher's resources:
extra activities

Communicative grammar

▶ COMPARING TWO THINGS

→ Grammar reference: page 110

The Marshalls is **cheaper than** Aztec House.
Aztec House is **closer than** the Marshalls to the city centre.
Their office is **bigger than** our office.
It's in a **busier area than** the other office.

It's **more modern than** our old office.
Parking is **more difficult** at Aztec House than at the Marshalls.

good → **better** **bad** → **worse** **far** → **further**

→ page 101 See Pronunciation bank: The vowel /ə/

3A Put the words in the correct order.

1 is / This office / than / more expensive / our old office.

2 Parking here / is easier / at our old office. / than

3 more modern / is / than / This building / that building.

4 bigger / It's / our old office. / than

5 darker / The building's / than / our old office.

B Complete the sentences with the correct form of the word in brackets.

1 We moved to a *more traditional* (traditional) building in a _____ (quiet) area.

2 His office is _____ (close) to the station than my office.

3 The journey to my new office is _____ (long) than to my old office.

4 The conference was _____ (busy) than last year.

5 We need to move to a _____ (large) office than we have now.

6 The journey is _____ (short) by car.

T Teacher's resources:
extra activities

VIDEO 4A **6.1.1** Watch three people talking about an office move. Tick (✓) the things they talk about.



bus stop canteen car park distance from the city centre
distance from the train station journey time rent

B Watch the video again and complete the table.

	Tim	Eleonora	Simon
The old office was ...	¹ quieter _____	⁴ _____ , ⁵ _____	
The new office is ...	² l _____ , ³ more m _____	⁶ _____ , ⁷ _____	⁸ _____
The canteen at the new office is ...	⁹ s _____	¹⁰ _____	¹¹ _____ , ¹² _____

Comparisons with *more*
+ noun
It has more parking spaces than city-centre offices have.

5A Work in pairs. Follow these steps.

- You work for MacMurphy, a manufacturing company.
- Your company is looking for a new warehouse.
- Read the information about two warehouses and compare the two options.

	Wilson Lane	Leadson Road
Distance to factory	7 km	5 km
Space	25,000 m ²	17,000 m ²
Truck parking	9	6
Loading bays	5	4
Rent (per year)	€56,000	€49,000

Wilson Lane is larger than Leadson Road.



TASK

B Choose which warehouse to rent.

The perfect warehouse:

- is close to your factory.
- is 20,000 m² or bigger.
- can park six trucks or more.
- has six loading bays.
- is cheaper than €50,000 per year to rent.

Wilson Lane is further from the factory, but it's bigger.

6.2 Which is better?

Lesson outcome

Learners can explain why they chose a specific offer.

Lead-in 1 Which of these do you buy a) in person b) online?



I never buy clothes online. I always go to a shop!
I bought a gift for my friend Susan online yesterday, but ...

Vocabulary Orders

2 Look at the table. Which category in Exercise 1 does it match?

Quote for computer screens and laptops		
Product name:	27fw 68.58 cm (27") Ultraslim Full-HD IPS	NTBK E5420 11.6" LED
Unit price:	£169	£380
Number of units*:	10 screens	15 laptops
Delivery time:	30 days from order	10 days from order
Payment terms:	30 days from date of invoice by bank transfer	
Total price:	£1,690	£5,700
	£7,390	
*Minimum order for free delivery: £500		

3 Match sentences 1-4 with some of the words in bold in Exercise 2.

- 1 Pay us £7,390 for 10 screens and 15 laptops. *total price*
- 2 We deliver the product for free on orders over £500.
- 3 Pay us no later than 30 days after we send you the invoice.
- 4 One screen costs £169.
- 5 This document tells you our price for the products we sell.

4 Look at the table in Exercise 2 again and complete the sentences with some of the words in bold.

- 1 The _____ are the same for both the laptops and the screens.
- 2 The _____ for the laptops is shorter.
- 3 The laptop's _____ is NTBK E5420 11.6" LED.
- 4 The _____ for ten screens is £1,690.
- 5 The _____ for the screens is £169 and £380 for the laptops.

T Teacher's resources:
extra activities

Speaking and reading Supplier quotes

5A Work in groups of four. Morgan Whitaker wants to buy new chairs for its meeting rooms. They asked three suppliers to send them a quote.

Student A: Look at page 114. **Student B:** Look at page 118. **Student C:** Look at page 120. **Student D:** Look at the table in Exercise 5B on page 61. Write the questions you need to ask to complete it. Check your questions with the ones on page 116.

B Student D: Ask Students A–C your questions and complete the table.

	The Work Furniture Specialist	Brench Office Supplies	Winners Office Supplies
Product name			
Unit price			
Minimum order			
Delivery time			
Payment terms			

C Work in groups and compare the three quotes. Which things are better and which things are worse?

I prefer the Soldero meeting chair because it's cheaper!

I think The Work Furniture Specialist is better because of the delivery time.

6 Complete the email with the company names from Exercise 5B.

Hi Paulo,



Thanks for sending me the quotes.

I think ¹ _____ is the best quote. I know the chairs are more expensive than the others, but they look more comfortable.

I know ² _____ are cheaper, but I think they'll have the worst quality. Also, the delivery time is longer than the other suppliers.

I like the offer from ³ _____, but the minimum order is larger than the others. We only need sixteen chairs and I don't want to order twenty.

Because we can order sixteen from ⁴ _____, it's cheaper and more practical to buy from them.

Let me know if you need further information.

Best,

Milo

GOOD – BETTER – BEST / BAD – WORSE – WORST

➔ Grammar reference: page 110

The Work Furniture Specialist's quote is **good**.

The Work Furniture Specialist's quote is **better than** Brench's and Winners'.

The Work Furniture Specialist's quote is **the best**.

Winners' quote is **bad**.

➔ Winners' quote is **worse than** Brench's and The Work Furniture Specialist's.

Winners' quote is **the worst**.



Teacher's resources: extra activities

Writing 7A Your company wants to buy ten standing desks. Complete the sentences about the three different options.


	The Work Furniture Specialist	Brench Office Supplies	Winners Office Supplies
Product name	Willow Standing Desk	Fowler Standing Desk	Hersham Standing Desk
Unit price	\$232	\$440	\$350
Minimum order	15	5	10
Delivery time	10 days	7 days	15 days
Payment terms	60 days	30 days	90 days

- Winners Office Supplies is cheaper than Brench Office Supplies, but it's _____ The Work Furniture Specialist.
- The Willow Standing Desk has _____ price of the three.
- Brench Office Supplies has a _____ minimum order than both Winners Office Supplies and The Work Furniture Specialist.
- Winners Office Supplies' delivery time _____ Brench Office Supplies'.
- The Work Furniture Specialist's payment terms _____ Brench Office Supplies'.

B Use the information in the table in Exercise 7A to write your own five sentences.
Self-assessment

I can explain why I chose a specific offer.



6.3 Which is the best?

Lesson outcome

Learners can write an email recommending a service and giving reasons.

Lead-in 1A Which sentences are true for you?


- 1 I don't pay extra for calls in my country or to the USA.
- 2 I can send hundreds and hundreds of pictures and texts at no extra cost.
- 3 My contract is for twenty-four months.
- 4 I can choose the phone I want.
- 5 I don't pay much for my contract.

B Match the sentences in Exercise 1A with the phrases in the box.

a wide range of phones competitive prices fixed-term contracts
free national and international calls unlimited data and texts

C Compare your phone provider with your partner's.

2 Complete the advert with words from Exercise 1B.


**BUSINESS
MEDIA
SOLUTIONS**

Our premium phone packages offer:

- ★ Competitive ¹ _____
- ★ Fixed-term ² _____ of 12, 24 or 36 months
- ★ Unlimited ³ _____
- ★ Free national and ⁴ _____ calls
- ★ A wide ⁵ _____ of phones at the best prices

Contact us for more information on +44 20 7946 0724 or by email.

Reading 3A BDWN, a financial services company, wants a new mobile phone contract with Star. Read the email and complete the sentence.

Katia thinks the best package is 'Business _____' because it's _____.



Re: Changes to phone contract

Katia
k.robinson@bdwn.fin.com

Hi Gemma,

Star, our mobile provider, are offering us two packages. Please see the attachment for more details. In summary:

- The 'Business standard' package will cost us \$2,600 per month. **If we choose** this package, we'll **have** a twenty-four-month contract. We'll get 3GB of free data per user, but it'll be slower than the other package. We'll also get unlimited texts and free national calls, but we'll pay 20 cents per minute for international calls.
- The 'Business plus' package will cost us \$4,450 per month. **If we get** this package, we'll **have** a twelve-month contract and we'll get unlimited data – faster than the other package – and unlimited texts and free calls. This includes international calls.

I think the 'Business standard' package is better for us because it's cheaper. We don't need the unlimited data or the international calls in the more expensive 'Business plus' package. **If we choose** 'Business standard', we'll **save** a lot of money.

Let me know if you have any questions.

Thanks,

Katia

B Read the email again. Complete the table.

	BUSINESS STANDARD	BUSINESS PLUS
Price	\$2,600	¹ _____
Data	² _____	unlimited
Texts	unlimited	³ _____
National calls	free	⁴ _____
International calls	⁵ _____	free

Communicative grammar

MAKING PROPOSALS WITH IF

→ Grammar reference: page 110

If you **choose** the 'Business standard' package, it'll **cost** \$2,600 per month.

If he **chooses** this package, he'll **get** 3GB of free data per user.

If we **take** the 'Business plus' package, it'll **cost** \$4,450 per month.

If they **get** this package, they'll **have** a twelve-month contract.

→ page 101 See Pronunciation bank: /æ/ and /ʌ/

4A Complete the sentences with the correct form of the words in brackets.

- If you _____ (buy) the standard package, you _____ (get) 3GB of data.
- If she _____ (order) today, she _____ (save) money.
- If we _____ (take) this package, it _____ (cost) more.
- If they _____ (get) a bigger office, they _____ (have) more space.
- If I _____ (sell) more, I _____ (make) more money.
- If he _____ (have) faster internet, he _____ (receive) email attachments faster.

B Write proposals using *if* with the prompts.

- you / choose the plus package / you / get unlimited data
If *you choose the plus package, you'll get unlimited data* _____.
- we / take the standard package / we / have a twenty-four-month contract
If _____.
- he / buy now / he / get better payment terms
If _____.
- I / choose the standard package / save money
If _____.
- they / order more / they / have a lower unit price
If _____.
- she / change the order / the delivery time / be longer
If _____.

T Teacher's resources:
extra activities

Writing 5A Work with a partner. Look at the table in Exercise 5B. Match 1-4 with a-d.

- I think Magnus 1 is better because it's **a** cheaper.
- I think AmuTel is better because it has **b** a shorter contract.
- I think Magnus 1 is better because we get **c** faster.
- I think we should choose AmuTel because it's **d** free national and international calls.

B You are an Office Manager and have two offers for office phones and internet. Write an email like the one in Exercise 3A to the Managing Director.

- Use the information in the table.
- Compare the two offers.
- Include proposals with *if*.
- Explain which offer you prefer and why.

	AMUTEL	MAGNUS 1
Price	\$4,300 per month	\$6,000 per month
Speed	250GB per second	750GB per second
National calls	free	free
International calls	10 cents per minute	free
Contract	twelve months	twenty-four months



Lesson outcome

Learners can describe tables and graphs.

Lead-in 1A Complete the slides with the words in the box.

bar chart bullet point column diagram line graph list pie chart row table

1 a table

	PQL Supplies	WQ Thompson
Delivery times	20 days	25 days
Payment terms	30 days	15 days

b _____ c _____

2 d _____

DELIVERY TIMES

Jan Feb Mar Apr May Jun

3 e _____

CUSTOMER SATISFACTION

Jan Feb Mar Apr May Jun

4 f _____

- Painting – 25th July
- Connect internet – 3rd August
- Move furniture – 5th August

g _____

5 h _____

```

graph TD
    CEO[CEO] --> COO[COO]
    CEO --> CFO[CFO]
    CEO --> CMO[CMO]
  
```

6 i _____

CUSTOMER SATISFACTION

- Very poor – 5%
- Poor – 5%
- Satisfactory – 20%
- Good – 50%
- Excellent – 20%

B Match the sentences (i-vi) with the slides (1-6) in Exercise 1A.

- i The delivery times are now shorter than in January. Slide 2
- ii Unfortunately, we can't move to the new office until August. Slide _____
- iii Three people report to the Chief Executive Officer. Slide _____
- iv WQ Thompson's delivery times are longer than PQL Supplies'. Slide _____
- v Customer satisfaction is higher now than in March. Slide _____
- vi Ninety percent of our customers are satisfied with our service. Slide _____

VIDEO 2A 6.4.1 Watch the video. Which of these items are in the video?

a bar chart a bullet-pointed list a diagram a graph a pie chart a table

B Watch the video again. Are the sentences true (T) or false (F)?

- The Sales Representative is selling laser and inkjet printers and photocopiers.
- The Macinda is slower than the Zindex A320.
- The Zindex can print fifteen pages per minute.
- The Zindex's guarantee is shorter than the Macinda's guarantee.
- If you buy the Macinda, you will pay more per copy.
- If you buy twenty printers, you will get a 10 percent discount on them.

3 Match 1-7 with a-g.

- As you can see from
 - This table shows you the three main
 - The second column is the Zindex A320
 - As you can see in the second row,
 - If you look at the third column, row three,
 - Row four of
 - Let's look
- differences between the two models.
 - the Zindex is faster than the Macinda.
 - the table shows the price of toner for the Zindex and ink for the Macinda.
 - you will see that the Macinda's guarantee is longer.
 - at the price, delivery time and payment terms.
 - these bar charts, the Zindex A320 is the best laser printer/photocopier on the market.
 - and the third column is the Macinda 360.

Speaking

TALKING ABOUT PRESENTATION SLIDES

Talking about slides

Now, let's look at customer satisfaction.

This slide shows two bar charts.

As you can see on the slide, sales of furniture were higher in Q1 than in Q2.

Talking about images, charts and tables

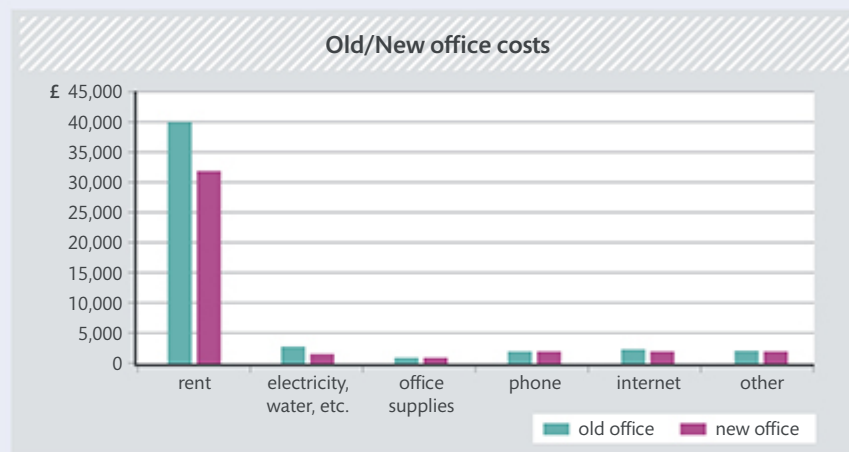
As you can see from the pie chart, we spend less on office supplies.

If you look at the table, you can see that the sales are higher by 10 percent.

If you look at the fourth row, you'll see that we spend more on rent.

T Teacher's resources:
extra activities

4 6.01 Look at the bar chart and complete the text. Listen and check.



Now, ¹l__'s look ²__ our office costs. This ³b__ c__t ⁴s__s the main differences in costs between the old office and the new office. As you ⁵c__s __, the rent of the new office is cheaper by £8,000. If you ⁶l__k __t the cost of electricity, water, etc., ⁷you'__s __ that this cost is also lower. The cost of office supplies, for example paper, ink, pens and phones is the same, but we pay a little less for the internet. So in total we save about 15 percent per month on our new office.

5A Work in pairs.

Student A: Look at page 122 and complete the description of your slide.

Student B: Look at page 119 and complete the description of your slide.

B Work in pairs.

Student A: Give a short presentation to your partner about the two internet providers. Use the slide with your presentation.

Student B: Listen to your partner's description. Are the sentences true or false?

- 1 The table shows the four main differences between Intranui Internet and Priomea Connect.
- 2 Intranui Internet is cheaper than Priomea Connect.
- 3 Intranui Internet's contract is longer than Priomea Connect's contract.

C Work in pairs.

Student B: Give a short presentation to your partner about the customers in Europe and Africa. Use the slide with your presentation.

Student A: Listen to your partner's description. Are the sentences true or false?

- 1 The slide shows a bar chart of customers in Europe and Africa.
- 2 The number of customers in Africa was lower in June than in January.
- 3 May was a good month for Europe and Africa.



Lesson outcome

Learners can compare different options and present the best.

An email from the boss

1A Work in pairs. You and your colleague manage the office in a small company. You receive this email from the Managing Director. What does she want you to do?



Possible office move

Sandra

s.olson@fdw-consulting.com

Hi,

As you know, we're thinking about moving office. This one is very small for us. I'd like you to look for four or five possible offices for us.

For me, the perfect office:

- is a modern office in the city centre, but I'm happy to hear other ideas!
- needs space for all our employees – 22 people at the moment – and space for us to grow in the future.

I know a bigger office will be more expensive than this one, but we need to be careful with money! I think our maximum will be \$2,500 per month.

We also need parking and fast internet. And we'll need a five-year contract or longer.

Did I forget anything?

Thanks,

Sandra

B Read the email again. What things does the office need?

C Can you think of other things a new office needs?

Choose an office

2A Work in pairs. Student A: Look at the two adverts on page 121. Student B: Look at the two adverts on page 119. Write five sentences comparing your two offices. Then choose which office you think your boss would prefer.

Berlin House is bigger than 1A Foster Street.

B Share your sentences with your partner and say which office you think your boss would prefer.

C Work together and compare the two offices you prefer. Choose one to present to your boss.

I think the Wordells is the best. It's in the city, and it's cheaper than 1A Foster Street ...

Present your choice

3 6.02 Listen to a presentation. Complete the gaps with the words you hear.

Anna: So, we think 23 Beaker Street is the best option. ¹ _____ a list of details about 23 Beaker Street. It's bigger than our office now, and it's close to the city centre. It's also close to a train station and a bus stop. They're about a five-minute walk.

However, ² _____, it's not perfect because the car park is smaller and the internet is slower than what we have at the moment.

Tony: Now, ³ _____ prices. The office costs \$1,900 a month so it's more expensive than our office at the moment but cheaper than other offices in the city centre. If you look ⁴ _____, you will see that we can choose a five- or ten-year contract, so that's really good.

4A Work in pairs. Compare the office you chose to Sandra's ideas in the email in Exercise 1A. Prepare a presentation about your choice. Prepare a slide with key information to show in your presentation.

B Present your office to another pair.

23 BEAKER STREET

- Bigger than our office now
- Close to city centre and transport
- Small car park
- Slow internet
- \$1,900/month
- Five- or ten-year contract



Procedures

7



Unit overview

7.1 > What's the procedure?

Lesson outcome: Learners can understand and explain simple procedures.

Vocabulary: Describing a procedure

Communicative grammar: Talking about obligation

Video: Paying suppliers

Task: Explaining a procedure

7.2 > Workflow

Lesson outcome: Learners can describe problems in a simple workflow.

Vocabulary: Descriptions

Reading and listening: A workflow problem

Speaking: Improving a workflow

7.3 > A manual

Lesson outcome: Learners can write a simple manual explaining a procedure.

Reading: A manual

Communicative grammar: Instructions

Writing: Instructions for creating an invoice

7.4 > Work skills: Changing a workflow

Lesson outcome: Learners can discuss workflows and ways of improving a workflow.

Video: A new workflow

Speaking: Making and responding to suggestions

7.5 > Business workshop: How can we improve it?

Lesson outcome: Learners can discuss problems with a workflow and suggest improvements.

Reading: Identifying problems in a workflow

Speaking: Discussing solutions; Responsibilities in a new workflow



Lesson outcome

Learners can understand and explain simple procedures.

Lead-in 1 KDTX PLC buy their office supplies from Total Office World. Look at the two documents on page 122.

Vocabulary Describing a procedure

2 Read the definitions (1–6). Then choose the correct word to complete the stages for paying a supplier.

1 **approves** – says something is OK

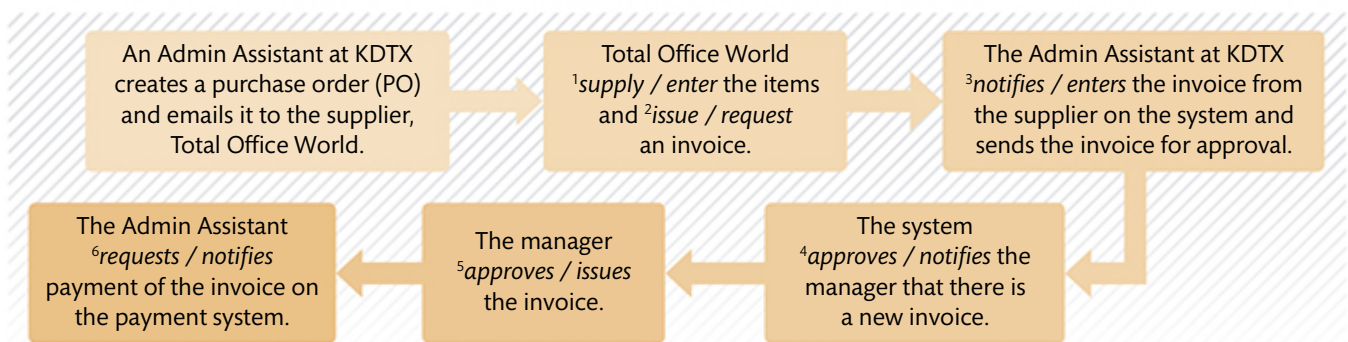
4 **enters** – puts in the system

2 **requests** – asks for something

5 **notifies** – tells someone about something

3 **supplies** – gives an item to someone

6 **issues** – gives a document to someone



3A 7.01 Listen and complete the conversation about issuing a purchase order with the correct words.

A: So, to¹ _____ a purchase order, you **have to go** into the payment system. First, you **have to open** the system.

B: OK.

A: Then you² _____ the supplier's details: name, address, etc. on the system.

B: Do I **have to do** that every time?

A: No, you don't. You can choose it from a list here. When you have the supplier's details, you enter the price here and the delivery date here. You can find the information on the contract.

B: And do I³ _____ the supplier that the purchase order's ready?

A: No, you **don't have to do** that. The system notifies the supplier automatically by email.

B: OK, that's clear. What's next?

A: The supplier delivers the items and⁴ _____ payment.

B: So they **have to tell** us to pay them. Right?

A: Yes, they⁵ _____ an invoice with the purchase order number on it. We can't pay invoices without a purchase order number. You **have to check** the invoice against the purchase order. If it's correct, you can⁶ _____ management approval. The manager⁷ _____ the payment. And when they approve it, you can make the payment. But that's later. Do you want to try to create a purchase order?

B: Yes, please.

B Put the stages in the order they happen in the conversation in Exercise 3A.

a _____
supply goods/
complete work

b _____
issue invoice

c _____
approve payment

d _____
enter supplier
on the system

Communicative grammar

TALKING ABOUT OBLIGATION

Grammar reference: page 110

- + I/You/We/They **have to send** the invoice to the client.
He/She **has to approve** payment.

- I/You/We/They **don't have to email** the supplier (because the system does it).
He/She **doesn't have to email** the client (but he/she can do if he/she wants).

- ? **Do** I/you/we/they **have to approve** the payment?
Yes, I/you/we/they **do**. / No, I/you/we/they **don't**.
Does every invoice **have to have** the PO number on it?
Yes it **does**. / No, it **doesn't**.

4 Complete the conversation with the correct form of *have to*.

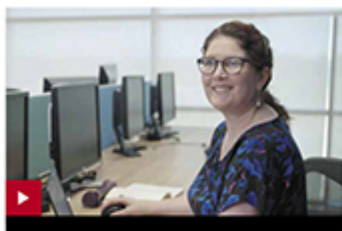
- A: I¹ _____ check for new contracts every day. When I issue a contract, I² _____ send it to my manager.
 B: Does your manager³ _____ approve all contracts?
 A: Yes, she⁴ _____. Then I⁵ _____ send it to the supplier and they have to sign it within thirty days. The supplier⁶ _____ issue an invoice when they finish the work.
 B: Does your manager⁷ _____ approve the invoice?
 A: No, she⁸ _____. But I⁹ _____ check the information on the invoice. I can then pay the supplier.

5 Write conversations using *have to*.

- 1 A: she / check for new contracts? *Does she have to check for new contracts?*
 B: Yes / She / check for new contracts / every day. *Yes, she does. She has to check for new contracts every day.*
- 2 A: you / approve contracts?
 B: Yes / I / approve all contracts.
- 3 A: he notify / suppliers / about the purchase order?
 B: No / he / notify the suppliers.
- 4 A: the purchase order number / be on the invoice?
 B: Yes / The purchase order number / be on all invoices.

Teacher's resources: extra activities

VIDEO 6A 7.1.1 Bernice is a Project Administrator in a large international company. Watch the video and tick (✓) the tasks she does.



- a Check email for new contracts
- b Create a purchase order
- c Enter supplier details
- d Notify manager about new purchase orders
- e Approve purchase orders
- f Send purchase order numbers to suppliers
- g Include purchase order numbers on invoices
- h Check invoices

B Watch again. Who/What does the tasks in Exercise 6A that Bernice doesn't do?

an administrator the manager the supplier the system

C Make one sentence about Bernice using *have to* for each step in Exercise 6A.

7 Work in pairs.

- Student A: Look at page 118 and read the information.
 Student B: Look at page 121 and read the information.



7.2 Workflow

Lesson outcome

Learners can describe problems in a simple workflow.

Lead-in 1A Label the products on the webpage (1-8) with the words in the box.

5 HB pencils 12 black pens 100 brown envelopes 500 sheets of paper
a printer ink cartridge a ring binder a stapler headphones

OFFICE 2U DIRECT

5% discount
on orders over \$100

10% discount
on orders over \$200

<div style="border: 1px dashed gray; padding: 5px;"> <div style="background-color: #4a7ebb; color: white; padding: 2px; font-weight: bold;">1</div>  <p style="color: #800080; font-weight: bold;">\$4.75</p> </div>	<div style="border: 1px dashed gray; padding: 5px;"> <div style="background-color: #4a7ebb; color: white; padding: 2px; font-weight: bold;">2</div>  <p style="color: #800080; font-weight: bold;">\$6.20</p> </div>	<div style="border: 1px dashed gray; padding: 5px;"> <div style="background-color: #4a7ebb; color: white; padding: 2px; font-weight: bold;">3</div>  <p style="color: #800080; font-weight: bold;">\$3.80</p> </div>	<div style="border: 1px dashed gray; padding: 5px;"> <div style="background-color: #4a7ebb; color: white; padding: 2px; font-weight: bold;">4</div>  <p style="color: #800080; font-weight: bold;">\$5.20</p> </div>
<div style="border: 1px dashed gray; padding: 5px;"> <div style="background-color: #4a7ebb; color: white; padding: 2px; font-weight: bold;">5</div>  <p style="color: #800080; font-weight: bold;">\$17.50</p> </div>	<div style="border: 1px dashed gray; padding: 5px;"> <div style="background-color: #4a7ebb; color: white; padding: 2px; font-weight: bold;">6</div>  <p style="color: #800080; font-weight: bold;">\$7.40</p> </div>	<div style="border: 1px dashed gray; padding: 5px;"> <div style="background-color: #4a7ebb; color: white; padding: 2px; font-weight: bold;">7</div>  <p style="color: #800080; font-weight: bold;">\$4.75</p> </div>	<div style="border: 1px dashed gray; padding: 5px;"> <div style="background-color: #4a7ebb; color: white; padding: 2px; font-weight: bold;">8</div>  <p style="color: #800080; font-weight: bold;">\$22.00</p> </div>

B Work in pairs. How much does each order cost?

- 1 Eight packs of pens and twelve packs of pencils
- 2 Fifteen ring binders and ten staplers
- 3 Five printer ink cartridges, six packs of paper, twenty packs of envelopes and three sets of headphones

Vocabulary

Descriptions

2 Read the feedback from clients. Are they *happy* (H) or *unhappy* (U) with the service from Office2UDirect?

- 1 The Office2UDirect website is really **clear** – it's very easy to understand. *H*
- 2 Office2UDirect are really **reliable**. They always have good-quality products and deliver quickly.
- 3 The products are **excellent** – great quality and good prices.
- 4 Their online order form is long and **complicated** – I couldn't understand it.
- 5 The delivery is very **efficient**. Packages always arrive on schedule.
- 6 The order process was **simple** and really easy to use.
- 7 Office2UDirect are totally **unreliable**. Late deliveries, incorrect invoices, ...
- 8 The stapler was cheap but the quality was really **poor**. It didn't work. Don't buy it!

T Teacher's resources:
extra activities

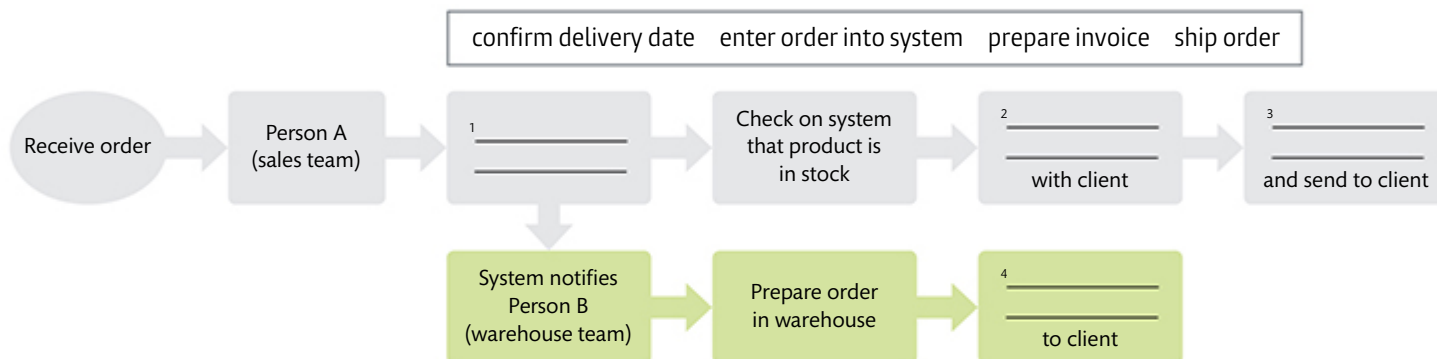
3 Match 1-8 with a-h.

- | | |
|---|--|
| 1 This website is really easy to read. | a I only needed five minutes to fill it in. |
| 2 The products are not well made. | b It's very complicated. |
| 3 The delivery company delivers orders quickly. | c It's very clear. |
| 4 The order form was simple. | d It's really unreliable. |
| 5 They have excellent customer service. | e They're very efficient – it's usually only 24 hours. |
| 6 The form needs lots of information. | f They're really poor quality and often break. |
| 7 The software stops working every week. | g They're always friendly when they answer the phone. |
| 8 They always deliver on schedule. | h They're a reliable company. |

Reading and listening

A workflow problem

4 Complete the workflow for Office2UDirect with the stages in the box.



5 7.02 Listen to the meeting between the Sales Manager and the Warehouse Manager at Office2UDirect. Choose the correct option.

- Office2UDirect are *only receiving complaints / receiving positive and negative comments* at the moment.
- The sales department *always / never* check the inventory system when they receive an order.
- The warehouse team *can / can't* always find the items they need for the orders.
- The problems are usually with *big / small* orders.
- The sales team don't check with the *warehouse / client* the number of items on the order.
- The inventory system is *efficient / unreliable* because it only updates once a week.

→ page 102 See Pronunciation bank: /aɪ/ and /eɪ/

6 Match the problems (1-4) with the solutions (a-d).

- | | |
|---|--|
| 1 Customers say our order form is complicated and difficult to fill in. | a I think we should stop selling it. |
| 2 We get a lot of complaints about the poor quality of the CJH6039 stapler. | b The warehouse team have to confirm shipment dates with the sales team. |
| 3 The sales team don't communicate with the warehouse team about shipping. | c Let's send them on Tuesdays and Thursdays. |
| 4 We only ship orders once a week. So delivery times vary between two and five days. Customers say we are unreliable. | d We could change the design to make it simple. |

Speaking 7A Work in pairs.

Student A: Look at page 120 and read the instructions.

Student B: Look at page 121 and read the instructions.

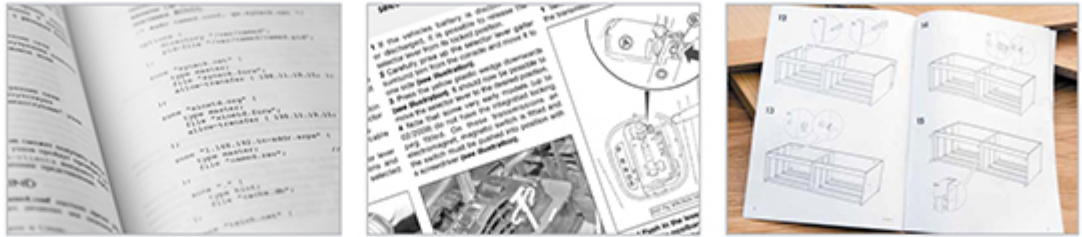
B Decide which solution from Exercise 7A you prefer.

I think we should ...

7.3 A manual

Lesson outcome

Learners can write a simple manual explaining a procedure.



Lead-in 1A Work in pairs. What do you use manuals for?

cars computers furniture phones software other

B Are they easy or difficult to use? Why?

Reading 2 Work in pairs. Look at the two manuals. Which manual is clearer?

Manual A

To complete an order (product in stock):

- 1 **Receive** the product order.
- 2 **Enter** the order into OrderKwik.
- 3 **Check** the inventory.
- 4 If the product is in stock, **organise** shipping.
- 5 **Confirm** the delivery date with the customer.
- 6 **Remember** to check the address.
- 7 **Prepare** the invoice for the customer.
- 8 **Send** the invoice by email.

Manual B

To complete an order (product in stock):

- 1 When you receive the order from the customer, first you have to enter it into the OrderKwik system.
- 2 If the product is available, ask your colleagues to ship it to the customer. Then you have to confirm the date of delivery with the customer. Don't forget to check the shipping address!
- 3 Next, you have to prepare the invoice for the customer and finally send it to him or her by email.

3 Read Manual A in Exercise 2. Are the sentences *true* (T) or *false* (F)? Correct the false sentences.

- 1 When the employee receives the order, he/she has to enter the order details.
- 2 Then, the employee has to check the product is available.
- 3 The employee doesn't have to organise shipping; this is automatic.
- 4 The employee has to contact the customer to confirm the delivery date.
- 5 Finally, the employee sends the invoice to the customer by post.

4 Look at Manual A again. Which statement is not true?

- 1 The instructions are short and simple.
- 2 The instructions are clear.
- 3 The instructions are in a logical order.
- 4 The instructions use words like 'when', 'first' and 'then'.
- 5 The instructions include all stages of the procedure.

Communicative grammar

INSTRUCTIONS

→ Grammar reference: page 111

Send the completed form by 20th April.

Don't send bank details by email.

Check all the customer details are correct.

Remember to sign the document. / **Don't forget** to sign the document.

5A Choose the correct word to complete the instructions.

To create a new supplier:

- a Approve / Don't approve the supplier's fee in the final box. _____
- b Finally, forget / don't forget to press 'Save'. _____
- c Remember / Don't remember to include the project details. _____
- d Check / Don't check the supplier's information carefully before you continue. 3
- e Complete / Don't complete the supplier's information. _____
- f Click / Don't click 'Create new supplier' on the system. _____

B Put the instructions in Exercise 5A into the correct order.

6 Complete the instructions with the verbs in the box. There may be more than one possible answer.

check click complete download forget phone remember send

To register for the conference:

- 1 ✓ Download the registration form here.
- 2 ✓ _____ it with your first name, surname, date of birth and address.
- 3 ✓ _____ all the information is correct before you send us the form.
- 4 x _____ your bank account details with the form. Email them separately.
- 5 x _____ to add your electronic signature.
- 6 ✓ _____ here to submit the completed registration form.
- 7 ✓ _____ to send us an email with your travel details.
- 8 ✓ _____ or email us if you have any problems.

T Teacher's resources:
extra activities

→ page 102 See Pronunciation bank: /l/ and /r/

Writing 7 Look at the highlighted information in this invoice. Use it to write a list of instructions for creating an invoice.

To prepare an invoice for a customer:

- 1 Write our company name and address in the top left-hand corner.

<p>[Company Name]</p> <p>[Company address]</p> <p>[City, State, Zip]</p> <p>[Phone]</p>	<h2 style="margin: 0;">INVOICE</h2> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">INVOICE NUMBER</th> <th style="width: 50%;">DATE</th> </tr> </thead> <tbody> <tr> <td>[123456]</td> <td>5/1/2019</td> </tr> </tbody> </table>	INVOICE NUMBER	DATE	[123456]	5/1/2019										
INVOICE NUMBER	DATE														
[123456]	5/1/2019														
<p>INVOICE TO</p> <p>[Name]</p> <p>[Company name]</p> <p>[Street address]</p> <p>[City, State, Zip]</p> <p>[Phone]</p> <p>[Email address]</p>															
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;">DESCRIPTION</th> <th style="width: 20%;">AMOUNT</th> </tr> </thead> <tbody> <tr> <td>Purchase order number: 78910</td> <td></td> </tr> <tr> <td>Service fee</td> <td style="text-align: right;">200.00</td> </tr> <tr> <td>Labour hours @ \$75/hr</td> <td style="text-align: right;">375.00</td> </tr> <tr> <td>New client discount</td> <td style="text-align: right;">(50.00)</td> </tr> <tr> <td>Tax (4.25% after discount)</td> <td style="text-align: right;">22.31</td> </tr> <tr> <td style="text-align: right;">Thank you for your business!</td> <td style="text-align: right;">TOTAL 547.31</td> </tr> </tbody> </table>		DESCRIPTION	AMOUNT	Purchase order number: 78910		Service fee	200.00	Labour hours @ \$75/hr	375.00	New client discount	(50.00)	Tax (4.25% after discount)	22.31	Thank you for your business!	TOTAL 547.31
DESCRIPTION	AMOUNT														
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Labour hours @ \$75/hr	375.00														
New client discount	(50.00)														
Tax (4.25% after discount)	22.31														
Thank you for your business!	TOTAL 547.31														

7.4

WORK SKILLS Changing a workflow

Lesson outcome

Learners can discuss workflows and ways of improving a workflow.

Lead-in

1 Put the tasks for new employees into a logical category in the table.

accept job offer attend induction meetings discuss tasks
do health and safety training do job-specific training get a medical certificate
give references meet colleagues provide bank details
send copies of qualifications and diplomas sign a contract tour the offices
set up an email address

Before your first day	On your first day or after your first day
<i>accept job offer</i>	<i>meet colleagues</i>



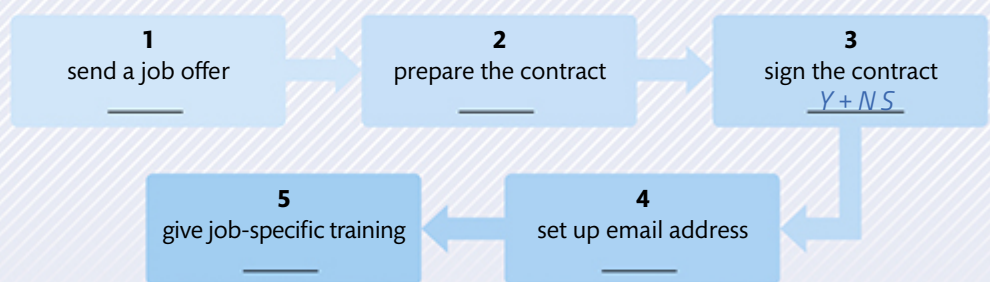
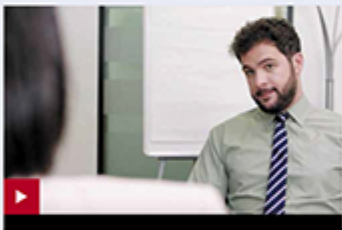
2A 7.03 Listen to Laure talking about starting a new job. Tick (✓) the things in Exercise 1 she mentions.

B Listen again. Put the things she mentions in the correct order.

C What did Laure find a problem?

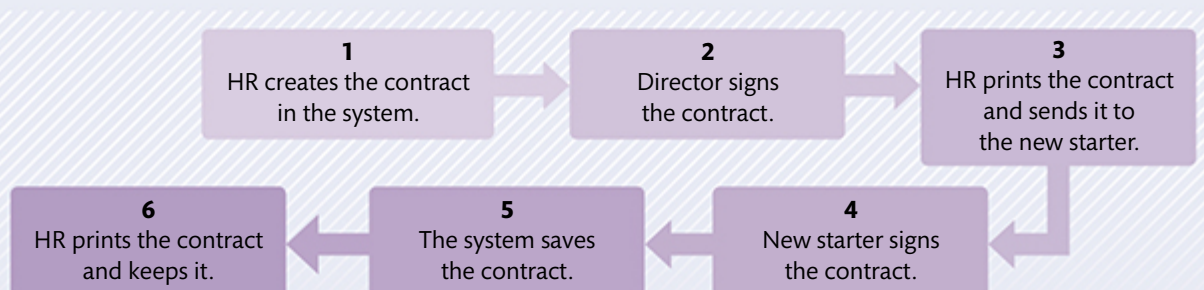
VIDEO

3A 7.4.1 Watch Part 1 of the video. Look at the workflow. Write down who is responsible for each stage: *Yumiko (Y)*, *Human Resources (HR)*, *New starter (NS)*, *IT* or *Line Manager (LM)*.



B Which stage(s) from the workflow in Exercise 3A does Paulo want to change?

C 7.4.2 Watch Part 2 of the video. Which stages in the process are not necessary with the new system?



4 Put the words in bold in the correct order.

- 1 **we don't why** use technology?
- 2 That's an interesting idea. **more tell me.**
- 3 **we can how** improve this?
- 4 **solution what's the?**
- 5 **use not why** an electronic contracts system?
- 6 **about not I'm sure** that.
- 7 Really? **that great sounds.**
- 8 **get could you** more information about this?
- 9 **think I should we** invite Mark from IT.
- 10 **a idea that's good.**

Speaking

▶ MAKING AND RESPONDING TO SUGGESTIONS

Giving ideas

I think we need to improve the process. Why not use an electronic contracts system?
 Why don't we use technology? I think we should invite Susie from HR.

Responding to ideas

What's the solution? That's interesting. Tell me more.
 How can we improve this? That's a good idea.
 Could you get me more information I'm not sure about that.
 about this? OK, but I'm not totally convinced.
 Really? That sounds great.

T Teacher's resources:
extra activities

5A Work in pairs. Imagine you are Yumiko and Paulo and are discussing the process for hiring new staff. Look at the list of tasks below and answer the questions.

- Do you need to add any stages?
- Are any stages not necessary?
- How long do you need for the complete process? A week? Two weeks? A month?

- | | |
|---|--|
| ▶ attend health and safety training | ▶ give medical certificate |
| ▶ attend induction meetings | ▶ give office tour |
| ▶ attend job-specific training | ▶ give qualifications and diplomas |
| ▶ check qualifications and diplomas | ▶ give references |
| ▶ check references | ▶ organise health and safety training |
| ▶ complete employee's details
(address, bank details, emergency
contact number, etc.) | ▶ organise induction meetings |
| ▶ discuss tasks | ▶ organise job-specific training |
| | ▶ set up company account/email for new starter |
| | ▶ sign the contract |

B Use the stages from Exercise 5A to write a workflow. Decide when each stage should happen and who is responsible for each stage: *Human Resources (HR), New starter (NS), IT or Line Manager (LM)*.

Before the first day:

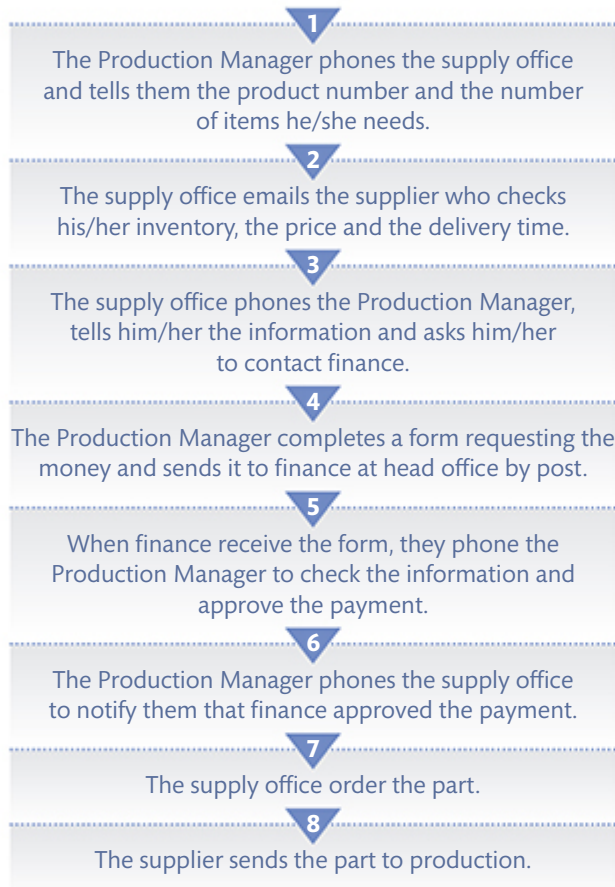
- *sign the contract (HR + NS)*

C Describe and compare your workflow with another pair.

Identifying problems

1A Read the workflow. Tick (✓) what it is about.

arranging a meeting with a client
ordering a new part signing a contract



B Look at the sentences (a–e). Which of these is **not** a possible problem with the workflow in Exercise 1A?

- a The supply office write down the wrong product number.
- b The Production Manager has to talk to different suppliers and doesn't have time.
- c Important documents are lost in the post.
- d Finance have to phone the Production Manager again and again to check the information because he/she is not in the office.
- e The delivery is delayed because the supplier doesn't have the item(s) and has to order it/them from the manufacturer.



Talking about solutions

2 Work in groups of three. Have a meeting to improve the workflow in Exercise 1A.

Student A: Read the information below.

Student B: Look at page 118 and read the information.

Student C: Look at page 120 and read the information.

Student A

You are the Production Manager.

Ask the Supply Office Manager (Student B) and the Finance Manager (Student C) how the company can improve the situation.

Listen to their ideas and respond.

How can we improve this?

What's the solution?

That's interesting. Tell me more.

That sounds great.

Could you give me more information about that?

The new workflow

3A Choose the correct options in the new workflow.



- #### B Work in pairs. Discuss who is responsible for each stage in the new workflow in Exercise 3A. The Production Manager (PM), the Supply Office (SO), Finance (F) or the System (S). Look at the role cards in Exercise 2 to help you.



Managing projects

8



Unit overview

8.1 > How long does it take?

Lesson outcome: Learners can talk about a supply chain and how long different stages take.

Vocabulary: Production

Communicative grammar: Revision of the present

Video: Making cars at the Morgan Motor Company

Task: Explaining information on a database

8.2 > Reducing costs

Lesson outcome: Learners can talk about different ways of reducing company costs.

Vocabulary: Saving money

Reading: An online interview

Communicative grammar: Revision of the past

Writing: Actions and results

8.3 > Planning projects

Lesson outcome: Learners can write about a plan for a project.

Reading: Scope statements

Communicative grammar: Revision of the future

Writing: Scope statements

8.4 > Work skills: Giving feedback

Lesson outcome: Learners can give feedback to a colleague.

Video: Feedback in the office

Speaking: Giving feedback

8.5 > Business workshop: Updates and feedback

Lesson outcome: Learners can talk about, and give feedback on, the actions and results of a project.

Reading: A team update email

Writing: Replying to an update

Speaking: Giving feedback

8.1



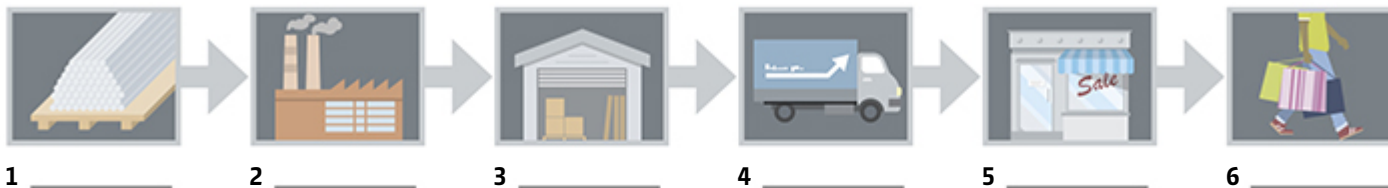
How long does it take?

Lesson outcome

Learners can talk about a supply chain and how long different stages take.

Lead-in 1 Label the parts of a supply chain.

customer factory materials shipping shop warehouse



Vocabulary Production

2 Match 1-4 with a-d.

- | | |
|---|--|
| <p>1 Manufacturing happens at our factory in Ghent, Belgium. They build 500 models a week.</p> <p>2 Demand is high for our new phone. Lots of customers want to buy a Ti111 and we have to make more!</p> <p>3 Product inspection is very important. If our products don't work, we lose customers.</p> <p>4 The lead time depends on how many orders we get and how many items we have in the warehouse. Sometimes clients have to wait for three days, sometimes three weeks.</p> | <p>a How much customers want a product</p> <p>b Checking the product</p> <p>c Time from the order to the delivery of the product</p> <p>d Making the product</p> |
|---|--|

3 Read the sentences and definitions. Which term in bold completes each sentence?

- 1 When a product is _____, there are no items in the shop or warehouse.
in stock (= The seller has the product available.)
out of stock (= The seller does not have the product available.)
- 2 On a _____, customers ask to change the colour or design of the product.
standard model = (The product is the normal type.)
custom model = (The product is different to the normal type.)

4 Complete the text with the words in bold in Exercises 2 and 3.

T Teacher's resources: extra activities



WORKING AT CORTADINO CARS: FAQs FOR NEW EMPLOYEES

- What can the customer buy?** There are two options:
- a(n) ¹ _____ : ninety percent of our sales. The customer chooses from a range of popular options.
 - a(n) ² _____ : ten percent of our sales. The customer wants something different (engine, colour, etc).

- Do we have it?**
- Cars that are ³ _____ have a ✓ on the system.
 - Cars that are ⁴ _____ have a ✗ on the system.
- If we don't have the model the customer wants, or the customer wants something different, please order from the factory.

- What happens after ordering a car from the factory?** There are three main stages:
- 1 ⁵ _____, when our team in Asia build the cars.
 - 2 Shipping, when our team in Asia send the cars around the world.
 - 3 Final ⁶ _____ when we receive the car.
- Normally the ⁷ _____ for a model we have available is five to fifteen working days, and for factory orders it is eight to twelve weeks. However, when there is high ⁸ _____ for a popular model, this can take longer.

Listening A training session

Model name:	Cortadino ¹ _____ ²
Model type (standard/custom):	² _____
In stock? (✓/X):	³ _____
Manufacturing:	⁴ _____ working days
Shipping:	⁵ _____ weeks
Inspection:	⁶ _____ working days
Lead time:	⁷ _____ weeks

5A 8.01 Listen to the first part of a training session at Cortadino Cars. Complete the database file.

B 8.02 Listen to the second part of the training session. Are the sentences *true* (T) or *false* (F)?

- The N20 is in stock.
- There are fifty models in the Liège factory.
- Cortadino Cars need five to six working days to ship the car from Liège.
- Final inspection takes three to four working days.
- The lead time is six to eight working days.

Communicative grammar

REVISION OF THE PRESENT

Complete the examples with the correct form of the verbs in brackets.

- + The lead time **is** four to five weeks.
 - It¹ isn't (be) in the warehouse.
 ? ² _____ (it / be) out of stock?
- + We **need** a week to ship the car to Europe.
 - I³ _____ (need) a month to write the report.
 ? Why⁴ _____ (you / need) more time?
- + It⁵ _____ (take) a week to process an order.
 - It⁶ _____ (take) six months to build a standard model.
 ? ⁷ _____ (it / take) fifteen minutes?

6 Complete the sentences with the correct form of the words in brackets.

- We _____ (need) five working days to build a standard model.
- That product _____ (be) in stock in our warehouse.
- Normally, shipping _____ (not take) more than ten working days.
- _____ (you / need) five working days to ship the product?
- _____ (the lead time / be) longer than a month?
- It _____ (take) a long time to find a new supplier.

Teacher's resources: extra activities

VIDEO 7A 8.1.1 Watch the video. Tick (✓) the topics the speaker mentions.



car colour demand invoices lead time warehouse

B Watch again. Are the sentences *true* (T) or *false* (F)? Correct the false sentences.

- The Morgan Motor Company build fifteen cars every week.
- The Morgan Motor Company manufacture all the parts at the factory.
- Customers can choose from 50,000 paint colours.
- It takes eight hours to paint the car.
- The Morgan Motor Company ship seventy-five percent of their cars to other countries.
- When demand is high, the lead time can change.

8 Student A: Look at page 120. Student B: Look at page 121.

TASK

8.2 Reducing costs

Lesson outcome

Learners can talk about different ways of reducing company costs.

Lead-in 1 What percentage of your budget do you spend on these things?

clothes food free-time activities rent/mortgage transport

Vocabulary Saving money

2 Look at the phrases in bold. What do they mean? Underline the key words that explain the phrases.

- 1 We often **review expenses**. It's important to see how we spend money. Last year, we spent forty percent of our budget on rent!
- 2 My company likes to **automate tasks**. Using a machine to do some of our work is great! Now we have more time for other things.
- 3 Employees can **work remotely**. Last week I didn't work in the office – I worked at home.
- 4 We need to **upgrade our technology**. Can we buy new computers and software, please?
- 5 We **outsource work** to a company in France. They help us with our work – they did our accounts last year.
- 6 Can we **negotiate with** the suppliers? I want to talk about a change to the contract – we need a better price.
- 7 Could we **relocate to** that new business park out of the city centre? My old company moved offices and they saved a lot of money.
- 8 How can we **save energy**? Turn off the computers at night to use less electricity.

3 Match 1–8 with a–h.

- | | |
|---------------------------|---|
| 1 Yesterday I negotiated | a energy by moving to a more modern and efficient office. |
| 2 We outsourced our | b to Berlin. Our new office is great! |
| 3 We saved | c with their sales team. They gave us a better price. |
| 4 Last month we relocated | d work to an accountant. We had no time. |
| 5 Last week I worked | e that task, so employees don't have to do it. |
| 6 We upgraded | f expenses yesterday. We have a big plan to save money. |
| 7 We reviewed our | g the company's technology. Now, we all have tablets! |
| 8 The company automated | h remotely – I was in Poland! |

T Teacher's resources:
extra activities

Reading An online interview

4A Read the interview. Which sentence is false?

- 1 Mr Kowalczyk checked company costs.
- 2 The company had problems with an accountant.
- 3 The employees didn't like the new software.



Mr Kowalczyk

Q: You reduced your costs by twenty-five percent! How did you do it?

A: Firstly, I reviewed the company's expenses to see how to save money. Our rent was very expensive! So we relocated to a different building in the same city. But, the old office was bigger, so employees now work remotely two days a week. It saves money and employees are happy to work at home! In the new office, we also changed things: we bought LED lights and saved energy.

Q: Was it difficult to make changes?

A: Yes, it was. For example, we outsourced work to an accountant, but he didn't complete the tasks – he didn't have time. So we negotiated a new contract with him for extra hours but he said no!

Q: Did the employees like the changes?

A: Yes, they loved the changes! For example, we upgraded our technology. The new software, on the same computers, automated tasks that were very boring. Employees now have more time for other work.

B Read the interview again. What did the company do?

buy new computers move office save money save time for employees sell more products

Communicative grammar

REVISION OF THE PAST

Complete the examples with the correct form of the verbs in brackets. Some verbs are irregular.

- + Our rent **was** very expensive.
- It ¹ _____ (be) a good idea.
- ? Why ² _____ (it / be) a problem?

- + We **relocated** to a different building in the same city.
- He ³ _____ (complete) his tasks.
- ? How ⁴ _____ (you / save) energy?

- ? ⁵ _____ (you / sell) more this year or last year?

T Teacher's resources: extra activities

5 Look at the comments section of the interview in Exercise 4A. Complete the comments with the correct form of the verbs in brackets. Some verbs are irregular.

 **Elvira**
Managing Director of Microdo Tech

 **Hinako**
CEO of Auroid

'Last year we ¹ _____ (reduce) the number of tasks employees have because we ² _____ (automate) our customer service system. The employees ³ _____ (be) very happy.
We also ⁴ _____ (negotiate) with our software supplier. We ⁵ _____ (buy) a new software package for the sales department at a good price. But the training took a long time and the employees ⁶ _____ (not complete) it. So in the end, we ⁷ _____ (not save) money in sales.'

'Last month we ⁸ _____ (make) a big change - we ⁹ _____ (relocate) to a new office. However, the internet in the new office ¹⁰ _____ (not work) for a week. We ¹¹ _____ (complain) to our phone and internet provider. Last Tuesday we ¹² _____ (have) a meeting with our provider to talk about the problems. They ¹³ _____ (upgrade) our internet for free. The video during conference calls is better now and the internet is faster. Also, our provider ¹⁴ _____ (give) us new phones!'

→ page 103 See Pronunciation bank: Pronouncing the letter 'o'

Writing 6A Look at the table. Which pairs of actions and results do Elvira and Hinako write about in Exercise 5? Write 'E' or 'H' next to the correct line. Only four pairs are used.

	Action	Result	
+	upgrade our technology	→ have better conference calls with clients	
	review company expenses	→ have a better budget and can save money	
	automate services	→ have happy employees	E
	save energy	→ reduce costs by five percent	
-	relocate to a new office	→ have internet problems	
	negotiate with our software supplier	→ have a bad training experience	
	outsource work	→ receive poor-quality work	
	work remotely	→ employees talk only by email	

- B** You are the CEO at Catantere, a digital design company. Write an online comment like the ones in Exercise 5.
- Explain how you reduced costs.
 - Use one positive (+) and one negative (-) pair of actions and results from the tables in Exercise 6A.
 - Use different ideas to Elvira and Hinako.

8.3 Planning projects

Lesson outcome

Learners can write about a plan for a project.

Lead-in 1A Match the people with the pictures.

architects chefs fashion designers teachers



B Match the people in Exercise 1A with the tasks in the box.

design student tests design summer/winter collections order food supplies
plan building size plan lessons plan menus plan fashion shows prepare floor plans

C What tasks do you do in your job?

I'm a Product Manager. I plan the sales and marketing campaigns for our products.

Reading Scope statements

2A Read the two scope statements. Choose the correct title for each. There are two extra titles.

Changes in IT Project management Reducing costs Three-month plan

scope statement: a written plan that explains what a project will do, and how

a _____
This project will upgrade our technology at Lever&Smith Design. It will take three months to complete. Firstly, we will improve the internet connection and buy new routers for the office. The new internet service will be faster than our old system. Then we will move all employees from Mak25 to Chimen Pro software. This won't happen before the conference in September, but it will happen before October. The result is that all employees will be able to work online more efficiently.

b _____
This project will review Lever&Smith Design's expenses. We will hire Impleoni Accounting to do this. The project will start in three months. Firstly, Impleoni Accounting will look at all the company's expenses in the last two years. Then they will have meetings with managers to discuss the expenses. Finally, they will provide a plan to reduce Lever&Smith Design's expenses. The deadline is the 31st December, so this means that we won't make any company changes this year.

B Read the two scope statements again. Which scope statement does this information refer to?

	Scope statement a	Scope statement b
1 The project will make technology better at the company.	✓	
2 The project will use company information from previous years.		
3 The project will outsource work to a different company.		
4 The project will finish in three months.		
5 The project will need some managers to attend meetings.		

→ page 103 See Pronunciation bank: The vowel /ɜ:/

Communicative grammar

REVISION OF THE FUTURE

Complete the examples with the correct form of the verbs in brackets. Use contractions if possible.

+ This project ¹ _____ (review) Lever&Smith Design's expenses.

+ We ² _____ (improve) the internet connection.

- This ³ _____ (happen) before the conference in September.

- The project ⁴ _____ (continue) next year.

? Will we **be able to** see the report from Impleoni Accounting?

? When ⁵ _____ (the changes / happen)?

3 Match 1-6 with a-f.

- | | |
|----------------------------------|---|
| 1 We won't buy new | a move offices in the next three years. |
| 2 We will hire more | b conference next month. |
| 3 The company won't | c employees next year. |
| 4 I will complete my | d for work next month. |
| 5 I will travel | e project this month. |
| 6 My colleagues won't attend the | f computers this year. |

4 Complete the email update with the correct form of the words in brackets.

Project update, 3rd September



Dear all,

I would like to give you more information about the next step of our project to upgrade Lever&Smith Design's technology.

As you know, our new software will be here soon, and I can now answer your questions:

- ¹ _____ I _____ (be) able to continue using the Mak25 database?
No, you ² _____. The Mak25 database ³ _____ (not work) after October 1st.
- ⁴ _____ all employees _____ (receive) training on the new software at the same time?
Yes, they ⁵ _____. All employees ⁶ _____ (have) their training on Monday 20th - ten days before the move to Chimen Pro.
- ⁷ _____ we _____ (lose) the data from the Mak25 database?
No, you ⁸ _____. The IT team ⁹ _____ (transfer) all the data from Mak25 to the new Chimen Pro database next week.

I'm sure the new software ¹⁰ _____ (be) a great success!

Kind regards,

T Teacher's resources:
extra activities

Writing 5 Look at the two scope statements in Exercise 2A again. Number the words/phrases in the box in the order they are used.

Finally, Firstly, The result is that / This means that Then This project will 1

6 You are the Project Manager at Tookull Computers. Write a scope statement for the project your company will do next year. Use the notes on page 116 and the phrases in Exercise 5 to help you.

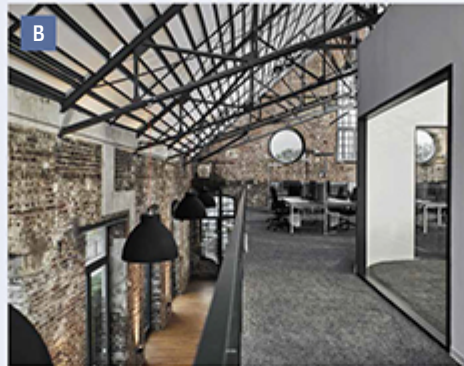
8.4

WORK SKILLS Giving feedback

Lesson outcome

Learners can give feedback to a colleague.

Lead-in **1A** Match the photos (A-F) with the sentences (1-6).



- 1 A really nice team-building activity, good work!
- 2 Nice work – the new model looks great!
- 3 A fantastic conference this year!
- 4 The new offices are perfect – well done!
- 5 Sales are up! Good job!
- 6 The slides are very good, thanks!

B How often do you give or receive feedback?

VIDEO 2A 8.4.1 Watch Parts 1 and 2 of the video. What is each part about? Tick (✓) one topic from each box.

Part 1

reducing costs reducing lead time
shipping

Part 2

a presentation a new product
customer service

B Watch both parts of the video again. Match 1-2 with a-e and 3-4 with f-j. There is one extra option in each section.

Part 1: Rachel

- 1 Positives
- 2 Areas to improve

- a ask for help if you need it
- b communicate every day with the team
- c finding new warehouses
- d save more money
- e negotiating dates with suppliers

Part 2: Andrea

- 3 Positives
- 4 Areas to improve

- f answering questions
- g show the clients our customer reviews
- h making the presentation slides
- i selling the product to clients
- j invite more people

3 Match 1-5 with a-e and 6-10 with f-j.

- | | |
|--|--|
| <p>1 Do you</p> <p>2 I just want to say - great</p> <p>3 We're very</p> <p>4 Great job</p> <p>5 Well done on negotiating the dates with</p> <p>6 This means that we can</p> <p>7 The result is that</p> <p>8 Try to communicate every</p> <p>9 In future, invite</p> <p>10 Next time, remember</p> | <p>a work on Thursday!</p> <p>b the suppliers.</p> <p>c selling the product to our clients.</p> <p>d happy with the project.</p> <p>e have a moment?</p> <p>f to ask for help if you need it!</p> <p>g the clients are now very interested.</p> <p>h more people!</p> <p>i day with the team.</p> <p>j reduce the lead time by two days.</p> |
|--|--|

Speaking**GIVING FEEDBACK****Being positive**

Well done!
 Fantastic work!
 We're very happy with your work.

Talking about positive areas

Great job managing the project.
 Well done on negotiating with the vendors.
 Good work writing the report.

Talking about results

This means that we can increase sales by five percent.
 The result is that we can automate tasks.

Suggesting areas to improve

Try to review expenses every month.
 Remember to have a progress meeting with the team.
 In future, ask for a higher price.

Responding to feedback

Sure.
 Of course.
 Thanks!

T Teacher's resources:
 extra activities

4 Choose the correct word.

Do you ¹have / need a moment? I just want to say we're very happy ²with / on your work - great job arranging the conference! Well done ³on / about finding the conference room and ⁴well / good work inviting those colleagues to give presentations. The ⁵result / means is that the employees now understand more about our plan for next year. In future, invite marketing, and ⁶have to / try to provide more food!

5 Work with a partner.

Student A: Follow the instructions below.

Student B: Look at page 120.

Student A

You work for Herranz&Janssen, a manufacturing company. Read the notes and think about what you can say. Then give feedback to your employee (Student B).

Project:	Reviewing expenses
Positives:	Check the expenses every week Write the reports
Result:	Reduce costs by two percent
To improve:	Meet the deadline Have progress meetings with production



Lesson outcome

Learners can talk about, and give feedback on, the actions and results of a project.

A team update

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

Subject: Team update – X290 ✉ <

Hi Alex and Sam,
An update on the X290 phone:

- We now have the date and location of the next progress meeting with management. It will be on 31st May at the Rotterdam office. Ranjit will send an email about hotels and travel to Rotterdam.
- It will take marketing two weeks to finish the webpage for the X290. This means we won't be able to review it until April. Ellen will tell us when it's ready.
- Unfortunately, I can't come to the supplier meeting on Friday because I have a conference call. Alex, can you send me the minutes, please?

Also Alex, what's the situation with the supply chain for Central Europe? Did you talk to the suppliers? And did you find a new warehouse?

And Sam, where are we with the product design? Did you upgrade the phone to the new processor? And did you change the product material?

Please let me know because I need to write the product report for the Rotterdam meeting.

Regards,
Tom
Global Product Director

- 1 The X290 team have a meeting with their bosses to discuss the product in May.
- 2 The team will be able to review the webpage in March.
- 3 Tom wants Sam to send him the minutes of the supplier meeting.
- 4 Tom asks Alex about the supply chain and Sam about the product launch.
- 5 Tom will use Alex and Sam's answers to prepare for the meeting with their bosses on 31st May.

2A Read Alex's reply to Tom and complete the table.

Subject: Team update – X290 ✉ <

Hi Tom,
You asked me about the supply chain. Here is my update.

- We negotiated with the suppliers in Poland last week and the result is that we can reduce the manufacturing costs of the X290 by 4.5 percent.
- We also found a new warehouse in Munich last Friday. This means that we can reduce the lead time for Central Europe by twenty-four hours because the shipping time is now faster.

Regards,
Alex

Action	Result
Negotiate with ¹ <u>the suppliers in Poland</u> (last week)	² _____
³ _____	Reduce lead time for Central Europe by twenty-four hours because ⁴ _____

B Imagine you are Sam. Write a reply to Tom like the one in Exercise 2A. Reply to the questions below from Tom's email. Use the information in the table to help you.

And Sam, where are we with the product design? Did you upgrade the phone to the new processor? And did you change the product material?

Action	Result
Upgrade the processor and software on the X290 (last month)	There is high demand for the new technology and software from our customers.
Change the product materials (last week)	The product is now higher quality and we can sell it at a higher price.

Giving feedback

3 Work in pairs. Take turns to imagine you are Tom. Give feedback to your employee.

Student A: Look at page 121 and give feedback to Alex.

Student B: Look at page 120 and give feedback to Sam.



Vocabulary

1 Complete the sentences with the words in brackets.

- Is Rafa from Spain, or is he Mexican?
(Mexican / Spain)
- Maria isn't from _____. She's _____.
(Argentina / Brazilian)
- I'm _____. I'm from _____.
(China / Chinese)
- Is Dugie _____, or is he from _____?
(British / Ireland)
- We're from _____. We're _____.
(India / Indian)
- Kenji isn't from _____, he's _____.
(Japanese / Poland)

2 Complete the form with the words in the box.

address cell given last middle
nationality number postcode title

1 _____	Mrs
first/ ² _____ name	Sarah
³ _____ name	Jane
surname/ ⁴ _____ name	Smith
⁵ _____	American
home ⁶ _____	22 West Street, Denver, Colorado
⁷ _____/zip code	80744
passport/ID card ⁸ _____	445990011
mobile/ ⁹ _____/phone number	1-559-189-0190

3 Complete the words.

- d a r k ≠ l i g h t
- s _____ ≠ l _____
- n _____ ≠ q _____
- m _____ ≠ o _____ - f _____

Grammar

4 Complete the dialogues with the correct form of *be*. Use contractions if possible.

- A:** They ¹ aren't from India.
B: No? Where ² _____ they from?
C: ³ _____ you from Spain?
D: No, I ⁴ _____. I ⁵ _____ from Germany.
E: ⁶ _____ she Mexican?
F: No, she ⁷ _____. She ⁸ _____ from Spain.
G: My name ⁹ _____ Alexandra, and this
¹⁰ _____ David.
H: Where ¹¹ _____ you from?
G: We ¹² _____ from Brazil.
I: ¹³ _____ they from Japan?
J: No, they ¹⁴ _____. They ¹⁵ _____ from Mexico.

5 Match 1-3 with a-c and 4-6 with d-f.

- | | |
|----------------|--|
| 1 There's | a gym in the Frankfurt office. |
| 2 There are | b a warehouse in Katowice. |
| 3 There's no | c two offices in Spain. |
| 4 There are no | d a restaurant near the office. |
| 5 There's | e managers in the office. |
| 6 There's no | f canteen. |

Functional language

6 Choose the correct option.

- Good morning. How may I help you?
a I'm here to see Miss Pohl.
b I'm sorry, she's not at her desk.
c My name's Rudy Fowler.
- Could you repeat that, please?
a Sure. E-V-A ...
b Yes, it's Eva Conway.
c Could you spell that, please?
- Have a seat, please.
a Good to see you, too!
b Thank you.
c Yes, please.
- Would you like some tea or coffee?
a Tea, please. Thanks.
b Sugar, please. No milk.
c Would you like milk or sugar?
- Please come in.
a After you.
b Yes, please.
c How about some water?

Vocabulary

1 Choose a verb and put it in the correct form to complete the sentences.

- I manage the customer services team.
(make/manage/sell)
- Patricia _____ for a pharmaceutical company.
(answer/check/work)
- The company _____ sports equipment online.
(manage/sell/solve)
- Paul _____ meetings with staff and clients.
(check/have/make)
- The IT Specialist _____ our technical problems.
(answer/provide/solve)
- Dania _____ in the IT department as a software designer.
(have/sell/work)
- The company _____ air transport services.
(make/provide/solve)
- We _____ websites for e-commerce companies.
(design/work/write)

2 R 2.01 Write the missing numbers and words. Then listen and repeat.

170	1 _____
2 _____	five hundred and twenty-five
815	3 _____
4 _____	two thousand and thirty-six
44,208	5 _____
6 _____	sixty-three thousand, nine hundred and eighteen
100,000	7 _____
8 _____	three hundred and twenty-one thousand
752,400	9 _____
10 _____	a million / one million

Grammar

3 Complete the replies with the negative form. Use contractions if possible.

- A:** He works at the weekend.
B: No, he doesn't work at the weekend. He works Monday to Friday.
- A:** They design shoes.
B: No, they _____ shoes. They design clothes.
- A:** The company has over 200 warehouse robots.
B: No, it _____ over 200, it has over 1,000.
- A:** She studies in the afternoon.
B: No, she _____ in the afternoon. She studies in the morning.
- A:** You spend a week in the head office every month.
B: No, I _____ a week in the head office. I spend two or three days there.

4A Put the words in the correct order to make questions.

- 1 do / work / Where / you / ?
- _____

- 2 do / do / you / What / ?
- _____

- 3 work / you / at / What / do / do / ?
- _____

- 4 job / Do / your / like / you / ?
- _____

- 5 you / What / work / do / days / ?
- _____

- 6 work / Do / for / travel / you / ?
- _____

- 7 your / do / What / you / time / in / free / do / ?
- _____

B Match the questions (1-7) in Exercise 4A with the answers (a-g).

- a I'm an Engineer and Project Manager. _____
- b Yes, I go to Bratislava every month. _____
- c I work for a car manufacturer. We're based in Ingolstadt. _____
- d I spend time with my family and friends. _____
- e I manage my department and have meetings with the project team. _____
- f Yes, I do. It's very interesting. _____
- g I work Monday to Friday. _____

C Write answers to the questions in Exercise 4A about yourself.

Functional language

5 Choose the correct word to complete the sentences.

- Fran:** Hello! My name's Fran.
Kyra: Hi! I'm Kyra. Nice ¹*talking to / to meet* you.
- Fran:** Which department ²*are you in / do you do*?
Kyra: I'm in purchasing. And ³*what about / what are you*?
- Fran:** I'm new here. I'm ⁴*at / in* the HR department.
Kyra: I see. What ⁵*do you / is your* do?
Fran: I'm ⁶*a / an* intern.
Kyra: And what ⁷*do / does* an intern do in HR?
Fran: I answer the phones and take notes at meetings. ⁸*Do you / And you*?
Kyra: I'm ⁹*a / an* Purchasing Assistant. I phone suppliers and make orders.
Fran: ¹⁰*That's / That* sounds good. ¹¹*Do / Does* you know Linda?
Kyra: Yes, she's my manager.
Fran: Really? She's my sister.
Kyra: ¹²*That's / That* interesting. Well, nice talking to you, Fran.
Fran: And you, Kyra. ¹³*See you / Meet you* later.

Vocabulary

1 Match the months with the seasons for your country.

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

Winter: _____
Spring: _____
Summer: _____
Autumn: _____

2 R 3.01 Listen and write the dates you hear.

1 23rd November 2015
2 _____
3 _____
4 _____
5 _____
6 _____
7 _____
8 _____

3 R 3.02 Listen and number the times in the order you hear them.

a _____
b _____
c _____
d _____
e _____
f _____

Grammar

4 Complete the sentences and questions with *can* or *can't*.

1 I come to the meeting (+)
I can come to the meeting.
2 you come to the meeting (?)

3 They come to the meeting (-)

4 He finish the report (-)

5 she finish the report (?)

6 We finish the report (+)

7 They meet on Wednesday (+)

8 I meet on Wednesday (-)

9 we meet on Wednesday (?)

5 Complete the sentences with *was* or *were*.

1 There _____ a problem with the report.
2 _____ you in the meeting yesterday?
3 I _____ late to meet the client.
4 We _____ (-) at the conference.
5 They _____ with a client yesterday.
6 _____ he in the office yesterday?
7 She _____ (-) at work last Wednesday.
8 Where _____ the hotel?

Functional language

6 Complete the sentences with the phrases in the box.

aren't finished can we meet I think we
I think we can is everything what can we
what's the situation where are

1 _____ we with the report?
2 We _____. I'm sorry.
3 OK, _____ do to solve this?
4 And _____ with sales?
5 _____ the deadline?
6 No. _____ need more time.
7 _____ on schedule?
8 Yes, _____ finish it by Wednesday.

Vocabulary

1 Complete the sentences with the past form of the words in the box.

give go have make say see send write

- I _____ sorry for my mistake.
- He _____ twelve phone calls yesterday.
- I _____ to meet a client on Monday.
- They _____ fifty emails last week.
- We _____ the invoice last month.
- She _____ four meetings yesterday.
- I _____ my manager this morning.
- We _____ our customers a discount last year.

2 Complete the sentences with the words in the box.

about ask check contact for send that to

- _____ your spam folder.
- Check _____ it's connected to your computer.
- Let's _____ the client a message.
- _____ the customer by email.
- You can _____ IT to help.
- Ask your manager _____ a new ID card.
- Send the document _____ the printer.
- Contact the supplier _____ the invoice.

Grammar

3 Complete the sentences with the past form of the words in brackets. Some verbs are irregular.

- We _____ (work) late last week.
- I _____ (send) you an email yesterday.
- The client _____ (say) thank you for the report.
- We _____ (stop) selling that model last year.
- We _____ (plan) the project last week.
- You _____ (write) the report yesterday.
- I _____ (start) my new job yesterday.
- She _____ (have) a meeting last Monday.
- They both _____ (study) at Cambridge University.

4 Write questions and answers using the prompts.

1 A: you / work late / last night / ?

B: No. I / not work / late last night / .

2 A: they / finish / the report yesterday / ?

B: No. They / not finish / the report yesterday / .

3 A: he / meet / a new client on Tuesday / ?

B: No. He / not meet / a new client on Tuesday / .

4 A: we / give / the presentation last Friday / ?

B: No. We / not give / the presentation last Friday / .

Functional language

5 Complete the sentences with the phrases in the box.

call you when can I help could choose
give you your order a new what's the
you change you try turning

- How _____ you?
- Did _____ the battery?
- I can _____ money back.
- I'll _____ one.
- _____ problem?
- Did _____ it off?
- You _____ a different one.
- I'll _____ it's ready.

Vocabulary

1 Choose the correct word to complete the sentences.

- How often do you *have / make* meetings?
- I *have / visit* suppliers every day.
- Do you *visit / make* phone calls every day?
- We *make / visit* clients once a week.
- Do you *write / make* minutes in your job?
- I *make / write* 100 emails a day.

2 Complete the sentences with *product or meeting*.

- Can we arrange a _____ for next week?
- Our supplier has a large _____ range.
- I received the _____ specifications yesterday.
- I need to postpone the _____ until next week.
- The _____ quality is very good.
- We can have the _____ tomorrow.
- The _____ launch is next month.
- We need to cancel the _____. The client can't come.

Grammar

3 Complete the sentences with the correct form of the words in brackets.

- We a meeting at the moment (not have)
_____ *We aren't having a meeting at the moment.*
- I to the client now (not talk)

- They the product launch right now (not prepare)

- I a new car at the moment (buy)

- We the presentation slides now (make)

- She a report at the moment (write)

- He for work right now (not travel)

- You a supplier at the moment (visit)

4 Write sentences and questions about future plans using the prompts.

- I / meet / a new client / next week / .

- She / give / a presentation / in two weeks / .

- We / not go / on a business trip / tomorrow / .

- he / send / the report / tomorrow / ?

- You / not go / the product launch / next month / .

- We / visit / our supplier / next week / .

- I / work late / tomorrow / .

- they / have / a meeting / next Thursday / ?

Functional language

5 Match 1-8 with a-h.

- | | |
|-----------------------|---------------------|
| 1 Could I ask you for | a 's no problem. |
| 2 That | b ask Julia. |
| 3 I'm really sorry | c help you? |
| 4 You could | d some help? |
| 5 Can I | e but I'm too busy. |
| 6 No, I | f 'm fine. Thanks. |
| 7 Could I ask a | g favour? |
| 8 That would | h be great. |

Vocabulary

1 Complete the missing words.

- It's **d** _____ to park in the city centre. There are no spaces!
- The city is very **b** _____ for me. It's big and noisy. I prefer the countryside.
- We have a very **s** _____ office now – the old one was very small.
- We work in a nice, old building that's very **t** _____.
- My office is a **s** _____ walk from the train station – only three minutes.
- I'm **c** _____ to my office. It's a ten-minute walk from home.
- My train journey to work is very, very **l** _____. It's more than an hour.
- I have an **e** _____ journey to work, just one bus.

2 Complete the table with the words and numbers in the box.

\$2,400 \$60 30 days from order 40
60 days from date of invoice Zindex A320 Toner

QUOTE FOR TONER	
Product name:	
Unit price:	
Number of units:	
Delivery time:	
Payment terms:	
Total price:	

Grammar

3 Complete the email with the correct form of the words in brackets.

Hi team,



I'd like to inform you that we're moving offices next month. Our new office will be ¹ _____ (modern) and ² _____ (light) than our office at the moment. It's a ³ _____ (short) walk to a bus stop than our walk now, too. The space is ⁴ _____ (big) and the rent is ⁵ _____ (cheap) than our current office. Unfortunately, it's in a ⁶ _____ (noisy) part of town than our old office. Also, if you travel by train, you will have a ⁷ _____ (expensive) journey than at the moment. However, I think the new office will be ⁸ _____ (good) than where we are now!

4 Put the bold words in the correct order.

- If **fifty / units / we order / , / will / get / we** a discount.
_____ *If we order fifty units, we will get a discount.*
- choose / we / if** the standard package, **it / cost / will** \$500.

- you / if / offer** us a discount, **buy / we / will** a hundred.

- If **order / today / you / , / we deliver / will / tomorrow**.

- you / if / have** a problem, I **help / will / you**.

- If **asks / he / the / clients / , / tell / will / they** him.

- If **the / screen / you / look / at / , / see / will / you** a diagram.

- move / we / if** offices, we **will / more / space / have**.

Functional language

5 Complete the sentences with the phrases in the box.

as you can see if you look at on the slide
slide shows you can you look you'll see

- Let's _____ customer satisfaction.
- This _____ three line graphs.
- _____ can see _____, sales were higher in Q1 than in Q2.
- As you _____ from the bar chart, we spend more on deliveries.
- _____ look at the table, _____ see that the sales are lower by fifteen percent.
- If _____ at the third row, _____ our costs.

Vocabulary

1 Complete the sentences with the words in the box.

approve enter issues notify supply request

- Finance has to _____ the payment before I can buy the product.
- Kane's Ltd _____ our ink and paper, we have a contract with them.
- To create a new purchase order, _____ the supplier's details into the system.
- I need to _____ a new machine from production. Can you approve it?
- I'll _____ the supplier that we will make the payment today.
- The system _____ the invoice automatically and sends it to the customer.

2 Replace the words in bold with the words in the box with a similar meaning.

clear complicated excellent is efficient
is reliable is unreliable poor simple

- They have **very, very good** customer service.
- The ordering process is **very easy**.
- The product was **not good** quality.
- The website was **easy to understand**.
- The delivery company **always delivers on time**.
- The manual is **really difficult to understand**.
- The team **finish their work quickly**.
- The delivery company **never delivers on time**.

Grammar

3 Choose the correct form of *have to* to complete the sentences.

- We *has to / have to / don't have* send the report by 8 o'clock tonight.
- He *has to / have to / don't have to* start at 9 o'clock on Monday.
- Do you have to / Does you have to* work late tonight?
- You *has to / have to / don't have to* meet me at reception but you can if you want to.
- Do she have to / Does she have to* meet the supplier?
- She *has to / have to / don't have to / doesn't have to* go to the client's office next week but it's OK if she does.
- A:** Do you have to go to work tomorrow?
B: No, I don't have / No, I don't.
- I *has to / have to / don't have to* leave at 6 p.m. or I'll be late.

4 Put the phrases in the correct order to make instructions.

- by Monday / the report / complete

- an email / send / to finance

- contact / by phone / the supplier

- the document / remember / to save

- to email / the customer / don't forget

- change / in the photocopier / the paper

- click / on the system / 'create invoice'

- the payment / in the system / approve

Functional language

5 Choose the correct words to complete the dialogue.

A: How can we ¹*improve / manage* the invoice system?

B: Why ²*not / don't* we use a computer system?

A: Really? That ³*sounds / listens* good.

B: Yes, I ⁴*want / think* we should create invoices in a new system.

A: That's interesting. Tell me ⁵*more / less*.

B: I think we ⁶*have to / need* a system that issues invoices automatically.

A: Could you get me some more ⁷*information / plan*?

B: OK, why ⁸*don't / not* have a meeting with IT to talk about it?

Vocabulary

1 Match 1-6 with a-f.

- 1 There is high
 - 2 Final inspection is the
 - 3 We have more than 2,000
 - 4 The lead time is two weeks:
 - 5 The standard model
 - 6 Manufacturing is the longest part of the
- a items in stock at our shop in Clermont-Ferrand.
 - b is blue, with a Ko31 processor.
 - c demand for our services at the moment - we need more employees!
 - d one week for production and one week for shipping.
 - e process because we have old machines in our factory.
 - f last thing we do before shipping to the customer.

2 Complete the sentences with the words in the box. There are two extra words.

automate negotiate outsource relocate
review save upgrade work

- 1 _____ company expenses every month to see where you spend money.
- 2 Location can make a big difference. Can you _____ to a cheaper office?
- 3 Turn lights and computers off to _____ energy.
- 4 Let your employees _____ remotely and you'll see better results.
- 5 _____ work to other people or companies if you can't hire more employees.
- 6 _____ tasks that are boring or that employees don't need to do.

Grammar

3 Write present sentences and questions using the prompts.

- 1 The item / be / out of stock / .

- 2 Manufacturing / not take / a week / .

- 3 They / not be / in the warehouse / .

- 4 you / need / more time / ?

- 5 He / need / a week / to build a custom model / .

- 6 be / they / at a different factory / ?

4 Complete the dialogue with the past form of the words in brackets.

- A:** What changes ¹_____ (you / make) at your company last year?
- B:** Let me see ... We ²_____ (hire) new employees, we ³_____ (upgrade) our technology, and the facilities department ⁴_____ (buy) new desks and chairs. The company ⁵_____ (not save) money but we ⁶_____ (improve) the office!
- A:** ⁷_____ (the employees / like) the changes?
- B:** Oh yes, absolutely! Also, management ⁸_____ (love) the changes because the company ⁹_____ (sell) more products last year as a result! Happy employees means better work!

5 Write the underlined verbs in the future. Use contractions if possible.

This project ¹improves the onboarding process at the company. It ²takes three months to complete but it ³doesn't start before April. Firstly, we ⁴have meetings with HR to discuss the onboarding process we have at the moment. Then, we ⁵hire an IT company and they ⁶upgrade the system. Finally, we ⁷check the new system works. The result is that new starters ⁸have a better experience.

- 1 _____ *will improve*
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____
- 7 _____
- 8 _____

Functional language

6 Put the words in bold in the correct order.

I just want to say, ¹**happy very we're with** we're very happy with the sales for this year - ²**job managing great** _____ the team, and ³**on selling done well** _____ in new countries. ⁴**that is The result** _____ we now have the most competitive product on the market. ⁵**talk future, In** _____ to Ben about marketing in different countries, and ⁶**to give try** _____ more presentations about the product. Well done!

The sounds of English

These are the sounds of standard British English and American English pronunciation.

Consonants	
Symbol	Keyword
p	pen
b	back
t	tea
d	day
k	key
g	get
tʃ	church
dʒ	job
f	fact
v	very
θ	thing
ð	this
s	soon
z	zero
ʃ	ship
ʒ	pleasure
h	hot
m	more
n	nice
ŋ	thing
l	light
r	right
j	you
w	work

Vowels		
Symbol	Symbol	Keyword
BrE	AmE	
ɪ	ɪ	kit
e	e	dress
æ	æ	bad
ʌ	ʌ	but
ʊ	ʊ	foot
ɒ	ɑ	job
ə	ə	about
i	i	happy
u	u	situation
iː	i	feel
ɑː	ɑ	father
ɔː	ɔ	north
uː	u	choose
ɜː	ɝ	first
eɪ	eɪ	day
aɪ	aɪ	price
ɔɪ	ɔɪ	boy
əʊ	oʊ	no
aʊ	aʊ	how
ɪə	ɪr	near
eə	er	hair
ʊə	ʊr	sure

Lesson 1.2 ▶ The alphabet

1A P1.01 Listen and repeat.

- 1 AHJK
- 2 BCDEGPTV
- 3 FLMNSXZ
- 4 IY
- 5 O
- 6 QUW
- 7 R

B P1.02 Work in pairs. Say the English alphabet in order. Then listen and check. *A, B, C, D, ...*

2 P1.03 Listen and write the company names. Then work in pairs and practise saying them.

- 1 DHL
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____
- 7 _____
- 8 _____
- 9 _____
- 10 _____

3 P1.04 Listen and complete the names and addresses. Then work in pairs and practise saying them.

- 1 Ms _____
- 2 _____ @ _____ com
- 3 Nowak _____
- 4 _____ @hola _____
- 5 www _____
- 6 office _____

Lesson 1.3 ▶ Plural -s

1 P1.05 Listen and repeat.

/s/ /s/ /z/ /z/ /s/ /s/ /z/ /z/



2 P1.06 Listen and repeat the plurals. Then work in pairs and practise saying the phrases.

- 1 **shops** /s/ and **restaurants** /s/
- 2 **books** /s/ for **students** /s/
- 3 **employees** /z/ at **factories** /z/
- 4 **numbers** /z/ and **codes** /z/

3A P1.07 Listen to the phrases. The plurals here are different. Why?

- 1 your **boss** and our **bosses** /ɪz/
- 2 his **office** and their **offices** /ɪz/
- 3 my **workplace** and your **workplaces** /ɪz/
- 4 her **address** and our **addresses** /ɪz/

B Work in pairs. Practise saying the phrases in Exercise 3A.

4A Work in pairs. Look at the words in the box. Are the plurals with /s/, /z/ or /ɪz/?

breaks buses jobs locations nights warehouses

/s/ breaks, ...

/z/ _____

/ɪz/ _____

B P1.08 Listen and check. Then practise saying the words.

Lesson 2.2 >

Numbers

1 P2.01 Listen and repeat.

thirteen thirty
fourteen forty
fifteen fifty
sixteen sixty
seventeen seventy
eighteen eighty
nineteen ninety

2 P2.02 Listen and underline the numbers you hear. Then listen again and repeat.

- 1 13 / 30 invoices
- 2 13 / 30 projects
- 3 14 / 40 thousand euros
- 4 15 / 50 products
- 5 16 / 60 employees
- 6 17 / 70 customers
- 7 18 / 80 million dollars
- 8 19 / 90 cars

3 P2.03 Listen to the dialogue. Then work in pairs and practise similar dialogues. Use the phrases in Exercise 2.

A: *Is that thirteen or thirty invoices?*

B: *Thirty.*

4A Work in pairs. Mark (A) where you need to say *and* in these numbers.

- 1 3^A14 *three hundred and fourteen*
- 2 977
- 3 8,239
- 4 33,414
- 5 432,746
- 6 7,950,110
- 7 13,800,514
- 8 423,049,113

B P2.04 Listen and check. Then work in pairs and practise saying the numbers in Exercise 4A.

Lesson 2.3 >

Questions

1A P2.05 Listen and repeat.

do do does does do do does does

B P2.06 Listen and repeat the questions. Start at the end.



- 1 Where *do* you work?
- 2 What days *do* they work?
- 3 Where *does* he work?
- 4 What days *does* she work?

C P2.07 Listen to the questions. How do you pronounce *do* at the end? Why?

- 1 What *do* you **do**?
- 2 What *do* they **do**?

2A P2.08 Listen to the questions. Do they go up (↑) at the end or down (↓)?

- 1 *Do* you like your job? ↑
What *do* you like about your job? ↓
- 2 *Do* they travel for work?
How often *do* they travel for work?
- 3 *Does* it provide logistics services?
What services *does* it provide?
- 4 *Does* your company sell products online?
What *does* your company sell?

B Work in pairs. Practise saying the questions in Exercise 2A.

Lesson 3.1 ►

can and can't

1 P3.01 Listen and repeat.

I **can**! You **can't**! He **can**! She **can't**! It **can**!
We **can't**! You **can**! They **can't**!

2A P3.02 Listen to the questions. *Can* here is different. Why?

- 1 **Can** you spell your name?
- 2 **Can** you speak French?
- 3 **Can** you design a website?
- 4 **Can** you manage a team?

B P3.03 Listen and repeat the questions in Exercise 2A.

- 1 *Can you spell ...*
Can you spell your name?

C Work in pairs. Ask each other the questions in Exercise 2A. Give short answers.

A: *Can you spell your name?*
B: *Yes, I can.*

3A P3.04 Listen to the sentences. Is *can* stressed or unstressed? And *can't*?

- 1 I **can** speak German but I **can't** speak Spanish.
- 2 She **can** work on Saturday but she **can't** work on Sunday.
- 3 We **can't** meet at 2 o'clock but we **can** meet at three.
- 4 They **can't** open in May but they **can** open in June.

B Work in pairs. Practise saying the sentences in Exercise 3A.

Lesson 3.2 ►

Ordinal numbers

1A P3.05 Listen and repeat the numbers.

My first name.	The sixth in line.
The second number.	Your seventh day.
Her third visit.	His eighth night.
The fourth design.	The ninth copy.
The fifth floor.	The tenth month.

B P3.06 Now listen and repeat each line in Exercise 1A.

2 P3.07 Listen and repeat the numbers and dates.

11th January	15th May	19th September
12th February	16th June	20th October
13th March	17th July	30th November
14th April	18th August	31st December

3A P3.08 Listen and circle the numbers you hear.

- 1 *13th / 14th August 2005 / 2015*
- 2 *It's on the 14th / 40th floor.*
- 3 *11th / 12th November 1918 / 1980*
- 4 *It's his 30th / 40th birthday.*
- 5 *It's their 15th / 50th shop in the UK.*
- 6 *13th / 30th June 2013 / 2014*
- 7 *It's their 17th / 70th order.*
- 8 *23rd / 24th November 2019 / 2090*

B Work in pairs. Practise saying the dates and sentences in Exercise 3A.

Lesson 4.1 >


The *-ed* ending

1  P4.01 Listen and repeat. The green past forms are different. Why?

- ask → asked /t/
 miss → missed /t/
 plan → planned /d/
 call → called /d/
 want → wanted /ɪd/
 end → ended /ɪd/

2A  P4.02 Listen and repeat the past forms.

- 1 It **worked** /t/ for two days and then it **stopped** /t/.
- 2 He **finished** /t/ his work and **helped** /t/ me.
- 3 She **phoned** /d/ me and **complained** /d/.
- 4 We **agreed** /d/ on a date but then they **changed** /d/ it.
- 5 We **started** /ɪd/ a company and **provided** /ɪd/ IT services.
- 6 They **needed** /ɪd/ my help and I **suggested** /ɪd/ a solution.

B  P4.03 Listen to the sentences in Exercise 2A. Then work in pairs and practise saying them.

3A  P4.04 Listen and tick (✓) the sentences you hear.

- 1 They **arrive** on time. ✓
They **arrived** on time.
- 2 I **manage** a big team.
I **managed** a big team.
- 3 We **fix** problems.
We **fixed** problems.
- 4 They **accept** my offers.
They **accepted** my offers.
- 5 We **talk** about the budget.
We **talked** about the budget.
- 6 I **attend** all the meetings.
I **attended** all the meetings.

B  P4.05 Listen and repeat the sentences in Exercise 3A. Are the past forms with /t/, /d/ or /ɪd/?

Lesson 4.3 >

'th' as /θ/ and /ð/

1A  P4.06 Listen and repeat.


/θ/ /θ/ /ð/ /ð/ /θ/ /θ/ /ð/ /ð/




B Listen and repeat. Then work in pairs and practise saying the words.

 P4.07 /θ/ **th**anks **th**ink **th**ought **noth**ing
month **birth**

 P4.08 /ð/ **th**ey **th**is **th**at **th**ere **together** **with**



2A  P4.09 Listen and repeat the words with **th** /θ/ and **th** /ð/.

- 1 He's free at **th**ree **th**irty on **Th**ursday.
- 2 It's my forti**th** **birth**day next **month**.
- 3 **Th**ey talk about **th**e **th**weather every day.
- 4 We work **together** **with** **th**e team.
- 5 Write to **th**ese clients in **th**e UK and say **th**ank you to **th**em.
- 6 I **th**ought **th**e meeting in **th**e **th**Netherlands was on **th**e **th**irteenth.

B  P4.10 Listen to the sentences in Exercise 2A. Then work in pairs and practise saying the sentences.

Lesson 5.1 ►

/ŋ/ and the Present Continuous

1A  P5.01 Listen and repeat. Point  to where you feel the pronunciation of /ŋ/.

/ŋ/ /ŋ/ /ŋ/ /ŋ/ /ŋ/ /ŋ/

B  P5.02 Listen and repeat.


wrong thing spring everything morning
building meeting helping

2  P5.03 Listen and repeat.

I'm	I'm helping.	I'm not helping.
You're	You're helping.	You're not helping.
He's	He's helping.	He's not helping.
She's	She's helping.	She's not helping.
It's	It's helping.	It's not helping.
We're	We're helping.	We're not helping.
They're	They're helping.	They're not helping.

3A  P5.04 Listen and repeat the **-ing forms**.


- I'm **talking** to you but you're not **listening**.
- He's **calling** her but she's not **answering**.
- We're **having** a meeting but they're not **coming**.
- I'm **pressing** the button but it's not **working**.
- They're **selling** the company but we're not **buying** it.
- We're **providing** new services but they're not **using** them.


B  P5.05 Listen to the sentences in Exercise 3A. Then work in pairs and practise saying them.

Lesson 5.3 ►

/ɪ/ and /i:/


1 Listen and repeat the sounds /ɪ/ and /i:/ and the words.

 P5.06 /ɪ/ fix print ill give gym finish
minute visit

 P5.07 /i:/ key beach speak feel screen canteen
agree colleague

2  P5.08 Listen and repeat.

/ɪ/	→	/i:/
live	→	leave
fill	→	feel
Tim	→	team
his	→	he's
sit	→	seat

3A  P5.09 Listen and **circle** the /ɪ/ sound(s) in the words in bold. Compare your answers with a partner.

- My colleague **is** feeling ill.
- Tim's** giving your team **his** greetings.
- I need to read the **minutes** of the **meeting**.
- Can you **fix** the **machine** **this** week, please?
- He's **leaving** the town to **live** near the beach.

B Listen again and **underline** the /i:/ sound(s) in the words in bold. Compare your answers with a partner.

- My **colleague** is **feeling** ill.
- Tim's** giving your **team** his **greetings**.
- I **need** to **read** the minutes of the **meeting**.
- Can you fix the **machine** **this** **week**, please?
- He's** **leaving** the town to live near the **beach**.

C Practise saying the sentences in Exercise 3A.

Lesson 6.1 >

The vowel /ə/

1 P6.01 Listen and repeat.

/ə/ /ə/

big	bigger
cheap	cheaper
long	longer
light	lighter
fast	faster
quiet	quieter
noisy	noisier
busy	busier

2 P6.02 Listen and repeat.

older than
shorter than
smaller than
easier than
happier than


3A P6.03 Listen and repeat.


- 1 A train is faster than a car.
 - 2 A conference is longer than a meeting.
 - 3 A printer is cheaper than a computer.
 - 4 The factory is older than the warehouse.
 - 5 The task is easier than the project.
 - 6 The manager is busier than the boss.
- B** Work in pairs. Practise saying the sentences in Exercise 3A.

Lesson 6.3 >

/æ/ and /ʌ/

1 Listen and repeat.

 P6.04 /æ/ app back that bad brand have
damaged manage package standard
tablet relax

 P6.05 /ʌ/ but cup much touch truck lunch
button current country Monday
summer discuss

2 P6.06 Listen and repeat.

/æ/ → /ʌ/
app → up
bat → but
cap → cup
match → much
track → truck

3A P6.07 Listen and circle the /æ/ sound(s) in the words in bold. Compare your answers with a partner.

- 1 We discussed the current **contract at** lunch.
- 2 See the **attachment** for the update on the budget.
- 3 I sent the broken **laptop back** to the shop on Monday.
- 4 Both the plus **package** and the **standard** offer free **national** calls.
- 5 If customers **have** problems with the **app**, they can **contact** me on this number.

B Listen and underline the /ʌ/ sound(s) in the other words in Exercise 3A. Compare your answers with a partner.

C Practise saying the sentences in Exercise 3A.

Lesson 7.2 ►

/aɪ/ and /eɪ/

1 Listen and repeat.

▶ P7.01 /aɪ/ my light nine sign type white
item invite July online

▶ P7.02 /eɪ/ day great late make name train
arrange explain create paper

2 ▶ P7.03 Listen and underline the word or words in each pair with /eɪ/.

- | | |
|-----------------------|------------|
| 1 app April | 4 paid pay |
| 2 corporate celebrate | 5 said say |
| 3 eight foreign | 6 say says |

3A ▶ P7.04 Listen to the sentences. Notice the /eɪ/ sounds and underline the /aɪ/ sounds.

- We have to take five ring binders and a stapler.
- Our clients complain that the website is complicated.
- Why don't you write me an email with all the details?
- The Sales Manager says there's a mistake in the final price.
- They need more time to change the design.

B Compare with your partner. Then listen again and check. Practise saying the sentences in Exercise 3A.

Lesson 7.3 ►

/l/ and /r/

1 Listen and repeat.

▶ P7.05 /l/ last left lunch lovely location
black floor glass deadline tablet

▶ P7.06 /r/ rent room ready receive remove
break free graph area sorry

2 ▶ P7.07 Listen and repeat.

/l/	→	/r/
lead	→	read
light	→	right
long	→	wrong
low	→	row
collect	→	correct

3 ▶ P7.08 Listen and repeat the underlined words.

- We received the delivery on Friday at eleven.
- The brown envelopes and the black pens arrived separately.
- He's very friendly and polite to his colleagues.
- Everything in the room was stylish and really excellent quality.
- I'm free tomorrow so I'm going to visit my family and relax.

4 ▶ P7.09 Work in pairs and practise saying the sentences in Exercise 3.

Lesson 8.2 >

Pronouncing the letter 'o'

- 1** Listen and repeat the sounds /ɒ/ and /əʊ/ and the words.
- P8.01** /ɒ/ off **box** job shop stock **copy** model
offer project **software**
- P8.02** /əʊ/ old **clothes** don't **home** phone
hotel global **Poland** **program** total
- 2A** **P8.03** Listen and circle the word in bold in each sentence with the /ɒ/ sound. Compare your answers with a partner.
- We **relocated** to a new **office** last **month**.
 - The planning **process** didn't **cost** much **money**.
 - They **only** make this **product** in one **colour**.
 - I **love** your **conference** **photos**.
 - We **negotiated** new **contracts** with **other** suppliers.
 - The system **notifies** the **company** that there is a **problem**.
- B** Listen again and underline the word in bold in each sentence with the /əʊ/ sound in Exercise 2A. Compare your answers with a partner.
- C** Practise saying the sentences in Exercise 2A.
- 3** **P8.04** Listen to the other words in bold in Exercise 2A. The letter 'o' is pronounced the same way in all of them. Is it ... ?
- /æ/ as in **app**
 - /ʌ/ as in **much**

Lesson 8.3 >

The vowel /ɜ:/

- 1A** **P8.05** Listen and repeat. What spellings represent the vowel /ɜ:/?
- /ɜ:/ **sir** **birth** **first** **confirm**
turn **further** **purchase** **Thursday**
serve **term** **commerce** **German**
- B** **P8.06** We sometimes pronounce the letters 'or' as /ɜ:/, but not always. Listen and underline the words with /ɜ:/.
- /ɜ:/ **form** **short** **word** **work** **world** **worse** **worst**
sorry **worry** **information**
- C** **P8.07** Listen and repeat the words with /ɜ:/ from Exercise 1B.
- 2** **P8.08** Listen and practise saying the sentences.
- The payment **terms** are **worse** now.
 - They provide the **worst services** in the **world**!
 - For **further purchases** use the online form.
 - It's my **first** day at **work** after a short holiday.
 - We'll **confirm** the information on **Thursday**.
 - I **worked** for a **German e-commerce** company.

	INFINITIVE	PAST SIMPLE
P9.01	be [bi:]	was/were [wɒz/wɜ:]
P9.02	break [breɪk]	broke [brəʊk]
P9.03	bring [brɪŋ]	brought [brɔ:t]
P9.04	build [bɪld]	built [bɪlt]
P9.05	buy [baɪ]	bought [bɔ:t]
P9.06	can [kæn]	could [kʊd]
P9.07	choose [tʃu:z]	chose [tʃəʊz]
P9.08	come [kʌm]	came [keɪm]
P9.09	cost [kɒst]	cost [kɒst]
P9.10	cut [kʌt]	cut [kʌt]
P9.11	do [dʊ:]	did [dɪd]
P9.12	find [faɪnd]	found [faʊnd]
P9.13	forget [fə'get]	forgot [fə'gɒt]
P9.14	get [get]	got [gɒt]
P9.15	give [gɪv]	gave [geɪv]
P9.16	go [gəʊ]	went [went]
P9.17	grow [grəʊ]	grew [gru:]
P9.18	have [hæv]	had [hæd]
P9.19	hear [hɪə]	heard [hɜ:d]
P9.20	keep [ki:p]	kept [kept]
P9.21	know [nəʊ]	knew [nju:]
P9.22	learn [lɜ:n]	learnt [lɜ:nt]/ learned [lɜ:nd]
P9.23	leave [li:v]	left [left]

	INFINITIVE	PAST SIMPLE
P9.24	let [let]	let [let]
P9.25	lose [lʊ:z]	lost [lɒst]
P9.26	make [meɪk]	made [meɪd]
P9.27	meet [mi:t]	met [met]
P9.28	pay [peɪ]	paid [peɪd]
P9.29	put [pʊt]	put [pʊt]
P9.30	read [ri:d]	read [red]
P9.31	ring [rɪŋ]	rang [ræŋ]
P9.32	say [seɪ]	said [sed]
P9.33	see [si:]	saw [sɔ:]
P9.34	sell [sel]	sold [səʊld]
P9.35	send [send]	sent [sent]
P9.36	show [ʃəʊ]	showed [ʃəʊd]
P9.37	speak [spi:k]	spoke [spəʊk]
P9.38	spell [spel]	spelt [spelt]/ spelled [speld]
P9.39	spend [spend]	spent [spent]
P9.40	take [teɪk]	took [tʊk]
P9.41	teach [ti:tʃ]	taught [tɔ:t]
P9.42	tell [tel]	told [təʊld]
P9.43	think [θɪŋk]	thought [θɔ:t]
P9.44	understand [ʌndə'stænd]	understood [ʌndə'stʊd]
P9.45	win [wɪn]	won [wʌn]
P9.46	write [raɪt]	wrote [rəʊt]

1.1 Introductions: *be*

Positive		
I	am/'m	German. from Germany.
You/We/They	are/'re	
He/She/It	is/'s	

Negative		
I	am not/'m not	Polish. from Poland.
You/We/They	are not/'re not/aren't	
He/She/It	is not/'s not/isn't	

Yes/No questions		
Am	I	Japanese? from Japan?
Are	you/we/they	
Is	he/she/it	

Short answers					
Yes,	I	am.	No,	I	'm not
	you/we/they	are.		you/we/they	aren't.
	he/she/it	is.		he/she/it	isn't.

1 Complete the sentences with the words in the box.

are aren't am is isn't (x2) 'm not 're 's

- A:** _____ you from Japan?
B: Yes, I _____.
- You are _____ from Poland.
- He _____ British. He's American.
- They _____ Mexican. They're from Argentina.
- I _____ Spanish.
- A:** _____ she Chinese?
B: No, she _____.
- We _____ not Indian.
- It _____ from Ireland.

2 Match 1-4 with a-d and 5-8 with e-h.

- | | |
|-----------|---------------------|
| 1 I | a isn't from Spain. |
| 2 My name | b 'm German. |
| 3 She | c 're Mexican. |
| 4 They | d 's Luis. |
| 5 We | e is Ella. |
| 6 David | f 'm not Japanese. |
| 7 This | g 're from China. |
| 8 I | h 's American. |

1.2 *my, your, his, her, its, our, their*

1 Choose the correct word.

- Call Mr Garcia. *Its / His / Their* phone number is 332 9909.
- Email Mrs Jones. *Our / My / Her* email address is jones_emily@hemis.net.
- A:** What's *your / his / my* address?
B: My address is 435 Grape Lane.
- Call me. *Your / My / Their* mobile number is 334 9829.
- Eva and Lise are German, but *their / his / her* company is Spanish.
- We are from London. *Our / Your / Their* address is 29 Clark Street.
- The hotel is in Manhattan. *Your / Its / My* name is Park Inn.
- Maria is Mexican. *Her / Their / Its* surname is Sanchez.

1.3 Describing your company: *there is/are*

There	is/'s	a one no	warehouse.
There	are	two five no	offices.
		restaurants. break rooms for employees.	

1 Choose the correct option.

- | | |
|-------------------------------|---------------------------------|
| 1 There's _____ . | 5 There are _____ . |
| a five factories | a an office. |
| b one warehouse. | b canteens for employees. |
| c no managers. | c no gym. |
| 2 There are _____ . | 6 There is _____ . |
| a warehouses in Germany. | a one Sales Manager. |
| b a gym. | b two employees. |
| c one office. | c no factories. |
| 3 There is _____ . | 7 There's _____ . |
| a factories in Turkey. | a a gym for employees. |
| b three warehouses in London. | b three managers in Spain. |
| c an office in New York. | c no offices in Japan. |
| 4 There's _____ . | 8 There are _____ . |
| a no factories. | a a sales department in the UK. |
| b two divisions. | b no warehouses. |
| c a Shipping Manager. | c one manager in Germany. |

2.1 Talking about work: Present Simple positive

Positive		
I/You/We/They	work	in the marketing department.
He/She/It	works	

Spelling rules for *he, she, it*

verb + -s		
He/She/It	checks	technical problems.
	makes	hybrid cars.

verb with consonant + -y → -ies.

I/You/We/They	try.
He/She/It	tries.

irregular		
I/You/We/They	have	meetings.
He/She/It	has	
I/You/We/They	go	to the office.
He/She/It	goes	
I/You/We/They	do	reports.
He/She/It	does	

1 Choose the correct option.

- 1 He *work / works* on the computer.
- 2 She *have / has* meetings with other departments.
- 3 We *sell / sells* hybrid cars.
- 4 They *write / writes* reports.
- 5 I *manage / manages* a sales team.
- 6 You *work / works* for a French company.
- 7 It *make / makes* good coffee.
- 8 We *solve / solves* technical problems.
- 9 She *check / checks* the process is safe.
- 10 He *have / has* meetings with clients.

2.2 a/an

a + singular noun beginning with a consonant sound

a *company, a warehouse*

an + singular noun beginning with a vowel sound

an *airport, an international company, an hour*

no a or an with plural nouns

They are students.

1 Complete the sentences with **a** or **an**.

- 1 She works for ___ Irish company.
- 2 He has ___ uniform.
- 3 Mendoza is ___ Argentinian city.
- 4 She is ___ engineer.
- 5 It is ___ factory.
- 6 I work in ___ café.
- 7 She works for ___ airline.
- 8 He is ___ Sales Manager.
- 9 They work for ___ e-commerce company.
- 10 The meeting is ___ hour.

2.3 Talking about routines: Present Simple negative and questions

Negative			
I/You/We/They	don't	work	for a Germany company.
He/She/It	doesn't		

Yes/No questions			
Do	I/you/we/they	work	for a Germany company?
Does	he/she/it		

Short answers					
Yes,	I/you/we/they	do.	No,	I/you/we/they	don't.
	he/she/it	does.		he/she/it	doesn't.

Open questions			
Where	do	I/you/we/they	work?
	does	he/she/it	
What	do	I/you/we/they	do?
	does	he/she/it	
What days	do	I/you/we/they	work?
	does	he/she/it	

1 Rewrite the negatives and questions with *she*.

- 1 What do you do?
_____ *What does she do?*
- 2 I don't work on Sunday.

- 3 Where do you live?

- 4 You don't have meetings.

- 5 What do you do at work?

- 6 They don't like the work.

- 7 What days do you work?

- 8 I don't work in the head office.

- 9 Do you travel for work?

- 10 We don't have a car.

- 11 Do you like the job?

- 12 You don't have a visa.

2.4 > Using 's and s'

singular noun + 's
to show possession

Michael's job
the team's work

plural noun + '
to show possession

the employees' car park
the managers' meeting

nouns with -s + ' or 's

Ross' office
Ross's office
Agnes' team
Agnes's team

plural men and women + 's

The men's bathroom
The women's bathroom

1 Put 's or s' in the correct position. Put 's and s' if they are both correct.

- 1 the team's work
- 2 two designer projects
- 3 James report
- 4 the marketing department meeting
- 5 Lucas mobile phone
- 6 the Sales Director parking space
- 7 the six manager offices
- 8 our customer emails

3.1 > Talking about ability and possibility

Positive		
I/You/He/She/It/We/They	can	speak Chinese.

Negative		
I/You/He/She/It/We/They	can't cannot	speak Japanese.

Yes/No questions		
Can	I/you/he/she/it/we/they	speak German?

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

Open questions			
When	can	I/you/he/she/it/we/they	finish?

Put the words in bold in the correct order.

- 1 I go on **can't** holiday in July.

- 2 **can I take** Monday off.

- 3 **take can't She** time off next week.

- 4 **go on can't they** holiday in April.

- 5 **can on go when you** holiday?

3.1 > at, in, on, from ... to ...

Preposition	Example
at + • time • lunchtime, breakfast and the weekend • night	The meeting is at 9 a.m. Where do you eat at lunchtime? I never work at night.
in + • month • season • year • the morning, the afternoon and the evening (not night)	I'm free in June. The conference is in spring. The new contract starts in 2025. They don't work in the morning.
on + • day • date • special day • official holiday	The next workshop is on Friday. Our meeting is on 12th April. They are open on Valentine's Day. We're not open on New Year's Day.
from + day, time, date + to + day, time, date	We can deliver from Monday to Friday. They are open from 9 a.m. to 5 p.m. She is on holiday from 1st to 31st January.

1 Choose the correct option.

- 1 Are you open *at* / *on* 1st May?
- 2 We're open *from* / *to* 08.45 *from* / *to* 18.45.
- 3 The next meeting is *in* / *on* October, I think.
- 4 He's a Factory Manager but he doesn't work *in* / *at* night.
- 5 My busy months are *at* / *in* winter.
- 6 The company doesn't close *on* / *at* lunchtime.

3.2 > Can ... ?/Could ... ?

Yes/No questions		
Can/Could	you	send me the report today, please?

Short answers		
Yes,	I/we	can.
No,		can't.

1 Write requests with *can* or *could*. Use the prompts.

- 1 I / take / time off / next week / ?
_____ *Could I take time off next week?* _____
- 2 we / meet / the clients / in your office / ?

- 3 she / call / me / this afternoon / ?

- 4 you / send / me / the details by email / ?

- 5 I / have / an extra day / to finish the report / ?

- 6 we / go for lunch early / today / please / ?

3.3 Talking about the past

Positive		
I/He/She/It	was	late.
You/We/They	were	

Negative		
I/He/She/It	was not/wasn't	late.
You/We/They	were not/weren't	

Yes/No questions		
Was	I/he/she/it	late?
Were	you/we/they	

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

1 Complete the sentences with *was(n't)* or *were(n't)*.

- _____ there a problem with the order?
- Where _____ they this afternoon?
- A:** There _____ ten items in the delivery, there _____ only eight.
B: So, there are two items missing ...
- _____ the product damaged? Or only the box?
- _____ there any packages missing from your order?
- Three people _____ late for our team meeting yesterday.
- What time _____ the meeting? 2 p.m. or 3 p.m.?
- A:** _____ she late on Monday morning?
B: No, she _____.

4.1 Talking about the past: Past Simple

Positive		
I/You/He/She/It/We/They	verb + <i>-ed</i> missed	the meeting last week.
	verb with <i>-e</i> : + <i>-d</i> arrived	late yesterday.
	verb with consonant - vowel - consonant : consonant x2 + <i>-ed</i> stopped	working at 5 p.m.
	verb with <i>-y</i> : → <i>-ied</i> studied	in Frankfurt.

See the irregular verbs list on page 104.

1 Rewrite the sentences in the past. The verbs are regular.

- I study at Oxford.

- My headphones stop working.

- He manages a big team.

- They miss the meeting.

2 Complete the sentences with the past form of the words in brackets. The verbs are irregular.

- We _____ (make) a mistake.
- You _____ (send) the delivery.
- He _____ (give) me the report.
- I _____ (write) the report yesterday.
- They _____ (have) a meeting.
- The train _____ (be) late.

4.2 Making offers and promises with *will*

I/You/He/She/It/We/They	will/'ll will not/won't	call you back. check the order.
-------------------------	----------------------------	------------------------------------

1 Put the words in the correct order.

- will / she / call you back

- change the order now / I / will

- they / check the database for you / will

- will / send it by email / I

- write the report / won't / we

4.3 Using negatives and questions in the past: Past Simple

Negative		
I/You/He/She/It/We/They	didn't	check the order.
		study in Paris.
		go to work.

Yes/No questions		
Did	I/you/he/she/it/we/they	finish the project?
		study in Australia?
		get the delivery?

Open questions			
What		the technician	say?
When	did	the delivery	arrive?
Where		I/you/he/she/it/we/they	buy it?

1 Complete the sentences with the negative past form of the words in the box.

come go have manage study

- I _____ to work yesterday.
- She _____ in New York.
- I _____ the sales team.
- We _____ a meeting.
- The delivery _____ yesterday.

2 Complete the questions with the correct form of the words in brackets.

- _____ (you / have) a meeting yesterday?
- When _____ (the delivery / come)?
- _____ (you / work) in Paris?
- Where _____ (you / buy) it?
- _____ (we / get) the order?

5.1 > Talking about things happening now: Present Continuous

Positive			
I	am/'m	working	now. right now. at the moment.
You/We/They	are/'re		
He/She/It	is/'s		

Negative			
I	am not/'m not	working	now. right now. at the moment.
You/We/They	are not/'re not/aren't		
He/She/It	is not/'s not/isn't		

Spelling rules for -ing form

verb + -ing	
work	working
miss	missing
study	studying

verb with -e → -ing	
write	writing
take	taking
make	making

one-syllable and two-syllable verbs with the last syllable stressed and ending with consonant - vowel - consonant: → consonant x2 + -ing	
stop	stopping
sit	sitting
begin	beginning
prefer	preferring

Exceptions:

cancel → **cancelling** in BrE but **canceling** in AmE

travel → **travelling** in BrE but **traveling** in AmE

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

- I _____ (write) a report right now.
- They _____ (have) a meeting now.
- We _____ (work) from home at the moment.
- You _____ (wait) for a phone call right now.
- He _____ (sit) at his desk at the moment.
- She _____ (visit) a client right now.

2 Put the words in the correct order.

- working / I'm / not / at / moment / the

- having / not / we're / a / meeting / now / right

- not / he's / a / client / visiting / now

- not / they're / the / report / moment / writing / at / the

- now / not / working / it's / right

5.3 > Talking about future arrangements: Present Continuous

Yes/No questions			
Am	I	meeting the client	tomorrow?
Are	you/we/they		on Monday?
Is	he/she/it		next week?
			next month?

Short answers					
	I	am.		I	'm not
Yes,	you/we/they	are.	No,	you/we/they	aren't.
	he/she/it	is.		he/she/it	isn't.

1 Complete the questions about the future with the correct form of the words in brackets.

- (we / have a meeting) on Monday?

- (she / meet a client) next week?

- (they / work from home) tomorrow?

- (I / visit a supplier) next month?

- (you / write the report) tomorrow?

- (he / prepare the presentation slides) on Friday?

6.1 Comparing two things

One syllable: + -er	cheap → cheaper small → smaller
Two syllables ending in -y: y → i + -er	busy → busier easy → easier
Two or more syllables: more	expensive → more expensive difficult → more difficult
Irregular	good → better bad → worse far → further
Adjectives ending consonant + vowel + consonant: final consonant x2 + -er	big → bigger

1 Use the information in the table to complete the sentences.

	Hamlin House	Tulio's
Price	\$500 per month	\$700 per month
Size	2,000 m ²	1,500 m ²
Distance from train station	200 m	500 m

Price

- Hamlin House is cheaper than Tulio's.
- Tulio's is _____ Hamlin House.

Size

- Hamlin House is _____ Tulio's.
- Tulio's is _____ Hamlin House.

Distance from train station

- Hamlin House is _____ Tulio's to the train station.
- Tulio's is _____ Hamlin House from the train station.

6.2 good - better - best / bad - worse - worst

Irregular	good → better → best bad → worse → worst
------------------	---

1 Choose the correct option.

- I like my new phone. It's very *better* / *good*.
- This desk is *worst* / *worse* than the other one.
- The payment terms are *better* / *more good* than the terms from other suppliers.
- This is the *worst* / *baddest* product I bought.
- The quality is very *bad* / *worse*.
- I think it was the *better* / *best* product I used.

6.3 Making proposals with if

condition (If + Present Simple)	result (will + infinitive)
If we choose a cheaper offer,	we will save money.
If you buy more,	the unit price will go down.
If we choose the premium service,	we will get unlimited data.

1 Match 1-6 with a-f.

- | | |
|----------------------------------|------------------------------|
| 1 If you buy today, | a I'll get a better phone. |
| 2 If I choose 'Premium plus', | b the staff will be happier. |
| 3 If we launch a new product, | c you'll get a lower price. |
| 4 If she buys from this company, | d she'll have longer to pay. |
| 5 If they buy standing desks, | e it'll increase sales. |
| 6 If he changes his provider, | f he'll save money. |

7.1 Talking about obligation: have to

Positive		
I/You/We/They	have to	finish it.
He/She/It	has to	

Negative			
I/You/We/They	don't	have to	finish it.
He/She/It	doesn't		

Yes/No questions			
Do	I/you/we/they	have to	finish it?
Does	he/she/it		

Short answers		
Yes,	I/you/we/they	do.
	he/she/it	does.
No,	I/you/we/they	don't.
	he/she/it	doesn't.

1 Complete the sentences with the positive or negative form of *have to*.

- You _____ meet the client, but you can come if you want to.
- He _____ finish the report by Friday. His boss needs it.
- We _____ update the inventory every day. It's very important.
- She _____ go to the meeting but it's OK if she wants to.

2 Write questions with *have to* using the prompts.1 he / see / the supplier / next week?
_____2 they / work / late every day?
_____3 you / visit / clients / every week?
_____4 she / check / with the warehouse?
_____**3 Write short answers to the questions in Exercise b.**

1 _____ (+)

2 _____ (-)

3 _____ (+)

4 _____ (-)

**7.3 > Writing instructions:
Imperatives**

Send	your invoice by email.
Don't give	us your bank details by email.
Confirm	your bank details with us by phone.
Remember / Don't forget	to check the invoice before you send it.

1 Write the sentences as imperatives. For one sentence there are two possible answers.

1 You need to send your invoice today.

Send your invoice today.
_____2 Can you give us your bank details?
_____3 You can't send your bank details by email.
_____4 Will you change the printer ink cartridge?
_____5 You need to speak to the client today.
_____6 You should complete the report by tomorrow.
_____7 You need to remember to check the purchase orders.
_____8 Can you update the client on the project?



P10.01

1 one	36 thirty-six	71 seventy-one
2 two	37 thirty-seven	72 seventy-two
3 three	38 thirty-eight	73 seventy-three
4 four	39 thirty-nine	74 seventy-four
5 five	40 forty	75 seventy-five
6 six	41 forty-one	76 seventy-six
7 seven	42 forty-two	77 seventy-seven
8 eight	43 forty-three	78 seventy-eight
9 nine	44 forty-four	79 seventy-nine
10 ten	45 forty-five	80 eighty
11 eleven	46 forty-six	81 eighty-one
12 twelve	47 forty-seven	82 eighty-two
13 thirteen	48 forty-eight	83 eighty-three
14 fourteen	49 forty-nine	84 eighty-four
15 fifteen	50 fifty	85 eighty-five
16 sixteen	51 fifty-one	86 eighty-six
17 seventeen	52 fifty-two	87 eighty-seven
18 eighteen	53 fifty-three	88 eighty-eight
19 nineteen	54 fifty-four	89 eighty-nine
20 twenty	55 fifty-five	90 ninety
21 twenty-one	56 fifty-six	91 ninety-one
22 twenty-two	57 fifty-seven	92 ninety-two
23 twenty-three	58 fifty-eight	93 ninety-three
24 twenty-four	59 fifty-nine	94 ninety-four
25 twenty-five	60 sixty	95 ninety-five
26 twenty-six	61 sixty-one	96 ninety-six
27 twenty-seven	62 sixty-two	97 ninety-seven
28 twenty-eight	63 sixty-three	98 ninety-eight
29 twenty-nine	64 sixty-four	99 ninety-nine
30 thirty	65 sixty-five	100 a/one hundred
31 thirty-one	66 sixty-six	1,000 a/one thousand
32 thirty-two	67 sixty-seven	1,000,000 a/one million
33 thirty-three	68 sixty-eight	1,000,000,000 a/one billion
34 thirty-four	69 sixty-nine	
35 thirty-five	70 seventy	

BUSINESS WORKSHOP 1 > 2B

Student A

1 You are the Human Resources Manager. Talk about the company.

Company locations

- Head office (you are here): Bern, Switzerland
- Factory: Shenzhen, China
- Warehouse: Hamburg, Germany

2 Now talk about the head office facilities.

Head office facilities

- employee break room
- no gym
- restaurants near office

BUSINESS WORKSHOP 1 > 2C

Student B

1 You are the new employee. Listen to the Human Resources Manager's description of the company. Match 1-3 with a-c.

- 1 Head office a Dublin, Ireland
- 2 Factory b Hong Kong
- 3 Warehouse c Krakow, Poland

2 Listen to Student A. Tick (✓) the facilities that your workplace has.

Head office facilities

- employee break room
- canteen
- restaurants near office
- gym

Lesson 3.4 > 4

Student B

You are the Product Designer.

Answer the Production Manager's (Student A's) questions about the new car design.

- design not finished
- problem - the electronics design
- solution - do more tests
- on schedule

We aren't finished.

There was a problem with ...

BUSINESS WORKSHOP 3 > 2

Student B

Work with another Student B. Put the bold words in the correct order.

- 1 **were with problems there** their last three orders.

- 2 **need change to we** how the warehouse works.

- 3 We often **problems with have** this delivery company.

- 4 **look for can we** a different delivery company.

- 5 **I can we think** find a solution by Friday.

- 6 **can we meet them** to tell them about the solutions. Can you come with me?

Read your rolecard and prepare for the meeting with your manager.

You are a Sales Representative at Denilson's. GKB Production is your client. Meet your manager. Discuss the delivery problems with him/her. Use the agenda and try to include the sentences above in your conversation. Agree on possible solutions and a time to visit GKB together.

Work in Student A/B pairs. Have the meeting.

AGENDA

- 1 Discuss the problems with the GKB delivery.
- 2 Discuss possible solutions.

Lesson 3.2 > 5

Student B

10	16	13
1	30	19

Lesson 2.2 > 9B

Student A

Company name	Dell
Business	sells computers and electronics
Head office	Round Rock, Texas, USA
Countries	182
Staff	approximately 102,000

Lesson 4.1 > 6B

Student A

Use the notes to tell a story about a problem at work.

- I / have a business trip
- My train / be late / so I / miss the meeting
- I / call the client / and I / say sorry
- I / explain the problem / to my manager

Lesson 6.2 > 5A

Student A

The Work Furniture Specialist

Meeting chair quote

Hi Lidia,

Thank you for your email. Here's a summary of our quote:

Product Name: Milan office chair

Unit price: \$90.00

Minimum order: 15 units

Delivery time: 20 days

Payment terms: 60 days

Let me know if you need anything else. I am available via email or you can call any time on 202 555 0126.

Best,

Kay Fowler

Sales Representative

The Work Furniture Specialist

Lesson 2.1 > 6A

Student A

Name: Pawel/Paula Nowak

City/Country: Krakow, Poland

Company/Department: international hotel chain

Job: Hotel Manager

Responsibilities: ten staff, emails, phone calls, guest problems

Lesson 4.2 > 8

Student A

Phone calls 1 and 2 – You want to talk to Student C, but Student B answers your call.

- You are the Supplies Manager at Mantala Engineering.
- An important delivery is late.
- Phone your contact at the delivery company (Student C).
- Ask when the delivery will arrive.

Phone calls 3 and 4 – Student C gives you a message from Student B. Read the message and call Student A.

- You are the Office Supplies Manager at Foster Newman's, a retail company.
- Student C gave you some notes about a call from the Head of Finance (Student B).
- Phone Student B and offer a solution to the problem.

(Possible solutions:

- offer to ask the supplier when they will deliver the ink
- offer to give finance some ink from your department)

Phone calls 5 and 6 – Student C wants to talk to Student B, but you answer the call.

- You are a Sales Representative for BGS Supplies.
- A customer (Student C) will call and ask to speak to your colleague (Student B).
- Explain that Student B is not free and say why (in a meeting / at lunch / on the phone).
- Ask about the problem and take notes.
- After the call, give the notes to Student B.

Lesson 3.2 > 9

Student A

Phone call 1

You are an employee. You want to go on holiday on Tuesday, Wednesday and Thursday next week. Phone your manager (Student B) to ask for the three days.

Student B

Good morning.
Sonia Hein speaking.
How can I help you?

Student A

Hi, Sonia, it's Lucas.

Hi, Lucas. How are you?

I'm good thanks. Can I ... ?

Bye, Lucas.

Thank you! See you later!

Phone call 2

You are a manager. Your employee (Student B) wants to go on holiday this week and next. There are three people on holiday next week. Student B can't go on holiday then. Ask Student B if he/she can take two or three days' holiday this week.

Lesson 2.2 > 9B

Student B

Company name	Inditex
Business	sells clothes
Head office	Arteixo (A Coruña), Spain
Countries	96
Staff	approximately 174,386

BUSINESS WORKSHOP 1 > 2B

Student B

1 You are the new employee. Listen to the Human Resources Manager's description of the company. Match 1-3 with a-c.

- 1 Head office
 - 2 Factory
 - 3 Warehouse
- a Shenzhen, China
 - b Bern, Switzerland
 - c Hamburg, Germany

2 Listen to Student A. Tick (✓) the facilities that your workplace has.

Head office facilities

- employee break room
- small canteen
- gym
- restaurants near office

BUSINESS WORKSHOP 3 > 3

Student B

You are the Sales Representative at Denilson's. You and your manager have a meeting with GKB on Monday 12th May to say sorry for the problems and to explain solutions.

You need a day off on Monday 12th May because of a family problem.

Phone your manager and use the information below in your call.

- Ask your manager for a 'personal day' on Monday 12th May.
- Check your boss knows that the meeting is at 10 a.m. on Monday 12th May.
- Tell your boss you can give him/her information about the new delivery company on Thursday 8th May.

BUSINESS WORKSHOP 1 > 2C

Student A

1 You are the Human Resources Manager. Talk about the company.

Company locations

Head office (you are here): Krakow, Poland

Factory: Hong Kong

Warehouse: Dublin, Ireland

2 Now talk about the head office facilities.

Head office facilities

- canteen
- no restaurants near office
- gym

Lesson 3.4 > 4

Student C

You are the Purchasing Manager.

Answer the Production Manager's (Student A's) questions about the supplier.

- not happy with our supplier
- problem – lots of broken/damaged parts
- solution – find a different supplier
- need more time

The problem is ...

I think we can ...

Lesson 4.3 > 7

Broken washing machine

B.Melinsa <B.Melinsa_3@Pmail.com>

Dear Sir/Madam,

I am writing to complain about a washing machine I bought last week.

Unfortunately, when I wanted to use the machine for the first time the door didn't close. There was some tape covering the lock. Then, the machine didn't start. A little button that looked like a lock flashed. So I couldn't use it.

I would like a new washing machine, please.

Best regards,

Barbara Melinsa



Lesson 2.1 > 6A

Student B

Name: Hans/Hannah Müller

City/Country: Leipzig, Germany

Company/Department: import/export, sales

Job: Sales Representative

Responsibilities: phone calls, emails, meetings with clients, sales reports

Lesson 4.2 > 8

Student B

Phone calls 1 and 2 – Student A wants to talk to Student C, but you answer the call.

- You are a Customer Service Assistant at AGTN Logistics, a delivery company.
- A customer (Student A) will call and ask to speak to your colleague (Student C).
- Explain that Student C is not free and say why (in a meeting / at lunch / on the phone).
- Ask about the problem and take notes.
- After the call, give the notes to Student C.

Phone calls 3 and 4 – You want to talk to Student A, but Student C answers your call.

- You are the Head of Finance at Foster Newman's, a retail company.
- Your department doesn't have any ink for the printer.
- Phone the Office Supplies Manager in the purchasing department (Student A).
- Ask when the ink will arrive.

Phone calls 5 and 6 – Student A gives you a message from Student C. Read the message and call Student A.

- You are a Sales Representative for BGS Supplies.
- Student A gave you some notes about a call from a customer (Student C).
- Phone Student C and offer a solution to the problem.

(Possible solutions:

- change the date
- send new invoice)

Lesson 8.3 > 6

NOTES:

Reduce the lead time for our computers

Time to complete: six months – the deadline is April next year

- 1 negotiate with the supplier – reduce the production time
- 2 use more warehouses – reduce the shipping time
- 3 hire more employees

Result: more competitive

Lesson 3.2 > 5

Student C

50	10	60
16	13	90

Lesson 5.2 > 7

Student A

Phone call 1

- You are working with your colleague (Student B) on a new project.
- Look at your calendar and add another three-hour meeting.
- Phone Student B to arrange a meeting to discuss the project. You need two hours.

B: *Are you free on Monday morning?*

A: *Sorry, I have a meeting from nine to twelve. I'm free on ...*

	Monday	Tuesday	Wednesday	Thursday	Friday
9 a.m.–10 a.m.	Meeting	Meeting	Meeting	Meeting	
10 a.m.–11 a.m.					Meeting
11 a.m.–12 a.m.					
12 a.m.–1 p.m.	Lunch		Lunch	Lunch	Lunch with clients
1 p.m.–2 p.m.		Lunch			
2 p.m.–3 p.m.	Presentation				
3 p.m.–4 p.m.		Phone call			
4 p.m.–5 p.m.					

Phone call 2

- You have an important meeting and can't meet your colleague.
- Phone Student B and ask to postpone the meeting.
- Use the diary to find a new time to meet.
- Remember you need two hours.

A: *... Listen. I'm afraid I need to postpone our meeting on ... I have another appointment.*

B: *OK, that's not a problem. I'm free on ...*

Lesson 6.2 > 5A

Student D

What's the product name?

What's the unit price?

What's the minimum order?

What's the delivery time?

What are the payment terms?

Lesson 4.4 > 6

Student B

Scenario 1

You work in an electronics shop. A customer (Student A) will come in with a problem.

Listen to his/her problem and use the notes to help him/her.

Read the notes and think about what you can say.



- Listen to the customer's problem.
- Ask the customer if he/she tried charging the laptop.
- Ask the customer if he/she took the battery out.
- Tell the customer that you can:
 - give him/her his/her money back.
 - give him/her a different laptop.
 - order a new one.
- Listen to the customer's choice.
- Tell the customer what you will do next.

Scenario 2

You just bought a new phone. When you got home, the volume control didn't work. Take it back to the shop and explain the problem to the Sales Assistant (Student A).

Read the notes and think about what you can say.



- Bought the phone yesterday.
- Volume doesn't work.
- Tried turning it off and on.
- Tried cleaning the volume button.
- Didn't help.
- Listen to the Sales Assistant's options.
- Make a decision about what you prefer.

Lesson 3.4 > 4

Student D

You are the Marketing Manager.

Answer the Production Manager's (Student A's) questions about the website.

- website not finished
- problem – missing price information
- solution – ask sales for a new price list to give to the website designer
- on schedule

It isn't finished.

There's a problem with ...

BUSINESS WORKSHOP 4 > 1

Student B

Read the information. Then answer Student A's call.

- You work for PTC Supplies.
- A customer will call you with a problem.
- Answer the call, listen to the problem and take notes.
- Say you will send a replacement the next day.

Answering a phone call

Hello, (your company).

This is (your name).

How can I help you?

I'm sorry about that.

Can I take the order number?

I can send ... tomorrow / next week.

I'll send ... tomorrow / next week.

Can I help you with anything else?

Lesson 5.2 > 7

Student B

Phone call 1

- You are working with your colleague (Student A) on a new project.
- Look at your calendar and add another three-hour meeting.
- Student A will phone you to arrange a meeting to discuss the project. You need two hours.

A: Are you free on Monday afternoon?

B: Sorry, I have a meeting from two to five. I'm free on ...

	Monday	Tuesday	Wednesday	Thursday	Friday
9 a.m.–10 a.m.		Meeting	Meeting		
10 a.m.–11 a.m.				Meeting	Meeting
11 a.m.–12 a.m.					
12 a.m.–1 p.m.	Lunch		Lunch	Lunch	
1 p.m.–2 p.m.		Lunch			Meeting
2 p.m.–3 p.m.			Presentation		
3 p.m.–4 p.m.	Meeting	Meeting		Meeting	
4 p.m.–5 p.m.					

Phone call 2

- Student A will phone you to postpone your meeting.
- Use the diary to find a new time to meet.
- Remember you need two hours.

A: ... Listen. I'm afraid I need to postpone our meeting on ... I have another appointment.

B: OK, that's not a problem. I'm free on ...

Lesson 4.2 > 8

Student C

Phone calls 1 and 2 – Student B gives you a message from Student A. Read the message and call Student A.

- You are a Customer Service Assistant at AGTN Logistics, a delivery company.
- Student B gave you some notes about a call from the Supplies Manager at Mantala Engineering (Student A).
- Phone Student A and offer a solution to the problem.

(Possible solution:

- offer to call the driver and ask when he/she will deliver the item)

Phone calls 3 and 4 – Student B wants to talk to Student A, but you answer the call.

- You work in purchasing at Foster Newman's, a retail company.
- The Head of Finance (Student B) will call to speak to the Office Supplies Manager (Student A).
- Explain that Student A is not free and say why (in a meeting / at lunch / on the phone).
- Ask about the problem and take notes.
- When you have written the notes, give the notes to Student A.

Phone calls 5 and 6 – You want to talk to Student B, but Student A answers your call.

- You work in purchasing at CTG, a manufacturing company.
- The date on your invoice from a supplier, BGS Supplies, is wrong.
- Phone your contact at BGS Supplies (Student B).
- Explain the problem.

BUSINESS WORKSHOP 7 > 2

Student B

You are the Supply Office Manager.

You think the company should buy a new IT system to order parts.

With the new system:

- The Production Manager can complete a form online to order the part.
- The system tells the supply office and finance about the order.
- The supply office can order the part online.
- The system tells the supply office and Production Manager when the part will arrive.

I think we should ...

Why not ...

Why don't we ...

It's good because ...

Lesson 3.2 > 5

Student D

13	1	30
15	19	60

Lesson 6.2 > 5A

Student B

Brench Office Supplies

Chair quote

Dear Ms Sandeo,

Thank you for your interest in our products. Please find a summary of our offer below:

Product Name: Benson meeting chair

Unit price: \$75.50

Minimum order: 20 units

Delivery time: 30 days

Payment terms: 30 days

Please contact me via email or phone on 202 555 0145 if you would like to place an order.

Best regards,

Tim Davidson

Sales Representative

Brench Office Supplies

Lesson 7.1 > 7

Student A

Task 1

Use the information to tell your partner how to create a new purchase order.

- have / go into / the system
- have / choose / 'Create purchase order'
- have / enter / the details into the system
- not have / notify / the supplier
- your manager / have / approve the purchase order
- when you receive the items / have / request an invoice from the supplier
- have / check / the invoice
- have / approve payment

Task 2

Listen to your partner explain how to create a new invoice. Write down the steps. Ask questions if you don't understand.

BUSINESS WORKSHOP 6 > 2A

Student B



Amstall House

Space for:
25 employees

Internet speed:
20 Gbps


Wifi:
No Fast Super-fast

Parking:
None

Price:
\$3,000 per month

Contract options:
10 years



The Wordells

Space for:
50 employees



Internet speed:
30 Gbps

Wifi:
No Fast Super-fast

Parking:
20 spaces

Price:
\$2,100 per month

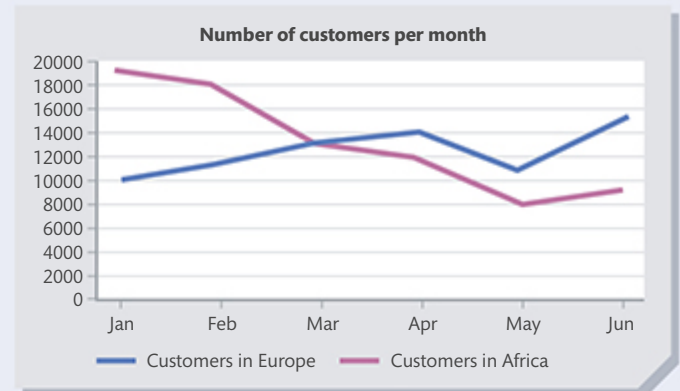
Contract options:
2 or 5 years

Amstall House is closer than The Wordells to the city centre.

Lesson 6.4 > 5A

Student B



The slide shows a ¹l ___ g ___ of our customers in Europe and in Africa. As you ²c ___ s ___ from the line graph, the number of customers in Europe was higher in June than in January. Now, let's ³l ___ a ___ the customers in Africa. As you can see on the ⁴s ____, the number of customers in Africa was lower in June than in January. May was a bad month for both Europe and Africa. But, if you look at June, ⁵you' ___ s ___ that the number of customers in Africa and Europe was higher than in May.

Lesson 3.2 > 9

Student B

Phone call 1

You are a manager. Your employee (Student A) wants to go on holiday next week. The team is very busy next week. Student A can only take one day of holiday then. If he/she wants more time, ask him/her if he/she can go on holiday in two weeks.

Student B

*Good morning.
Sonia Hein speaking.
How can I help you?*

Student A

Hi, Sonia, it's Lucas.

Hi, Lucas. How are you?

I'm good thanks. Can I ... ?

Bye, Lucas.

Thank you! See you later!

Phone call 2

You are an employee. You want to go on holiday on Friday this week and Monday next week. Phone your manager (Student A) to ask for the two days.

Lesson 3.4 > 4

Student A

You are the Production Manager. Ask:

- 1 Student B (the Product Designer) about the new car design.
- 2 Student C (the Purchasing Manager) about the supplier.
- 3 Student D (the Marketing Manager) about the website.

For each point, ask your colleague about:

Progress → Problems and solutions → Schedule

BUSINESS WORKSHOP 8 > 3

Student B

You are Tom. Give feedback to Sam, your employee (Student A). Read the notes and think about what you can say.

- Project:** Improving the product design
- Positives:** Upgrade the processor and software on the X290
Change the product materials
- Result:** Sell a better product
- To improve:** Ask for more feedback from customers who use our products
Attend all meetings

Lesson 8.4 > 5

Student B

You work for Mitrello, a sales company. Read the notes and think about what you can say. Then give feedback to your employee (Student A).

- Project:* Upgrading the company's technology
- Positives:* Listen to the employees
Solve the technical problems
- Result:* The IT system in the office is better
- To improve:* Save more money
Communicate with the team every week

BUSINESS WORKSHOP 7 > 2

Student C

You are the Finance Manager.

You agree the company should buy a new IT system to order parts.

With the new system:

- Finance can approve payments online.
- The system tells the supply office that finance approved a payment.
- The system tells the Production Manager when the supply office order the part.
- The system saves all documents automatically.

I think we should ...

Why not ...

Why don't we...

It's good because ...

Lesson 6.2 > 5A

Student C

Winners Office Supplies

Supply offer

Dear Ms Sandeo,

In response to your email, please find a summary of our offer below:

Product Name: Soldero meeting chair

Unit price: \$50.00

Minimum order: 10 units

Delivery time: 60 days

Payment terms: 90 days

Please contact me by email or on 202 555 0120 if you would like to place an order or if you need further assistance.

Best regards,

Karl Peterson

Sales Representative

Winners Office Supplies

Lesson 7.2 > 7A

Student A

Your company has a problem. The inventory system only updates on Thursdays. When the sales team accept an order they don't know if the items are in the warehouse. The warehouse team cannot complete large orders so customers don't receive items or deliveries are late.

1 Put the steps of the solution in the correct order.

- Sales receive the order and enter it on the system. ____
- Sales confirm with the client the order and delivery date. ____
- Warehouse confirm with sales what items they will ship and when. ____
- Sales check with the warehouse that the product is in stock. ____
- The client receives the order. ____

2 Explain your solution to your partner.

Lesson 8.1 > 8

Student A

Explain the information on the database to Student B.

Rentuno 450 – custom model

In stock? (✓/X): X

Manufacturing: 2.5 weeks

Shipping: 6 weeks

Inspection: 1–2 working days

Lead time: 9 weeks

Lesson 8.1 > 8

Student B

Explain the information on the database to Student A.

Puntoni Lite – standard model	
In stock (✓ / ✗):	✓
Manufacturing:	0 working days
Shipping:	8 working days
Inspection:	1–2 working days
Lead time:	9–10 working days

BUSINESS WORKSHOP 6 > 2A

Student A

1A Foster Street

Space for:	up to 30 employees
Internet speed:	25 Gbps
Wifi:	No <input type="checkbox"/> Fast <input type="checkbox"/> Super-fast <input checked="" type="checkbox"/>
Parking:	250 spaces
Price:	\$2,450 per month
Contract options:	2, 3 or 5 years



Berlin House

Space for:	40 employees
Internet speed:	15 Gbps
Wifi:	No <input checked="" type="checkbox"/> Fast <input type="checkbox"/> Super-fast <input type="checkbox"/>
Parking:	None
Price:	\$1,850 per month
Contract options:	1, 2, 5 or 10 years



Berlin House is bigger than 1A Foster Street.

Lesson 7.2 > 7A

Student B

Your company has a problem. The inventory system only updates on Thursdays. When the sales team accept an order they don't know if the items are in the warehouse. The warehouse team cannot complete large orders so customers don't receive items or deliveries are late.

1 Complete the stages with the words in the box.

confirm have inventory receive update

- 1 Change the _____ system to a new one.
- 2 The inventory has to _____ every twelve hours.
- 3 Sales don't _____ to check stock with the warehouse.
- 4 Sales check inventory on the system and can _____ orders with clients.
- 5 Clients _____ orders on time.

2 Explain your solution to your partner.

Lesson 7.1 > 7

Student B

Task 1

Listen to your partner explain how to create a new purchase order. Write down the steps. Ask questions if you don't understand.

Task 2

Use the information to tell your partner how to create a new invoice.

- have / go into / the system
- have / choose / 'Create invoice'
- salesperson / have / request the invoice
- have / enter / the customer details
- have / put / a purchase order number on the invoice
- have / enter / the invoice on the customer's system
- not have / notify / the customer
- the customer / have / approve the invoice

BUSINESS WORKSHOP 8 > 3

Student A

You are Tom. Give feedback to Alex, your employee (Student B). Read the notes and think about what you can say.

- | | |
|--------------------|---|
| Project: | Improving the supply chain |
| Positives: | Negotiate with the suppliers in Poland
Find a new warehouse for Central Europe |
| Result: | The Managing Director in Rotterdam is very happy |
| To improve: | Communicate more with finance
Ask for help if you need it |

BUSINESS WORKSHOP 2 > 5

Invent a new identity. Choose one item from each section of the table or use your own ideas.

Name	• Daniel/Daniela • Karl/Karla • Martin/Martina • other
Surname	• Smith • Hein • Casas • other
Home town	• Washington • Stuttgart • Buenos Aires • other
Nationality	• American • German • Argentinian • other
Based in	• Paris, France • Poznań, Poland • Tokyo, Japan • other
Company	• e-commerce – sells clothes and shoes online • car manufacturer – designs, makes and sells cars • pharmaceutical company – makes and sells pharmaceutical products • other
Job	• IT Specialist – work on IT projects; design and update software; solve technical problems • Finance Manager – manage a team; have meetings with other departments; write financial reports • Sales Manager – manage sales team; have meetings with clients; write sales reports • other
Travel for work	• two or three conferences a year in Europe • every month – Germany, France and all over Europe • every three months – go to the head office in the USA • other

Imagine everyone in the class is at an international conference. Follow these steps.

- Walk around the room.
- Meet people at the conference.
- Introduce yourself.
- Ask and answer questions about your jobs and companies.
- Say goodbye and talk to another person at the conference.

Lesson 4.1 > 6B

Student B

Use the notes to tell a story about a problem at work.

- I / have a meeting / with a client
- I / write the wrong time
- I / go to the meeting / but I / be very late
- I / miss the meeting / so I / say sorry to the client

Lesson 6.4 > 5A

Student A

	Intranui Internet	Priomea Connect
Price	£3,900 per month	£4,250 per month
Speed	300 Gbps	500 Gbps
Contract	twelve months	twenty-four months

This ¹t ___ shows you the three main differences between the two internet providers. The second column is Intranui Internet and the ²t ___ c ___ is Priomea Connect. As ³y ___ c ___ see in the second row, Intranui Internet is cheaper than Priomea Connect. But if you ⁴l ___ a ___ the third row, you'll see that Priomea Connect is faster than Intranui Internet. Now, let's look at the contract. If you look at the fourth row, ⁵you' ___ s ___ that Intranui Internet's contract is shorter than Priomea Connect's contract.

Lesson 7.1 > 1

Match 1-5 with a-e.

- | | |
|------------------------------|---|
| 1 The purchase order is from | a Total Office World to KDTX plc. |
| 2 The invoice is from | b KDTX ordered from Total Office World. |
| 3 The PO says what | c the purchase order. |
| 4 The invoice says what | d KDTX plc to Total Office World. |
| 5 Mark Smith created | e Total Office World delivered to KDTX. |

NOTTINGHAM OFFICE, TALBOT ST, NOTTINGHAM, NG1 5FD

KDTXplc

PURCHASE ORDER				
PO number: PO120034		04/01/2020		
Supplier		Delivery address		
Total Office World Unit 13, Trent Lane Retail Park Nottingham, NG4 2HN		Nottingham office Talbot St Nottingham NG1 5FD Attn: Mark Smith		
Delivery date	Requested by	Approved by	Department	
10/01/2020	Mark Smith	Mark Smith	admin	
Notes				
Office supplies Q1				
Item name	Item code	Quantity	Item price	Total
ink	qdt-2340	10	8.99	89.90
A4 paper	PPR542	10	12.99	129.99

Total Office World

Unit 13, Trent Lane Retail Park, Nottingham, NG4 2HN

Invoice No: 123/01/2020a
Invoice Date: 10/01/2020
Payment terms: 30 days from date of invoice by bank transfer

PO number: PO120034

Invoice For:

ITEM NAME	ITEM CODE	QTY.	ITEM PRICE	TOTAL
ink	qdt-2340	10	8.99	89.90
A4 paper	PPR542	10	12.99	129.99

1.1.1

Part 1

I = Interviewer Y = Yumiko

I: Hello.
Y: Hello.
I: What's your name?
Y: My name is Yumiko.
I: Where are you from?
Y: I am from Tokyo in Japan.
I: What's your nationality?
Y: I am Japanese.
I: What's your job?
Y: I am an Admin Assistant.
I: Nice to meet you.
Y: Nice to meet you, too.

Part 2

I = Interviewer J = Jan G = Gosia

I: Hello!
J: Hello!
G: Hello!
I: What are your names?
J: My name is Jan and this is Gosia.
I: Where are you from?
G: We're from Gdańsk in Poland.
I: What are your nationalities?
J: We're Polish.
I: What are your jobs?
G: I'm an Office Manager and he's a Customer Service Manager.
I: Nice to meet you.
J: Nice to meet you, too.
G: Nice to meet you.

Part 3

I = Interviewer R = Rafael

I: Hello.
R: Hello.
I: What's your name?
R: My name is Rafael.
I: Where are you from?
R: I'm from Brazil.
I: What's your nationality?
R: I'm Brazilian.
I: What's your job?
R: I'm a Marketing Director.
I: Nice to meet you.
R: Nice to meet you, too.
I: Goodbye!
R: Goodbye!

1.4.1 L = Liz K = Krzysztof

L: Good morning. How may I help you?
K: I'm here to see Yumiko Kobayashi. Sorry, I think I'm a bit early. My name is Krzysztof Grzeszak.
L: Sorry, could you repeat that, please?
K: It's Grzeszak. Krzysztof Grzeszak.
L: Could you spell that, please?
K: Grzeszak is G-R-Z-E-S-Z-A-K. Krzysztof is K-R-Z-Y-S-Z-T-O-F.
L: OK, thanks. Hello, Yumiko. It's Liz. Mr ... There's someone here to see you. ... Uh-huh. ... Sure. Have a seat, please. Ms Kobayashi will be ready in a few minutes.
K: Thank you.
L: Would you like some tea or coffee?
K: Coffee, please. Thanks.
L: Would you like milk or sugar?
K: Milk, please. No sugar, thanks.
L: Sure.

1.4.2 Y = Yumiko K = Krzysztof

Y: Krzysztof!
K: Hi, Yumiko.
Y: Sorry to keep you waiting!
K: No problem. Good to see you again!
Y: Good to see you, too! How about a coffee?
K: No, thanks ... I already have one.
Y: Great. So how are you?
K: I'm really well, thanks. How about you?
Y: I'm well, thank you. Please come in.
K: After you.
Y: Thanks, Krzysztof.

2.1.1 Interview 1

I = Interviewer E = Elena

I: People have different responsibilities at work. What's your name?
E: My name is Elena Clarke.
I: Where are you from?
E: I'm from Southend-on-Sea.
I: Where do you work?
E: I work for an international company.
I: What's your job?
E: I am a Receptionist.
I: What are your responsibilities?
E: I answer the phone. 'Good morning, reception. How can I help?' I meet visitors and I give visitors a pass.

Interview 2

I = Interviewer E = Ellen

I: What's your name?
E: My name's Ellen James.
I: Where are you from?
E: I'm from Leicester in England.
I: Where do you work?
E: I work for Small Pharma. It's a pharmaceutical company and it's in London.
I: What's your job?
E: I'm a Senior Research Manager.
I: What do you do at work?
E: I work on projects with my team and I have meetings with my manager. I make phone calls, and I write and answer emails.

Interview 3

I = Interviewer S = Steve A = Andrew

I: Hello!
S: Hello!
I: What's your name?
S: My name's Steve Wilson.
I: Where are you from?
S: I'm from London.
I: Where do you work?
S: I work at a big e-commerce company.
I: What's your job?
S: I'm a Sales Manager. I write sales reports, I manage the sales team. I have ten people in my team. I have meetings with clients. Hi! I'm Steve Wilson.
A: Andy Morton.
S: Hi, nice to meet you. Right this way.
A: Let's go.
S: I check the clients are happy.

2.4.1 A = Andrea J = Jack

A: Hi.
J: Hi.
A: You're new here, right?
J: Yes, that's right. It's my first week.
A: I'm Andrea. Nice to meet you.
J: I'm Jack.
A: Which department are you in?
J: I work in marketing. I'm a Community Manager.
A: Oh, really? What does a Community Manager do?
J: Well, basically, I write blogs and provide images and videos for the website and for social media. And I check messages from customers and write answers. It's important for the company's image.
A: I see. That sounds interesting.
J: Erm...what about you? Where do you work?
A: In the sales department. I'm a Sales Director.
J: Do you travel for work?
A: Yes, I travel a lot, especially to the north. I have meetings with my sales team and our big clients. And we go to sales conferences in Europe every year.
J: That's interesting.
A: Excuse me. Nice talking to you.
J: And you! See you!

3.1.1

I = Interviewer F = Fi

I: Fi, Ellie and Kathryn talk about their jobs.

Part 1

I: What's your name?
F: My full name is Fatine Ouadaa but everyone calls me Fi.
I: Where are you from?

F: I'm from Morocco.
I: What's your job?
F: I'm a Receptionist. 'Good afternoon, Griffin Stone Moscrop & Co.'
I: Where do you work?
F: I work at an accountancy agency.
I: Where are you based?
F: We are based in Holborn, in London.
I: When do you start work?
F: I usually start work at two thirty.
I: When do you finish work?
F: I usually finish work at five thirty.
I: What days do you work?
F: I work Mondays, Tuesdays, Wednesdays, Thursdays and Fridays.
I: Can you work flexible hours?
F: I can work flexible hours. I sometimes start work at nine thirty and finish at twelve thirty.
I: When can you take a break?
F: I don't usually take a break because I only work for three hours.
I: Can you speak any languages?
F: I can speak English, French, Arabic and Spanish. 'Bonjour, avec qui je parle?' I sometimes use French, because we have French clients.
I: When is your busy period?
F: We're always busy in April and December.
I: When can you go on holiday?
F: I sometimes go on holiday in July, but I never go on holiday in December because we're very busy.
I = Interviewer E = Ellie
I: What's your name?
E: My name is Ellie Wilson.
I: Where are you from?
E: I'm from Torquay in Devon.
I: What's your job?
E: I'm an Office Assistant.
I: Where do you work?
E: I work at a television production company.
I: Where are you based?
E: I'm based in central London.
I: What days do you work?
E: I work five days a week, Monday to Friday.
I: When do you usually start work?
E: I usually start work at half past nine.
I: When do you finish work?
E: I usually finish work at half past five.
I: Can you work flexible hours?
E: I can't work flexible hours. I always start at half past nine.
I: When can you take a break?
E: I can take a break when I want to, but I usually have lunch at one o'clock.
I: When do you have meetings?
E: I often have meetings in the morning. I always have meetings with my manager at twenty past ten, on Mondays.
I: Can you speak any languages?
E: No, I can only speak English.
I: When is your busy period?
E: August is usually my busy period, so I can't go on holiday then.
I: When can you go on holiday?
E: I usually go on holiday in September and I have a weekend break in May.
Part 2
 My name's Kathryn Prattley, and I'm a Student Services Assistant at the Event Academy. I'm British and I live near Lewes, in the UK. I'm based in our head office in Lewes. We also have an office in London. I sometimes work in our London office. I work part-time, from 9.30 til 2.30. When I work in London, I work from 9.30 til 5.30. I always work five days a week, from Monday to Friday. I can work flexible hours and I can work from home if I want to. I can take a break whenever I want one - for tea or coffee - and I never have a lunch break. We always have a team meeting on Friday at 1.30. February, September and November are always busy. But summer is never busy. I have children at school, so we always go on holiday in August, in the school holidays.

3.4.1 Y = Yumiko P = Paulo R = Rachel M = Martin

Y: OK. Thanks for coming, everyone. First thing on the agenda: Paulo, where are we with planning the new project?
P: We aren't finished. I'm sorry. The problem is people's summer holidays, but we can see the solution: we need to hire more people.
Y: OK, how many?
P: We need three extra people to work from the 1st of July to the 31st of August.
Y: Right ... and with three extra people, can we meet the deadline?
P: Yes. I think we can finish by Friday the 17th of September.
Y: That's great. And Rachel, what's the situation with finding a new supplier?
R: Well, we now have three possible suppliers, but the problem is they can't make the parts we need at a good price.
Y: OK, what can we do to solve this?
R: We can look for international suppliers. They have very big factories and can make parts for less money.
Y: OK, let's do that. Can we finish on schedule?
R: No. I think we need more time. I'm sorry. Probably ...the end of July, not the end of June.
Y: OK. Can we talk about this again next week?
R: Sure.
Y: And finally, Martin, can you tell us about the online invoicing system?
M: Yes. We have a problem with the website, but we can solve it. We need to change how the system works, so we need to ask an IT Specialist for help with that.
Y: Can you meet the deadline? It's the 24th of June, right?
M: Mmm.... yes, we think we can. We're on schedule.
Y: That's great. Well done everyone. Is there any other business?
All: No./No, I don't think so.

4.1.1 L = Leonora R = Rob A = Ali

L: My name is Leonora and I'm a Senior Consultant. One day, the office photocopier stopped working. I checked the paper. I turned it off and on. It didn't work. I looked at the photocopier but I didn't know what to do. I called the IT Specialist and he solved the problem.
R: My name's Rob Smith. I'm an Accountant. I had a meeting in London, and I went by metro. But the metro stopped working. My telephone stopped working, and I was on the metro with no telephone for one hour. I arrived an hour late to the meeting. The client was no longer there. I telephoned the client. I said sorry and I changed the meeting to a different day.
A: My name is Ali and I work as a Trainee Accountant. Last year, I had a difficult client. I waited a long time for the client to answer emails and send documents. I sent more and more emails but the client didn't answer, and then I saw the deadline was in two weeks. It was 17th of June and the deadline was on the 1st of July. Then I called the client, and finally he answered and sent the documents. I finished the work just before the deadline!

4.4.1 E = Emily L = Liz

E: Hello. Can I help you?
L: Hello. Do you remember me? I bought this phone yesterday, but I got home and it didn't work.
E: Really? What's the problem?
L: Well, when I make a phone call, people can't hear me.
E: Oh, no. Did you check the microphone settings?
L: Yes, I did. But it didn't work.
E: OK. And did you try turning it off and on again?
L: Yes, and restarting it, but I had the same problem.
E: Right ... OK. Can I have a look at it?

4.4.2 E = Emily L = Liz

E: So, there's definitely a problem with the microphone.
L: I knew it wasn't just me.
E: No. It's definitely the phone. So, I can give you your money back, you can choose a different phone, or I can order you a new one. What would you prefer?
L: Well, I really like this model. I'd prefer a new one, please.
E: Let me just check when we can get you a replacement. I'll order it now and you can collect it on Wednesday. Is that OK?
L: Yes. That's fine.
E: OK, I'll call you when it's ready for collection. How can I contact you?
L: Well... at work. My office number is ...

5.1.1 S = Sukhjinder I = Interviewer K = Keir B = Beata M = Mo R = Riaz

Part 1
S: My name is Sukhjinder. I'm an Accountant here at Accounts and Legal. Accounts and Legal is five years old. We offer accounting and legal services to small and medium companies. We have two offices, one in Brighton and this is the one in London. Twenty people work here.
I: Who are they and what are they doing?
S: Keir is the Managing Director.
K: I'm preparing a report for a client meeting this afternoon.
S: Maria is an Accountant.
M: I'm writing invoices.
B: Beata is also an Accountant.
B: I'm printing some documents.
S: Mo is an Accountant.
M: I'm writing emails and waiting for a phone call.
Part 2
S: Megan isn't here. She's visiting a client. Riaz is an Associate Director.
R: I'm making a phone call to a client. 'Hi! Can I speak to James, please?'
I: Jenny is checking invoices. And John is preparing a sales report. Everyone in the office is working very hard!

5.4.1 Conversation 1

Y = Yumiko M = Martin
Y: Hi, Martin. Do you need something?
M: Hi, Yumiko. Yes, could I ask a favour?
Y: Go on.
M: My daughter is not well and I need to pick her up from school. Could I leave early?
Y: Can you work from home?
M: Yes. I think I can.
Y: Fine. That's OK. I'll see you tomorrow. I hope your daughter feels better.
M: Thanks, Yumiko. I'm sure she will.

Conversation 2

J = Jack P = Paulo
J: Are you OK, Paulo? Can I help you?
P: Oh, yes thanks, Jack. I hurt my back at the gym. Could you put some paper in the photocopier?
J: No problem. Can I do anything else for you?
P: No, thanks. That's really nice of you.
J: Well, take it easy.
P: I will. Thanks again.

Conversation 3

A = Andrea R = Rachel
A: Hi, Rachel. Can I ask you for some help?
R: Yes, sure. I'll help if I can.
A: Well, I don't have much time to get the presentation ready for the meeting with the new clients. The deadline is Friday and I still have a lot to do. Could you help me with it?
R: I'm really sorry, Andrea, but I need to finish this report by tomorrow. I want to help, but I don't have time.
A: No. It's OK. Don't worry about it.
R: You could ask Jessica. I think she has some free time tomorrow.
A: OK. Great. I'll go and ask her. Thanks.

6.1.1 P = Presenter T = Tim E = Eleonora S = Simon

P: This is the old office of an international company. The company moved to this new office two years ago.
T: My name is Tim. I'm a Content Developer. I worked in the old office for one year. The old office was quieter and easier to work in. But the new office is lighter and more modern than the old office.
E: I'm Eleonora and I'm a Product Manager. I worked in the old office for three years. The old office was darker and more traditional than the new office. The desks were bigger. The new office is busier and noisier.
S: My name is Simon and I'm a Content Developer. I worked at the old office for three months. The new office is smaller but the facilities are better - for example, the gym and the break room. There are more meeting rooms at the new office and they're lighter.
T: I travel to work by train. The new office is further from the train station than the old office.
E: The old office was closer to the train station and it was easier for me to get to work. My journey to work is now longer.
S: I drive to work. The car park at the new office is bigger and parking is easier. My journey to work is shorter.
T: The canteen in the new office is smaller but the coffee is better. The canteen in the old office was cheaper.
E: I like the canteen in the new office but it is more expensive than the canteen in the old office.
S: The canteen in the new office is busy and noisy. But the food is really good.
T: I like the new office. I think it's better than the old office.
E: I liked the old office better.
S: I think the new office is better than the old office. I like working here.

6.4.1

Krzystof: As you can see from these bar charts, the Zindex A320 is the best laser printer-photocopier on the market and the Macinda 360 is the best inkjet printer-photocopier on the market. Ninety percent of our customers are satisfied with our products. This table shows you the three main differences between the two models. The second column is the Zindex A320 and the third column is the Macinda 360. As you can see in the second row, the Zindex is faster than the Macinda. It can print 50 pages per minute. But if you look at the third column, row three, you will see that the Macinda's guarantee is longer. Row four of the table shows the price of toner for the Zindex and ink for the Macinda. If you print 100 pages on the Zindex, you will spend one euro fifty on toner. If you print 100 pages on the Macinda, you will spend two euros on ink. OK, so now let's look at the price, delivery time and payment terms. There is no minimum order. But if you order twenty printers, we will give you a ten percent discount on toner or ink.

7.1.1 P = Presenter B = Bernice

P: Every company has procedures. We talked to Bernice about a procedure for issuing purchase orders and paying suppliers.
B: My name is Bernice Luxford and I work as a Project Administrator for a large international company with many suppliers and contracts. I enter each contract into the system, and then I make sure that each invoice is approved for payment. This is how I do it. I receive contracts here. When I receive a new contract, I have to create a purchase order. I have to enter the supplier details: company name and address, the price and the delivery date. When I finish, the system notifies my manager, and my manager approves the purchase order. Then the system sends the purchase order number to the supplier. Then the supplier sends the invoice. The supplier has to include the purchase order number on their invoice. I check the invoice with the purchase order, and I approve it. All done!

7.4.1 Y=Yumiko P=Paulo

Y: So, Paulo, you wanted to talk about new starters joining our company.

P: Yes. I think I know how to improve the recruitment process.

Y: Really? I didn't know we had a problem.

P: Well, there's no problem really. But I think we can make it better.

Y: OK, go on.

P: Well, as you know, HR first send a job offer to the candidate by email. If they accept the job, HR prepare a contract, and the new starter signs it.

Y: That's right. Then I ask IT to create their email address and account on the company systems. The new employee starts and their line manager gives them job-specific training. So, what do you want to change?

P: Well, why don't we use technology to make this process better?

Y: That's an interesting idea. Tell me more.

P: Can I?

Y: Sure.

P: Well, currently, someone in HR has to print two copies of the contract. And you, the Director, have to sign them. Then, an Admin Assistant sends the two copies to the candidate by post. The candidate sends one signed copy back. Then HR have to file it.

Y: I know. It can take weeks to get the contract back.

7.4.2 Y=Yumiko P=Paulo

Y: I know. It can take weeks to get the contract back.

P: Yes, you're right. Do you remember Joe's contract? You were away for a week, on a business trip, and couldn't sign the contract. Then he was on holiday. It was a month before we got the contract.

Y: Yes, I remember. And how can we improve this? What's the solution?

P: So, why not use an electronic contracts system? We can create the contract in the system, and you can sign it.

Y: I'm not sure about that. It won't help when I'm travelling.

P: It will. It's an online system. You can sign the contract anywhere. You just need to be online, and log onto the system.

Y: Really? That sounds great.

P: It is. Candidates can also sign the contract online. Then the system saves it automatically. No paper.

Y: That's great. It's so simple. How much does it cost?

P: I'm not sure about that. There are different tools. I wanted to talk to you first about the idea.

Y: OK, could you get more information about this? And let's talk about it again next week.

P: Sure, I'll check the prices.

Y: And I think we should invite Mark from IT to that meeting.

P: That's a good idea. I'll send him an invite.

8.1.1 T=Toby P=Presenter

T: My name is Toby Blythe and I'm Marketing Manager for Morgan Motor Company. We make handcrafted sports cars.

P: The company has five standard models, and they build fifteen cars per week.

T: The lead time for one of our cars is typically three to six months. When we receive an order for a car, the first thing we do is order the parts.

P: Morgan Motor have some parts in stock. They make some parts, and they also buy some from companies in other countries.

T: Our engines come from BMW from Germany, and from Ford from the USA. Customers can choose, for example, the colour of the interior leather, between ten and twenty different colours. We keep a number of the leather colours in stock here at the factory. Some of the more unusual colours we order in from the manufacturer.

Customers can choose from around 40,000 different paint colours. To build a Morgan sports car takes around three and a half weeks. It takes a full day to make the wooden body frame. Handcrafting the body panels takes around eight hours. It takes around eight hours to paint the car. The final inspection is around four hours, and then on to its final customer. When the cars are complete, we ship around seventy percent to other countries. France and Germany, for example, are two big overseas markets. There is high demand for our cars, which gives us a waiting list of around three

to six months. And the lead time can vary for our products, depending on the season and depending on the product.

P: The company launched a new car at the beginning of this year. They had a lot of orders. When demand is high, customers have to wait longer. But the car is truly special!

8.4.1 Part 1

Y=Yumiko R=Rachel

Y: Rachel, do you have a moment?

R: Hi. Yes, I do.

Y: So, we're very happy with the project. Excellent job!

R: Oh, that's great!

Y: Yes, well done on negotiating the dates with the suppliers, and great work finding the new warehouses.

R: Thank you.

Y: This means that we can reduce the lead time by two days.

R: Wow! Great news!

Y: Absolutely. Next time, remember to ask for help if you need it!

R: Sure.

Y: And try to communicate every day with the team.

R: Mmm, yes.

Y: But, well done!

Part 2

Y=Yumiko A=Andrea

Y: Andrea, I just want to say - great work on Thursday!

A: Oh, thanks, Yumiko.

Y: It was a fantastic presentation. Great job selling the product to our clients. And good work answering all those questions.

A: Thanks.

Y: The result is that the clients are now very interested. So in future, invite more people!

A: Sure.

Y: And remember to show the clients our customer reviews.

A: Of course.

Y: Well done.

1.01

- 1 Lena, this is Jorge. He's from Spain.
2 I'm Kathy. I'm Irish.
3 Excuse me. Are you Miss Sato?

1.02

- A:** I'm Kathy. I'm Irish.
B: Nice to meet you.
B:
A: Excuse me. Are you Miss Sato?
B: Yes, I am.
C:
A: Lena, this is Jorge. He's from Spain.
B: Hi, I'm Lena. I'm from Germany.

1.03

- 1
Mi = Miguel Ma = Marcin P = Paola
Mi: Marcin, this is Paola. She's Brazilian.
Ma: Hi, Paola. Nice to meet you.
P: Nice to meet you, too. Where are you from, Marcin?
Ma: I'm Polish.
P: Are you from Warsaw?
Ma: No, I'm not. I'm from Krakow.
P: And are you from Mexico, Miguel?
Mi: Yes, that's right.
2
Su = Suresh Sh = Shoko
Su: Are you Japanese, Shoko?
Sh: Yes, I am. I'm from Tokyo. And you?
Su: I'm from India.
Sh: And where is Paola from?
Su: She's from Brazil.

1.04

Argentina	Argentinian
Brazil	Brazilian
China	Chinese
Germany	German
India	Indian
Ireland	Irish
Japan	Japanese
Mexico	Mexican
Poland	Polish
Spain	Spanish
the UK	British
the USA	American

1.05 H = Hans Ma = Maria Mi = Mike L = Lisa

- H:** Hello, I'm Hans.
Ma: Hi, Hans. My name's Maria.
H: Nice to meet you.
Ma: Nice to meet you, too.
H: Are you from Argentina?
Ma: No, I'm not. I'm Brazilian.
H: Is your boss Brazilian?
Ma: No, she isn't. She's from Mexico.
Mi: Maria! Hello!
Ma: Hi, Mike! And Lisa! Hans, this is Mike and Lisa. They are from the UK.
H: Nice to meet you.
Mi/L: Nice to meet you, Hans. / Hi!
H: Are you from London?
L: No, we aren't. We are from Liverpool.

1.06 L = Leah J = Jacek

- L:** What's your address, Jacek?
J: It's 28 Oak Road, London, W55 1TF.
L: What's your ID card number?
J: It's 124232.
L: What's your email address?
J: It's j.iwaniec@ccce.com. All lower case.
L: OK, thanks. And what's your phone number?
J: It's 020 7946 0800.

1.07

My email address is W underscore Schmidt at net hyphen mail dot com. That's capital W, underscore, capital S, lowercase c-h-m-i-d-t, at all lower case net hyphen mail dot com.

1.08

- 1
A: What's your email address?
B: It's all lower case. Ben at abc dot net. That's b-e-n at abc dot net.
2
A: What's your email address?
B: It's all capitals. Jan dot Smith at Smith dot com. J-A-N dot S-M-I-T-H at S-M-I-T-H dot com.
3
A: What's your email address?
B: Capital U, lower case w-e at one hyphen two hyphen three dot p-l.
4
A: What's your email address?
B: It's Alex underscore Aziz at jump dot j-p. That's capital A, lower case l-e-x, underscore, capital A, lower case z-i-z at all lower case j-u-m-p dot jp.
5
A: What's your email address?
B: It's all lower case, s-z-u-l-g-i-t hyphen k at b-i-g-i-o dot org.

1.09

- A:** I just need to take a few details ...
B: OK, that's fine.
A: What's your surname?
B: It's Weber.
A: Can you spell that, please?
B: Sure. It's W-E-B-E-R.
A: Weber. OK, got it. You're ... Anna Weber?
B: Yes, that's right.
A: Your gender is female ...
B: Right ...
A: What's your nationality?
B: My nationality? I'm German.
A: Sorry, could you repeat that, please?
B: I'm German - I'm from Germany.
A: OK, got it. Thanks. And your marital status?
B: Sorry?
A: Marital status? Are you married or single?
B: I'm married.
A: Married. OK, thanks. And your email?
B: Sorry?
A: What's your email address?
B: It's all lower case, a underscore weber at net hyphen mail dot d-e.
A: All lower case, a underscore weber at net hyphen mail dot d-e.
B: Yes, right.
A: What's your phone number?
B: Two three two, one oh five six.
A: Two three two, one oh five six.
B: Right.
A: OK. What's your emergency contact number?
B: Let's see ... That's Hans Weber. Four five seven, double-eight one two.
A: Four five seven, double-eight one two? OK, got it. And finally, what's your ID card number?
B: My ID card number?
A: Or your passport number. Can you give me that, please?
B: Sure. My ID card number is T one three two, four seven nine double-oh.
A: T one three two ...
B: T one three two, four seven nine double-oh.
A: OK, thank you.

1.10

- 1
My company has three locations in three countries. I work at the head office in Munich, Germany. I work for the sales department. There are five people in my department. The office is large and modern. It's very light. There is a small canteen, but unfortunately, there is no gym.
2
I work in the factory in China, in the manufacturing division. The factory is modern, but it's also noisy. I work in the production department. There's a canteen. And there's an employee break room. The break room is quiet!

3

I work in the warehouse in Warsaw. It's old-fashioned - and dark. But it's OK. I'm the manager of the distribution division. There are no offices here. In the warehouse, there's a storage area and a shipping and receiving department. There is no canteen, but there are small restaurants near the warehouse.

2.01

- 1 Qatar Airways provides air transport services.
2 Allianz provides financial services.
3 Volkswagen designs, makes and sells cars.
4 Amazon sells books and other products online.
5 Inditex makes and sells clothes in shops and online.
6 Samsung makes mobile phones and home electronics.

2.02

a hundred
one hundred
three hundred and twenty
six hundred and forty-seven
a thousand
one thousand
fifty-five thousand, three hundred and sixty-seven
seventy-eight thousand, one hundred and thirteen
a hundred thousand
one hundred thousand
three hundred and sixty thousand
eight hundred and ninety-two thousand, six hundred and seventeen
a million
one million

2.03

Allianz has over 140,00 employees in more than seventy countries.
Amazon has over 100,000 warehouse robots.
Qatar Airways has 220 aircraft and flies to over 150 destinations.
Inditex has over 7,000 stores and over 174,000 employees in ninety-six countries.

2.04

We are an international transport company. We provide global logistics services. Our global head office is based in Bonn, Germany. We have over 360 offices in 220 countries. We have 85,000 staff and 250 aircraft.

2.05

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

2.06 P = Patricia A = Anthony K = Katia

- P:** Hello, my name's Patricia Williams.
A: Nice to meet you! I'm Anthony Kowalski.
P: Kowalski. Where are you from, Anthony? Are you Polish?
A: No, I'm from Birmingham in England but I'm based in Germany. What about you? You're American, right?
P: Yes, that's right. I'm from Seattle.
A: Ah! Seattle! A great city!
P: Yeah, it is! I live and work in London now. What do you do, Anthony?
A: I work in digital marketing. I'm a Social Media Manager.
P: It's all digital marketing today, isn't it?
A: Yes, you're right!
P: What do you do at work?
A: I write blogs and make videos and content for our website and social media. And I answer guests' messages. Communication with guests is an important part of my job.
P: Really? What does your company do?
A: It's a hotel group. We have over 200 hotels in eighteen countries. In fact, this is one of our hotels.
P: Really! It's a nice hotel, light and modern. I like it.

A: And there's a large gym.
P: Yeah, but I don't have time for the gym!
A: What about you, erm ... Sorry, what's your name again?
P: Patricia ... Patricia Williams.
A: Yeah, sorry, Patricia, what do you do?
P: I'm a Digital Project Manager.
A: And what does a Digital Project Manager do?
P: Well, my company provides design services to small businesses. We work on websites, mobile apps, social media and software. I have meetings with clients and manage a team of designers.
A: That sounds interesting! Do you travel for work?
P: Yes! We have projects all over the country. I like my job but travel is boring.
A: Oh, I see. I don't travel for work and I work at home on Fridays.
P: That sounds good!
K: Hi, Anthony.
A: Ah! Hello Katia! Katia, this is Patricia. She's a Digital Project Manager. Katia is a Marketing Assistant in my department.
K: Nice to meet you!
P: Nice to meet you, too!
K: Anthony, I have a message from Mike. There's a problem.
A: OK! Thanks! Excuse us, Patricia. Nice talking to you.
P: And you!

2.07

1 Where are you from, Anthony?
2 What about you? You're American, right?
3 What do you do, Anthony?
4 What do you do at work?
5 What does your company do?
6 Sorry, what's your name again?
7 Patricia, what do you do?
8 What does a Digital Project Manager do?
9 Do you travel for work?

3.01

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

3.02

Emily: Summer is always quiet in my job so I usually go on holiday in January or February. We often get busy in autumn so I can't take much time off in March or April but I can usually take two or three days. Winter is a very busy period so I can't go on holiday in July or August. Spring is not very busy, so I always take two weeks in September or October. This September I want to go to Japan. I can speak Japanese and I love Japanese culture so ...

Mark: The end of the year is always busy so I can't go on holiday in November or December. I often go on holiday after New Year, usually in early January. March, April and May are also busy so I can never take time off in spring. We're not very busy in summer and autumn so I can go on holiday from June to October. I usually go on holiday for two weeks in June or July. I can't speak other languages, so we usually stay in our country. We don't ...

3.03

In the new flexi-time system, staff need to work thirty-seven hours a week. They can choose when they start and finish work and they can decide when to go to lunch. All employees need to be in the office from 10.30 a.m. to 3 p.m. This means employees can't start after 10.30 a.m. They can't finish work before 3 p.m. The building opens at 7 a.m. so employees can start work then. Employees can take one hour for lunch from 11.15 a.m. to 2.45 p.m. They can't take lunch before 11.15 a.m. or after 2.45 p.m. They can work until 8 p.m. when the building closes. Remember, if you drive to work, you can only park your car in spaces 120-225. Employees need their ID card or they can't enter the car park.

3.04

1 ten o'clock
2 ten p.m.
3 twelve
4 seven thirty
5 quarter past three
6 eleven forty-five
7 ten past eight
8 four forty

3.05

So in 15th place is car manufacturer Toyota Motor Corporation from Japan with a value of 238.9 billion dollars – the only Japanese company on this list. Then, in 14th place, it's the Swiss company Nestlé, and in 13th place is the American company General Electric. In 12th place, another American company, Wal-Mart Stores, and then in 11th place it's telecommunications company China Mobile, from Hong Kong. And so, to the top ten!
 Another company from Switzerland is in 10th place – Novartis, the pharmaceutical company – with a value of 267.8 billion dollars. Then in 9th place, one of two Chinese companies in the top ten – the Industrial and Commercial Bank of China. In 8th place is Johnson and Johnson from the USA. Another financial services company is in 7th place, Wells Fargo, also from the USA. And the second Chinese company in the top ten is PetroChina, in 6th place with a value of 329.7 billion dollars. And now to the 'big five', and they are all from the USA this year.
 In 5th place, with a value of 333.5 billion dollars, is Microsoft.
 In 4th place, with a value of 345.8 billion dollars, is Google.
 And in 3rd place, it's financial services company Berkshire Hathaway.
 In 2nd place this year we have ExxonMobil, with a value of 356.5 billion dollars.
 And this year's winner, in 1st place – a very, very famous brand in consumer electronics and IT – it's Apple with a value of 724.7 billion dollars.

3.06

1 Our department always has a meeting on the 1st Thursday of the month.
2 Mr Barker's office is on the 32nd floor.
3 The delivery arrives on the 10th of November.
4 Can you come to Sam's 30th birthday on Monday?
5 That's the 15th email today.
6 My holiday starts on the 9th of July.
7 Thank you for waiting, you are 5th in line.
8 I'm out of the office from the 20th of January for a week.

3.07

1 The fourteenth of September twenty twenty one.
2 The eleventh of April twenty eighteen.
3 The twenty first of November twenty twenty.
4 The third of June nineteen ninety two.
5 The thirteenth of December twenty nineteen.
6 The twenty second of March twenty twenty one.
7 The thirtieth of July two thousand and six.

3.08

I always win 1st prize.
 They have a business trip on the 10th of August. I live on the 16th floor.
 It's her 90th birthday tomorrow.
 He wants to meet you on the 15th January.
 You're the 50th customer today.
 Can you come to a party on Tuesday? It's Mark's 60th birthday.
 She works on 19th street.
 I'm going on holiday on the 30th of July.
 My birthday is on the 13th of July.

3.09 M = Michaela C = Colin

M: Good afternoon. Michaela Werner speaking. How can I help you?
C: Hi Michaela, it's Colin.
M: Hi, Colin. How are you?
C: I'm good, thanks. So, you have a new house – are you happy?
M: Yes, I am. Really happy. And can I take some time off? I really need four or five days.
C: Yes, of course you can but I'm afraid you can't take all the days you want. Bill, Conor and I all have holidays in July. Connor from the 11th to the 22nd of July and Bill from the 11th to the 15th of July. Then I go on holiday on the 21st of July. And we can't have three people off at the same time!
M: OK. I understand.
C: So you can take from Monday the 18th to Wednesday the 20th when Bill is back from his holiday and before I go on my holiday. Does that work? I know it's not perfect but that's what I can offer.
M: That's not great but OK. I'll take those three days.
C: OK. Can you finish the sales report before you go?
M: No problem. I can finish it by Friday the 15th of July.
C: Thank you! See you later!
M: Yes. Thanks, Colin. Bye.
C: Bye, Michaela.

4.01

1 The headphones stopped working. I saw the people talking but there was no sound.
2 I sent the report after the deadline. The project was delayed.
3 We had a meeting at 3 p.m. yesterday. Tom was late, but he said sorry when he arrived.
4 I wrote the wrong address last week. I went to the wrong office this morning.
5 I made a mistake on an invoice. The client complained and we gave him the money back.

4.02 M = Maria S = Sandra

M: Good Morning. Meyer & McNulty. How can I help you?
S: Hello, could I speak to Chris, please?
M: I'm afraid Chris is in a meeting at the moment. Can I take a message?
S: Yes please. This is Sandra Dennison from ATQ Global. We just got an invoice for our last order.
M: OK.
S: And it looks like some of the information is wrong.
M: Oh no. I'm sorry about that. What's the problem?
S: I think one of the items we ordered wasn't included. Could you ask Chris to call me to check it?
M: OK, does he have your phone number?
S: I think so but I'll give it to you now. It's 45 895 3421.
M: So that's 45 895 3421. Is that right?
S: That's right
M: OK. I'll give Chris the message. Can I help you with anything else?
S: No, thanks. Bye.
M: Bye.

4.03

1 How can I help you?
2 Could I speak to Chris, please?
3 I'm afraid Chris is in a meeting.
4 Can I take a message?
5 This is Sandra Dennison from ATQ Global.
6 I'm sorry about that.
7 Could you ask Chris to call me?
8 Is that right?
9 I'll give Chris the message.
10 Can I help you with anything else?

4.04 S = Sandra C = Chris

S: Good Morning, ATQ Global. Can I help you?
C: Hi, this is Chris from Meyer & McNulty. Can I speak to Sandra, please?
S: Hi, Chris. This is Sandra.
C: Hi, Sandra. I'm returning your call. Is there a problem with your invoice?
S: That's right. There's some information missing.
C: Really? What's missing?
S: Well, we ordered black ink and colour ink but the invoice only shows the black.
C: OK. I can check what you ordered on the database. Just a minute.
S: No problem.
C: Hello, Sandra?
S: Hi.
C: So I'm afraid we only have a record of the black ink. I can add the colour ink to your order now.
S: OK.
C: So you want 200 black ink and 50 colour ink. Is that right?
S: That's right.
C: So, I can add this to your order and I'll create a new invoice. I'll send you a copy of the new invoice today.
S: OK. Thanks, Chris. Will this delay the delivery?
C: No. I can ask the team to add it to your order and we'll send it tomorrow.
S: OK. Great.
C: Can I help you with anything else?
S: No, that's it. Bye.
C: Bye.

4.05

1 Hi, Chris. This is Sandra.
2 Hi, Sandra. I'm returning your call.
3 So I'm afraid we only have a record of the black ink.
4 I can add the colour ink to your order now.
5 I'll create a new invoice.
6 I'll send you a copy of the new invoice today.
7 No. I can ask the team to add it to your order.
8 Can I help you with anything else?

4.06

1
A: Sorry, this is too much. I only bought three. This is the price for four.
B: I'm very sorry about that. I'll just change it and print you a new one.
2
A: When I make a video call, people can't hear me.
B: Really? Did you check the microphone settings?
3
A: I bought this yesterday but when I took it out of the box, I saw the screen was damaged.
B: I'm very sorry. Can I have a look at it?

5.01

Jane: As a Sales Manager, I go to a lot of meetings. I have seven or eight meetings a week. I normally visit clients three or four times a week, so I have a meeting first to prepare for the visits and then I go to the meetings with the clients.
Katie: I'm an HR Manager for a large company. Because we have over twenty offices, my job is all about email. I send about fifty a day and read hundreds. I also make a lot of phone calls, probably twenty or thirty a day. The good thing is I talk to a lot of people and I like that.
Mark: I work in purchasing. I visit suppliers in my job. After each visit, I write a report about the supplier. In my report I explain if they meet our product specifications. I visit three or four suppliers a month and write a report for each one.

5.02

1
A: Can we arrange a meeting with the client next week?
B: Sure. I'm free on Wednesday.
2
A: Did you talk to Chris?
B: No, I didn't. I need to speak to him tomorrow.

3

A: What did you talk about in the meeting?
B: We checked the product specifications.
4
A: Sorry, but I need to cancel the meeting today.
B: OK. I'll email Sandra and tell her.
5
A: How many different models do you have?
B: We have twenty-five models in our product range.
6
A: Can we postpone the meeting until next week?
B: Yes. Can we have it on Monday?
7
A: What is the best thing about your products?
B: We have very high product quality.
8
A: Do you know the date of the product launch?
B: I think it's the 22nd of May.

5.03

1
P = Paulo Gonzalez B = Bill Smith
P: Good morning. Production. Paulo Gonzalez speaking.
B: Hi, Paulo. It's Bill.
P: Hi, Bill. How are you?
B: Good thanks. Listen, we have the specifications for the new product ready. Can we arrange a meeting to talk about them?
P: That's great news. Yes. I can do this afternoon.
B: Oh, I can't do this afternoon. I have a meeting with a supplier. Are you free tomorrow morning?
P: Let me just check. Yes, I'm free from 9 to 10.30.
B: That's great. Let's meet then. I'll come to your office.
P: Great. See you then. Bye.
2
B: Bye.

S = Sandra Morelo B = Bill Smith

S: Good afternoon. P.B. Turner. How can I help you?
B: Hello, could I speak to Sandra Morelo, please?
S: Speaking.
B: Hello, Sandra, this is Bill from JTSQ manufacturing.
S: Oh, hello.
B: You sent us an email asking for information about our product range.
S: That's right.
B: I'm calling to arrange a meeting. I'd like to visit you and talk about our range. We could also talk about your needs. Are you free on the 18th?
S: Let me just check. Yes, I'm free on Monday the 18th at 2 p.m. Does that work for you?
B: Yes, I'm available then. I'll see you on the 18th.
S: I'll look forward to it. Bye.
B: Bye.

3

B = Bill Smith N = Noriko Yoshiwa

B: Hello. JTSQ Manufacturing.
N: Good morning. Could I speak to Bill Smith, please?
B: This is Bill.
N: Hello, Bill. It's Noriko Yoshiwa at Moti Nero here.
B: Hello, Noriko. How are you?
N: I'm good thanks. Listen. I'm afraid I need to postpone our meeting on the 15th to talk about our supply reorder. I have another appointment and I can't come to the meeting.
B: OK, that's not a problem. I'm free in the morning on Monday the 18th.
N: Oh no, I'm not available on the 18th. Are you free on the 19th?
B: I'm available in the morning but I'm busy in the afternoon.
N: OK. Can we do 9 to 11 a.m. on the 19th?
B: Yes, that's fine. I'll see you then.
N: Great. Thanks. Bye.
B: Bye.

5.04

A: Hello. Travelli. Marco Travelli speaking.
B: Hi, Marco. This is Dianne Grant at Malladi Tech here.
A: Hello, Dianne. How are you?
B: I'm good, thanks. Listen, we have a new product range. Can we arrange a meeting to talk about it?
A: Yes. That would be great.
B: Great. Are you free on Monday?
A: Let me just check. Sorry, I'm busy on Monday. I'm free on Tuesday morning.
B: Oh. I can't do Tuesday. Can we do Wednesday morning?
A: Yes, that's fine. I'll see you then.
B: Great, see you on Wednesday. Bye.
A: Bye.

5.05

Conversation 1

A: Sorry, Paul, can I ask a favour?
B: Sure, Tony. How can I help?
A: I can't find the presentation we're working on. Where did you save it?
B: Oh ... it's in the 'product descriptions' folder.
A: OK. Found it. Thanks.

Conversation 2

A: Monika, do you have a minute?
B: Yes, sure. How can I help?
A: I'm looking for Viktor Dorret's contact details. Do you have them?
B: Just a minute. Here they are. I'll email them to you.
A: OK, thanks.

5.06 Y = Yumiko M = Martin

Y: Hi, Martin. Do you need something?
M: Hi, Yumiko. Yes, could I ask a favour?
Y: Go on.
M: My daughter is not well and I need to pick her up from school. Could I leave early?
Y: Can you work from home?
M: Yes. I think I can.
Y: Fine. That's OK. I'll see you tomorrow. I hope your daughter feels better.
M: Thanks, Yumiko. I'm sure she will.

6.01

Now, let's look at our office costs. This bar chart shows the main differences in costs between the old office and the new office. As you can see, the rent of the new office is cheaper by £8,000. If you look at the cost of electricity, water, etc., you'll see that this cost is also lower. The cost of office supplies, for example paper, ink, pens and phones is the same, but we pay a little less for the internet. So in total we save about 15 percent per month on our new office.

6.02

Anna: So, we think 23 Beaker Street is the best option. This slide shows a list of details about 23 Beaker Street. It's bigger than our office now, and it's close to the city centre. It's also close to a train station and a bus stop. They're about a five-minute walk.
 However, as you can see, it's not perfect because the car park is smaller and the internet is slower than what we have at the moment.
Tony: Now, let's look at prices. The office costs \$1,900 a month so it's more expensive than our office at the moment but cheaper than other offices in the city centre. If you look at the final bullet point, you will see that we can choose a five- or ten-year contract, so that's really good.

7.01

A: So, to issue a purchase order, you have to go into the payment system. First, you have to open the system.
B: OK.

A: Then you enter the supplier's details: name, address, etc. on the system.

B: Do I have to do that every time?

A: No, you don't. You can choose it from a list here. When you have the supplier's details, you enter the price here and the delivery date here. You can find the information on the contract.

B: And do I notify the supplier that the purchase order's ready?

A: No, you don't have to do that. The system notifies the supplier automatically by email.

B: OK, that's clear. What's next?

A: The supplier delivers the items and requests payment.

B: So they have to tell us to pay them. Right?

A: Yes, they issue an invoice with the purchase order number on it. We can't pay invoices without a purchase order number. You have to check the invoice against the purchase order. If it's correct, you can request management approval. The manager approves the payment. And when they approve it, you can make the payment. but that's later. Do you want to try to create a purchase order?

B: Yes, please.

7.02

A: So we have a problem. We're receiving lots of complaints about late deliveries, missing items and incorrect invoices.

B: I know but I don't understand why. We're also receiving lots of positive comments about deliveries and orders.

A: Right. So, I think we have a problem in the workflow. When we receive an order in the sales department, we always check the inventory system and, if we have enough items, we give a delivery date and send the invoice to the customer.

B: Yes, but often when my warehouse team go to collect the items, we can't always find all of them. Sometimes the inventory system doesn't have the correct data.

A: So that's the problem. When you don't have all the items, what do you do?

B: Well, we wait for more items to arrive or we send the items we have. If we only send the items we have, then we have to send the other items later.

A: OK. So now we know why orders are late and why people don't always get all the items they ordered. But why is this happening?

B: Well, the problems with delivery only happen with large orders. Usually fifty items or more. Do you check with the warehouse before you approve the order?

A: No, we just take the number from the system.

B: Ah ... but the system only updates on Thursdays.

A: So I think that's the answer. If the system only updates once a week then my sales team are looking at old information.

B: OK. And when we look in the warehouse, we don't have the right number of items.

A: Exactly, so we could ...

7.03

So I received a job offer after the interview and I accepted. Then the company sent me a contract. I signed it and sent it back with my medical certificate and qualifications. On the first day, I had a tour of the office and met my colleagues. I had an induction meeting and did health and safety training. The company managed everything well. The only problem was I didn't receive job-specific training for three months. I had to ask my colleagues what to do.

8.01

So, let's look at the MX2 standard model in the database. Ah yes, here it is. Cortadino MX 2, standard model.

Now, there is high demand for this model at the moment and we can see here that it's out of stock. We need to order it from the factory. For the MX 2, manufacturing happens in Asia and takes five working days. Then, shipping from Asia is six and a half weeks. Finally, when we receive it, we always need one to two working days for final inspection. So the lead time is eight weeks. Any questions?

8.02 P = Paul J = Julia

P: Right, Julia – your turn! Find the Cortadino N20 in the database.

J: OK, sure. Is this it?

P: Yes. So, what can you tell me about the N20?

J: Um ...OK ... the N20 is in stock. So we don't need to order it from the factory – there are fifty models in the Liège warehouse.

P: Good ...

J: And shipping from Liège is five to six working days. And final inspection takes one to two days. So the lead time is ... six to eight working days?

P: Yes! Well done.

R2.01

1 a hundred and seventy, one hundred and seventy

2 five hundred and twenty-five

3 eight hundred and fifteen

4 two thousand and thirty-six

5 forty-four thousand, two hundred and eight

6 sixty-three thousand, nine hundred and eighteen

7 a hundred thousand, one hundred thousand

8 three hundred and twenty-one thousand

9 seven hundred and fifty-two thousand, four hundred

10 a million, one million

R3.01

1 the 23rd of November twenty fifteen

2 the 14th of May two thousand and four

3 the 22nd of March twenty twenty-three

4 the 4th of April eighteen ninety-nine

5 the 3rd of December nineteen seventy-three

6 the 24th of February nineteen sixty-five

7 the 18th of August twenty thirteen

8 the 30th of September twenty forty

R3.02

1 The meeting is at half past eleven.

2 He starts work at eight forty-five.

3 I usually finish work at five thirty.

4 We have lunch at two o'clock.

5 The building closes at quarter to eight.

6 The deadline is at half past six.

P1.02

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

P1.03

1 DHL

2 KFC

3 BMW

4 LG

5 IBM

6 KLM

7 CNN

8 UPS

9 HSBC

10 MTV

P1.04

1 It's Ms Marquez. That's M-A-R-Q-U-E-Z.

2 Their email address is all capitals I-N-F-O at all lower case b-l-l-k-n dot com.

3 Her surname is Nowak-Tkacz. That's N-O-W-A-K hyphen T-K-A-C-Z.

4 My address is lower case j-j underscore lower case d-i-a-z at lower case h-o-l-a dot m-x.

5 The address is all lower case w-w-w dot u-o-q dot j-p.

6 It's office at capital I lower case n-t-e-r hyphen all capital F-T-V dot a-r.

P1.08

/s/ breaks nights

/z/ jobs locations

/tʒ/ buses warehouses

P2.02

1 thirty invoices

2 thirteen projects

3 forty thousand euros

4 fifteen products

5 sixty employees

6 seventy customers

7 eighteen million dollars

8 ninety cars

P2.04

1 three hundred and fourteen

2 nine hundred and seventy-seven

3 eight thousand, two hundred and thirty-nine

4 thirty-three thousand, four hundred and fourteen

5 four hundred and thirty-two thousand, seven hundred and forty-six

6 seven million, nine hundred and fifty thousand, one hundred and ten

7 thirteen million, eight hundred thousand, five hundred and fourteen

8 four hundred and twenty-three million, forty nine thousand, one hundred and thirteen

P3.08

1 The fourteenth of August two thousand and five.

2 It's on the fortieth floor.

3 The eleventh of November nineteen eighteen.

4 It's his thirtieth birthday.

5 It's their fifteenth shop in the UK.

6 The thirteenth of June twenty fourteen.

7 It's their seventeenth order.

8 The twenty-third of November twenty nineteen.

P4.04

1 They arrive on time.

2 I managed a big team.

3 We fixed problems.

4 They accepted my offers.

5 We talk about the budget.

6 I attended all the meetings.

P8.03

month, money, colour, love, other, company

P8.06

word, work, world, worse, worst



Key vocabulary

Unit 1 >

1.1

Argentina _____
 Brazil _____
 China _____
 Germany _____
 India _____
 Ireland _____
 Japan _____
 Mexico _____
 Poland _____
 Spain _____
 The UK _____
 The USA _____

American _____
 Argentinian _____
 Brazilian _____
 British _____
 Chinese _____
 German _____
 Indian _____
 Irish _____
 Japanese _____
 Mexican _____
 Polish _____
 Spanish _____

1.2

address (*noun*) _____
 email address _____
 emergency contact number _____
 first name / given name _____
 gender (*noun*) _____
 home address _____
 ID card [number] _____
 marital status _____
 middle name _____
 nationality _____
 passport [number] _____
 phone/mobile/cell number _____
 postcode / zip code _____
 surname / last name _____
 title (*noun*) _____

 at (@) _____
 capital _____
 dot (*noun*) _____
 hyphen (*noun*) _____
 lower case _____
 underscore (*noun*) _____

1.3

building _____
 canteen _____
 employee break room _____
 facilities _____
 factory _____
 gym _____
 office _____
 warehouse (*noun*) _____

department _____
 distribution _____
 division _____
 manufacturing _____
 production _____
 sales _____
 shipping and receiving _____

dark _____
 large _____
 light _____
 modern _____
 noisy _____
 old-fashioned _____
 quiet _____
 small _____

1.4

coffee _____
 milk _____
 sugar _____
 tea _____
 water (*noun*) _____

coffee machine _____
 laptop _____
 photocopier _____
 printer _____
 tablet _____
 whiteboard _____

Unit 2 >

2.1

Digital Designer _____
 IT Specialist _____
 Production Engineer _____
 Sales Manager _____

answer (*verb*) _____
 check (*verb*) _____
 have _____
 make _____
 manage _____
 sell _____

work (*verb*) _____
 write _____

2.2

car _____
 e-reader _____
 laptop/computer _____
 mobile phone _____
 TV _____
 washing machine _____

design cars _____
 make clothes _____
 make consumer electronics _____
 provide air transport services _____
 provide financial services _____
 sell products online _____

2.3

Monday _____
 Tuesday _____
 Wednesday _____
 Thursday _____
 Friday _____
 Saturday _____
 Sunday _____

2.4

family _____
 free-time activities _____
 health _____
 home town _____
 job _____
 nationality _____
 nothing _____
 weather (*noun*) _____
 work (*noun*) _____

boring _____
 good _____
 great _____
 interesting _____

Unit 3 >

3.1

autumn _____
 spring _____
 summer _____
 winter _____
 January _____
 February _____

March _____
 April _____
 May _____
 June _____
 July _____
 August _____
 September _____
 October _____
 November _____
 December _____

3.3

broken _____
 damaged _____
 incorrect _____
 late _____
 missing _____

3.4

planning meeting _____
 problem-solving meeting _____
 progress meeting _____

Unit 4 >

4.1

give _____
 go _____
 have _____
 make _____
 say _____
 see _____
 send _____
 write _____

4.2

ask for _____
 ask to _____
 check _____
 check that _____
 contact about _____
 contact by _____
 send _____
 send to _____
 never _____
 once or twice a month _____
 a few times a week _____
 sometimes _____
 every day _____
 all the time _____

Unit 5 >

5.1

go to a meeting _____
 have a meeting _____
 prepare for a meeting _____

make a phone call _____
 receive a phone call _____
 wait for a phone call _____

write a report _____
 write an email _____
 write minutes _____

visit a client _____
 visit a colleague _____
 visit a supplier _____

5.2

product launch _____
 product quality _____
 product range _____
 product specifications _____

arrange a meeting _____
 cancel a meeting _____
 postpone a meeting _____

5.3

agenda _____
 contract (*noun*) _____
 document (*noun*) _____
 invoice (*noun*) _____
 meeting minutes _____
 notes _____
 presentation slides _____
 report (*noun*) _____
 spreadsheet _____

Unit 6 >

6.1

bad _____
 big _____
 busy _____
 cheap _____
 close (*adjective*) _____
 difficult _____
 easy _____
 expensive _____
 far _____
 good _____
 long _____

short _____
 spacious _____
 traditional _____

6.2

delivery time _____
 minimum order _____
 payment terms _____
 product name _____
 total price _____
 unit price _____

6.3

competitive price _____
 fixed-term contract _____
 free national and international calls _____
 unlimited data/texts _____
 wide range _____

6.4

bar chart _____
 bullet point _____
 column _____
 diagram (*noun*) _____
 line graph _____
 list (*noun*) _____
 pie chart _____
 row (*noun*) _____
 table (*noun*) _____

Unit 7 >

7.1

approve _____
 enter _____
 issue (*verb*) _____
 notify _____
 request (*verb*) _____
 supply (*verb*) _____
 invoice (*noun*) _____
 purchase order _____

7.2

envelope _____
 headphones _____
 paper _____
 pen (*noun*) _____
 pencil (*noun*) _____
 printer ink cartridge _____
 ring binder _____
 stapler _____

clear (*adjective*) _____
 complicated _____
 efficient _____
 excellent _____
 poor _____
 reliable _____
 simple _____
 unreliable _____

7.3

check (*verb*) _____
 click (*verb*) _____
 complete _____
 confirm _____
 download (*verb*) _____
 forget _____
 organise _____
 phone (*verb*) _____
 prepare _____
 receive _____
 remember _____
 send _____

7.4

bank details _____
 diploma _____
 health and safety training _____
 induction meeting _____
 job-specific training _____
 medical certificate _____
 office tour _____
 qualification _____
 reference (*noun*) _____

Unit 8 >

8.1

customer _____
 factory _____
 materials _____
 shipping _____
 shop (*noun*) _____
 warehouse (*noun*) _____

custom model _____
 demand (*noun*) _____
 in stock _____
 inspection _____
 lead time _____
 manufacturing _____
 out of stock _____
 standard model _____

8.2

automate tasks _____
 negotiate _____
 outsource work _____
 relocate _____
 review expenses _____
 save energy _____
 upgrade technology _____
 work remotely _____

clothes _____
 food _____
 free-time activities _____
 mortgage (*noun*) _____
 rent (*noun*) _____
 transport (*noun*) _____

8.3

architect (*noun*) _____
 chef _____
 fashion designer _____
 teacher _____

design student tests _____
 design summer/winter collections _____
 order food supplies _____
 plan building size _____
 plan lessons _____
 plan menus _____
 plan fashion shows _____
 prepare floor plans _____

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