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Map of the book

Unit	Topics	Language
1 New faces page 6	A Introducing yourself B Introducing other people	My name's I'm.. I'm from I'd like to introduce you to Nice to meet you, too
2 Around the office page 10	A In the office B Workplaces and locations	Describing things when you don't know the word: stuff for.. Vocabulary the office: prepositions of place ; in front of, under Would like to Vocabulary locations : in the south of; workplaces; factory, shown
3 Products and services page 14	A Describing products and services. B Comparing products and services	Vocabulary verbs describing products and services ; produce , provide, offer Comparatives
Review 1 Page 18		
4 Times zones Page 20	A Telling the time B Planning schedules	Telling the time Vocabulary prepositions of time : on Saturday, around 5.00 Present simple Giving opinions , agreeing , disagreeing Vocabulary verb and noun combinations; book a ticket ,give a presentation.
5 On the phone Page 24	A Answering the phone B Calling for information	Can I help you ? Who's calling , please ? Should I'm calling to ask for a brochure, I'd like to arrange a meeting
6 Placing an order Page 28	A Ordering what you need B Dealing with problems	Placing an order : I'd like to order Quantity : a few , a lot . How much ? Past simple : I ordered Future simple : We'll send another one Complaining : There are two problems with the order
Review 2 Page 32		
7 Making a reservation Page 34	A Making a booking B Choosing a service	Want to would like to Booking / choosing a service. I'd like to make a reservation Vocabulary booking / choosing a service ; flight number, en suite Superlatives Vocabulary dates
8 Getting around page 38	A Getting around town B Arriving for an appointment	Giving directions Imperative Vocabulary transport prepositions : by train, on foot I'm here to see....., I have an appointment at Vocabulary department names
9 About the company Page 42	A Talking about company history B Company changes	Vocabulary irregular verbs (past simple) ; opposites Present perfect Conjunctions : and , but , because Vocabulary irregular verbs (past participle)
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Unit	Topics	Language
10 Routines Page 48	A Routines and past events B Comparing routines	Present continuous present simple Past simple Vocabulary verb and noun combinations : get to work, have a meeting Adverbs of frequency Avoiding repetition : I take a break, but she doesn't
11 Small talk Page 52	A Breaking the ice B Keeping a conversation going	Meeting people : How are things ? Present perfect : How long? for, since 'Answer plus'; And you? Vocabulary keeping a conversation going ; Really ?
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14 Getting help Page 66	A Showing people how to do things B Talking about problems	Sequencing adverbs : First , finally Imperative Giving advice : I think you should
15 working together Page 70	A Making requests B Making suggestions	Could you ? Would you mind ? Why don't we? We could
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New faces

UNIT GOALS ● introducing yourself ● talking about yourself ● introducing other people

When you meet someone new, what do you say

..... in your language ?

Do you say different things to different people ?

TALKING POINT

PART A

Introducing yourself

1

Listening

- a Work in pairs. Look at the photograph of Florence Garnier and Andrew Walsh introducing themselves and answer these questions.
- 1 Which person do you think is a new employee ?
 - 2 Which of these things will be in their conversations ?

names hobbies colleges hometowns ages departments

- b Listen to Florence Garnier and Andrew Walsh .
What are the answers to the questions in (a) above ?



2

Language focus

a Andrew Walsh introduced himself. Complete these sentences.

- 1 My Andrew Walsh.
- 2 Dublin Ireland.
- 3 to meet



b Florence Garnier introduced herself. Complete these sentences .

- 1 Florence Garnier. Please
- 2 the Human Resources Department .
- 3 to meet

c Listen again and check.



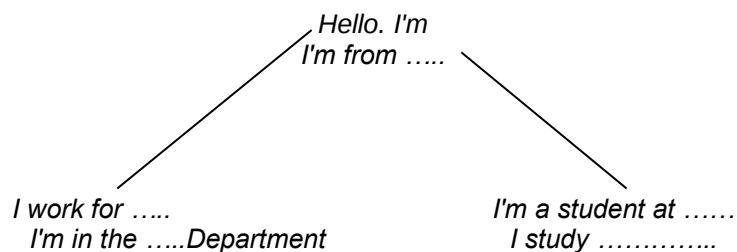
LANGUAGE FILE 1 << PAGE 83

3

Communication activity

Introduce yourself to other students in the class.

Example



4

Culture focus

first name

Corporate international

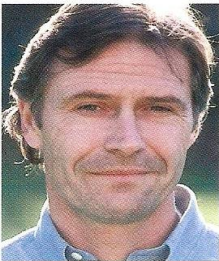
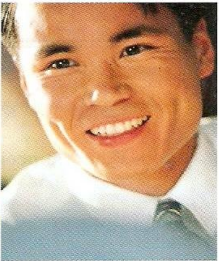
Florence Garnier

Human resources

last name

Viktoriastrasse 33
 8021 Zurich 1
 Switzerland
 Tel. 41 11 207 793
 Fax 41 11 207 794
 Email fgarnier@ci.ch

- a Florence Garnier said 'Please call me Florence' (her first name) not 'Ms Garnier' (her title and last name). Listen to four business people from different countries. Complete the table with the names different people use for them.

				
	Pamela Bryson (USA)	Vladimir Popov (Russia)	Elisabeth Reiser (Germany) Eli	Koji Hirano (Japan)
Friends				
Colleagues				
Boss				-san
Visitors		Gospodin		

- b What do people usually call you ? Do they use your first name, or your title and last name?

1

Culture focus

- a Read the text and answer the questions.
- 1 When a person is introduced, why is information about the person often added ?
 - 2 Why is it a good idea to use somebody's name immediately ?

The first time you meet someone, you may have a short conversation before exchanging names. When you introduce two people, give their names at the beginning of the conversation and add information about each person to help them talk to each other.

If you are introduced to someone, use their name immediately. It will help you to remember it.



- b What do people do in your country when they meet for the first time ?

2

Listening

- a Listen to someone introducing two people and complete these sentences.
- 1 Jacob works in the Department .
 - 2 Mr Haneda is a
- b Work in pairs. Put the words in the correct order to make sentences from the listening.
- 1 Mr Haneda, / like / Jacob Travis / to / I'd / you / to / introduce
 - 2 works / the / Jacob / Marketing / in / company / our / Department / of
 - 3 director / of / Mr Haneda / is / Yonegawa Industries / a
 - 4 Mr Haneda / to / you / It's / meet / nice
 - 5 here / a / Marketing Department / have / you / Do / large ?
- c Listen again and check .

Language focus

- a Look at the advice about introductions. Match the sentences 1 - 4 to the examples a - d .

1 Introduce the two people. Give their names.

2 Add more information about the two people.

3 Try to use the other person's name early in the conversation.

4 Use the information to help start a conversation.

Example

Advice

- a Jacob works in the Marketing Department of our company
Mr Haneda is a director of Yonegawa Industries.
- b Nice to meet you, too . Do you have a large Marketing Department ?
- c Mr Haneda, I'd like to introduce you to Jacob Travis.
- d It's nice to meet you, Mr Haneda.

1

- b Work in groups of three. Write a conversation : Student A introduces Student B and Student C to each other. Use your own names.
- c Practise your conversation. Then change roles and practice it again.

LANGUAGE FILE 2 << PAGE 83

Communication activity

Work in groups of three. Choose a business card each and use the information to introduce each other. When you are introduced to another person, ask at least one question.

Example

A : Mr Garcia, I'd like to introduce you to Sarah Duncan.

Sarah is Mr Garcia is

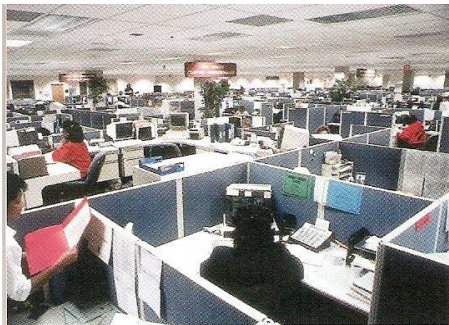
B : It's good to meet you. Mr Garcia.

C : Good to meet you, too. Is Eastern Holdings a big company ?

Eastern Holdings Sarah Duncan Sales Representative	 Delta Systems Inc. Richard Harvey Director	 PENINSULAR POWER SA Carios Garcia Customer Adviser
---	---	--

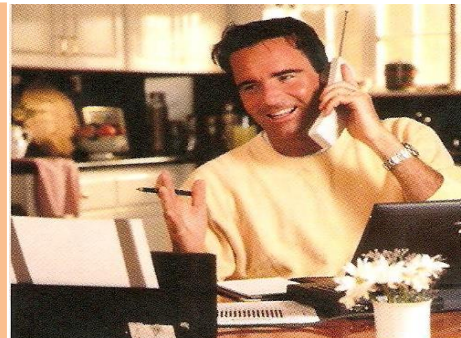
Around the office

UNIT GOALS ● talking about things in the office ● talking about workplaces and locations



TALKING POINT

Which of these offices would you like to work in ? Why ?
Which one would you not like to work in ? Why not ?
Which picture is most like your office ?



PART A In the office

1

Vocabulary

Work in pairs. Look at the picture of an office on the people page.
Write the names of the objects.

- | | | | | |
|---------|--------|--------|---------|---------|
| 1 | 4..... | 7..... | 10..... | 13..... |
| 2 | 5..... | 8..... | 11..... | 14..... |
| 3 | 6..... | 9..... | 12..... | 15..... |

LANGUAGE FILE 1 << PAGE 84

2

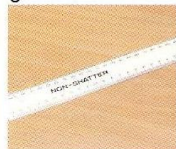
Listening

- a Sometimes you need something but you don't know what it's called in English.
Listen to four people describing different objects in the office. Write the number of the conversation below each picture.

a



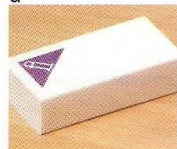
b



c



d



e



f



- b Listen again and check. Write these names below the correct object

notepad highlighter rubber ruler calculator correction fluid

- c Think of three things in the office. Write down how to explain them.
Use a different way of explaining each time.

Example correction fluid - white stuff for correcting mistakes

- d Work in pairs. Describe the things but don't say what they are.
Does your partner know what they are in English ?

3

Language focus

Look at the picture again and complete the sentences below using the prepositions in the box. Then compare your answers with a partner.

next to under on in front of near behind



- 1 The mouse is near the computer.
- 2 The CDs are the bookshelf.
- 3 The monitor is the keyboard.
- 4 The calculator is the lamp.
- 5 The computer is the monitor.
- 6 The phone is the computer.

4

Communication activity

LANGUAGE FILE 1 << PAGE 84

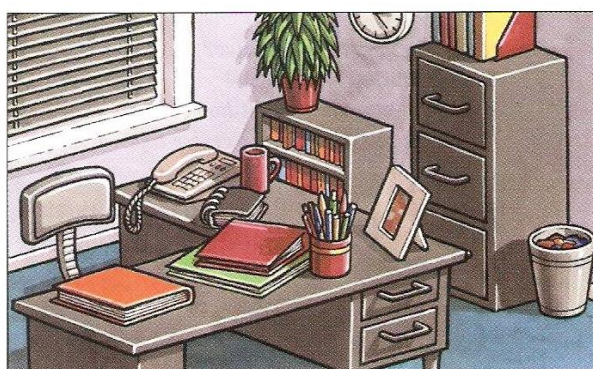
Student A : Look at the information on page 76
Student B : Look at the information below.

You have a picture of the same office as Student A. but there are eleven small differences . Can you find them ? Tell Student A about your picture and listen to Student a talk about his / hers

Example

B : The phone is on the desk.

A : In my picture , the phone is on the bookcase.



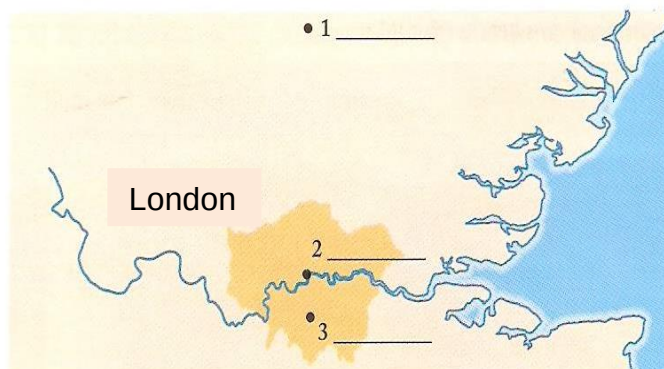
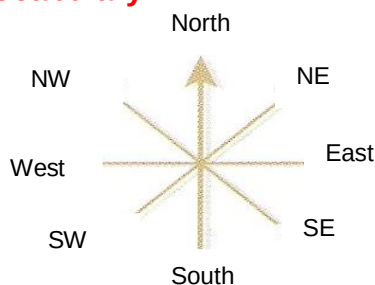
5

Exploring

Work in pairs. Find out what things are the same and what things are different in your offices or places where you study.

1

Vocabulary

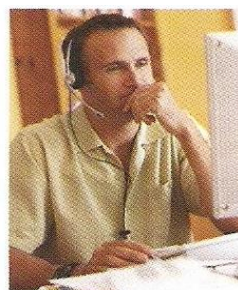


- a Ann Collins and Rob Slater live in the southeast of England. Read about them and write the place names 1 - 3 on the map.



Ann Collins

I live in Croydon, in south London. It's in the suburbs. I work in Westminster in the centre of London. I'm a commuter - I commute to work by train. I have a lot of friends at work, so I wouldn't like to work at home.



Rob Slater

I live in Tadlow, a village 50km north of London. It's in the country. I work for a large communications company, but I work at home and keep in contact with the office by phone and computer. I'm a teleworker or telecommuter. I wouldn't like to commute from the suburbs. But I sometimes think I'd like to meet more people !

- b Where do you live, work and study ? Tell your partner.

VOCABULARY FILE 3 << PAGE 85

1

Language focus

- a Complete these sentences.

- 1 Rob : I meet more people. (I want this)
- 2 Ann : I work at home. (I don't want this)

- b Ask other students where they would like to live and work, Complete the table .

Example

A : Where would you like to live ?

B : In the suburbs.

A : Would you like to work at home ?

B : No, I'd like to work in the centre and commute.

Would like to live / work / study in the

Jan

Work

Live

×

Would like to

Yes

No

- c Where would you not like to live and work ? Why not ?

LANGUAGE FILE 2 << PAGE 84

3 Listening

- a Listen to someone talking about the locations of Kanda Motors in Italy. Write the names of the cities on the map.

Ancona

Naples

Milan

Turin

- b Listen again. Tick(✓) the Workplaces the speaker talks about. Draw a line from the workplace to the location on the map.

☐ branch office

☐ factory

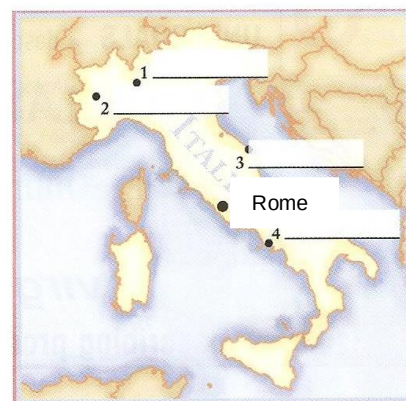
☐ warehouse

☐ showroom

☐ store

☐ design studio

☐ Head office



VOCABULARY FILE 4 << PAGE 85

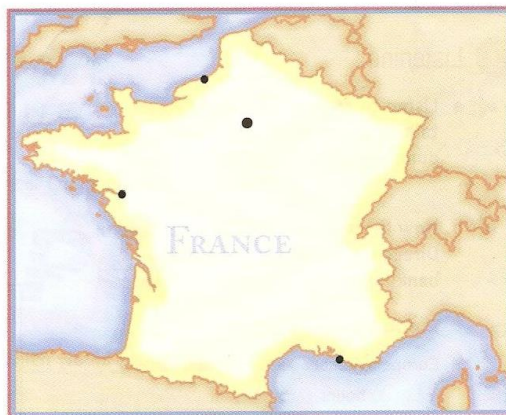
4 Communication activity

STUDENT A : Look at the information on page 76.

STUDENT B : Look at the information blew.

- a Look at the map of Germany. It shows the locations of Ultra workplaces in Germany. Tell Student A where the workplaces are.

Example Ultra has its Head Office in Berlin, in the east of Germany.



- b Listen to Student A explain the locations of Ultra in France. Write the cities and workplaces on the map of France.

5 Writing

- a Listen to someone talking about the locations of Kanda Motors

A visitor from the UK is coming to visit your company. Write an email explaining the locations of your company or Ultra in France or Germany.

Look at the Transcript on page 114 to help you.

Products and services

UNIT GOALS ● describing product and services ● comparing products and services



BARCLAYS

....T...Online...

NOKIA

virgin atlantic 

Do you know these companies?
Which of these companies make products
and which one provide services?

**TALKING
POINT**

PART A

Describing products and services

1

Vocabulary

- a Match the companies above to the products and services a - e.
a soft drinks b mobile phones c Internet access d baking e air travel

- b Work in pairs. Talk about each company.

Example

A : What do Barclays do ?

B : I think they're a bank. They provide banking services.

VOCABULARY FILE << PAGE 87

2

Listening

- a Listen to Marina Stevens of Rexel talking about their staple and punch wizards. Complete the notes.

Rexel staple wizard

up to sheets of paper
.....times form
cost €

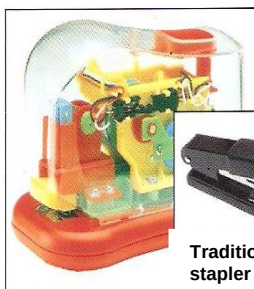
Rexel punch wizard

up to sheets of
cost €.....

- b Now listen to Harvey Gill of Eurobanx Direct talking about their online banking service. Complete the notes.

Eurobanx Direct

Europe's number direct bank
..... hours
..... days
register in steps
takes about minutes
call 0807.....



Traditional
stapler



Traditional
hole punch

- c Listen again and complete the expressions

1 It just € 29

2 The punch wizard make holes

3 We all kinds of office equipment..

4 We a complete online service

5 We everyday baking 24 hours a day..

6 You register

3 Communication activity

STUDENT A : Look at the information on page 77
STUDENT B : Look at the information below.

a Describe the Tuttoespresso coffee machine to Student A. Use the information below to complete these sentences.

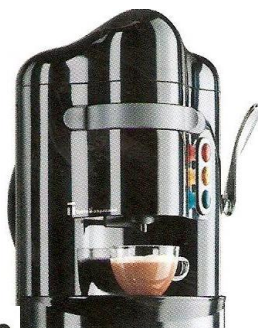
It has

It can

You can

It costs

Tuttoespresso



b Listen to Student A describe the Ebac E-Max water cooler. Complete the information.

It has

It has

It can

You can

It costs



- Very simple operating
- go anywhere - no pipes !
- four different types of coffee
- machine free - coffee 50€ a cup (minimum 10 per day)

c Describe the CNR webnet Internet service to Student A. Use the information below to help you.

- €30 per month
- No time limit
- Freephone technical support
- 7 email addresses and a website



d Listen to Student A describe the NPGserve Internet service. Complete the information.

€ per month
.....time limit
..... technical support
..... email addresses and a website



e Look at the information about both Internet services. Which would you like to use ?

4 Writing

Use the information below to write about the fast food company Burger King.

- | | |
|---|---------------------------------------|
| • 11,400 restaurants | • 53% of customers : 'drive thorough' |
| • 58 countries | • 22% of customers : takeaway |
| • 1.7 billion Whopper sandwiches a year | • 361,000 employees |
| • 15,000,000 customers a day | |

Example It has 11,400 restaurants in 58 countries. It produces

1

Listening

- a Work in pairs. Do you think these statements are true (T) or false (F) ?
- 1 British Airways Club World is for economy class passengers.
 - 2 Club World seats are bigger than other airlines' seats.
 - 3 The food is good in Club World.
- b Listen to an advertisement for British Airways Club World and check your answers. Correct any sentences that are false.



2

Language focus

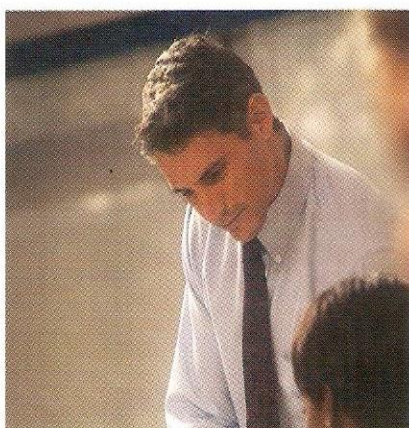
- a Listen again. Complete the table with words from the listening.

Adjective	enjoyable	fast	comfortable	big	tasty	good
Comparative						

- b Work in pairs. Look at the information about travelling from London to Paris. by plane and by train. Compare the two ways using the adjectives in the box.

fast cheap comfortable convenient good (x2)

Example The food on the plane is better than on the train.
The train is more convenient than the plane.



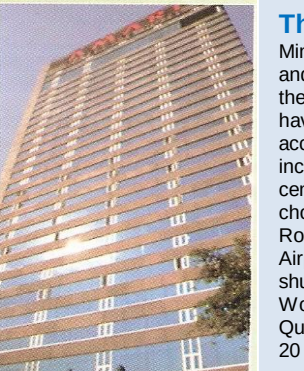
	Plane	Train
Cost	€480 return (including taxes)	€495 return
Time	1 hour	3 hours
Food	***	**
Comfort	**	***
Convenience	*	***
Service	***	**



- c Write six sentences comparing the two ways of travelling.

Reading

- a Read the information about three Bangkok hotels. Work in pairs.
Look at the map and match the hotels to the numbers.

			The Amari Watergate Minutes from the World Trade Centre and good for sightseeing and shopping, the Amari Watergate Hotel could not have a better location. The excellent accommodation and facilities, which include a business centre and a fitness centre, make this hotel an exceptional choice for a Bangkok base. Rooms from US \$ 184 per night Airport: 24km, 25 mins by car, train or shuttle bus World Trade centre : 500m, 5 mins walk. Queen Sirikit Convention Centre : 8 km, 20 mins by car
The Amari Airport Hotel This excellent hotel is connected by air-conditioned walkway to Bangkok's international airport. Its superior accommodation, wide range of restaurants and superb business and convention facilities make it a popular choice with both business and leisure travelers. Rooms from US \$172 per night Airport: 100m, 3 mins walk Bangkok City Centre: 25km, 25 to 40 mins by car, train or shuttle bus. Future Park shopping and Entertainment Complex : 10km, 25 mins by car.	The Amari Boulevard The Amari Boulevard Hotel is located in the heart of Bangkok's commercial and shopping district with immediate access to the airport expressway. Local nightlife includes the lively and colourful night market, which sells souvenirs and clothes. Rooms from US \$140 per night. Airport : 27km, 25 to 40 mins by car. Shopping district : immediate area. Queen Sirikit Convention Centre: 2km, 10 mins by car .		

- b Work **in** pairs. Look at the information again and decide which hotel is best for these visitors to Bangkok. Make notes about your choices. Explain your choices to the class.

Example *I think the Amari Airport is better/or Wendy Cho because it has ...
It's cheaper than ...*

Bertrand and Greta Fischer are from Germany. They are visiting Bangkok for one week on holiday. They have two children aged three and five. They want to go shopping and see some famous Bangkok sights.

Wendy Cho is the Marketing Director of a company based in Hong Kong. She is visiting Bangkok for only two days and her schedule is very busy. She is visiting her company's distributors in Thailand. She is worried about getting caught in the Bangkok traffic.

Vijai Shah is from India. He wants to stay in Bangkok for one week to go shopping and enjoy the restaurants and bars.

Exploring

- a Work in pairs. Talk about how you prefer to travel for pleasure: by plane, by train or by car.
Why? Is it the same when you travel on business?
- b Work in pairs. Talk about a product or service that you buy.
Compare different companies and decide which one is better.

Vocabulary 1

a Choose five things in the classroom. Write a sentence for each one, saying where it is.
Use the prepositions in the box.

on in near above next to behind under in front of

Example Mario's pens - *They're on his desk under his book.*

b Work in pairs. Take turns to read your sentences, but don't tell your partner what the thing is. Your partner will try to guess what it is.

Language 1

a Complete these sentences using the prepositions in the box.

in for of

- 1 I work XYZ Ltd. XYZ is a computer company.
- 2 My office is the suburbs of Barcelona. My office is very modem.
- 3 Those two people are Linda and Paul. Linda and Paul work the Accounts Department.
- 4 I'd like to introduce you to Mr Chan. Mr Chan is the director Mediation Corp.
- 5 Maria is a sales representative Itair. Maria travels to many countries.
- 6 My company is American. The Head Office is New York. I work the Prague office.
The Prague office is very busy.

b In English we do not often repeat nouns. Look at the sentences again. Which nouns can you change to a pronoun?

Example *I work for XYZ Ltd. XYZ It is a computer company.*

Communication 1

b Work in pairs. Take turns to introduce yourselves. (If you don't have a job, imagine what job you would like to do.)

STUDENT A

Introduce yourself to Student B.
Give your name and shake hands.

Tell Student A about your work.
For example: your company, your department, your position, etc.

Tell Student B where your office is,
Ask about Student B's job.

STUDENT B

Introduce yourself to Student A.
Repeat A's name and give your name. Shake hands.

Listen to Student A. Ask where
Student A's office is located.

Tell Student A about your work.
For example: your company, your department, your position, etc.

Vocabulary 2

a Match the adjectives 1 - 8 to their opposites a - h.

- | | |
|----------------|----------------|
| 1 uneconomical | a small |
| 2 big | b convenient |
| 3 cheap | c exciting |
| 4 slow | d expensive |
| 5 inconvenient | e economical |
| 6 attractive | f unattractive |
| 7 boring | g fast |
| 8 safe | h dangerous |

b Think of five product or services. Choose adjectives from (a) to describe them.

Product / service	Adjective
digital camera	small, expensive , convenient

Language 2

Use the adjectives above to make sentences.

Example A cash machine A cash machine is more convenient than queuing in a bank.

- 1 Pairs
- 2 Flying
- 3 The Hilton Hotel
- 4 A credit card
- 5 My office
- 6 The Internet

Communication 2

Work in pairs. Your company / university / school is thinking about moving locations. Think of a new location in your country. Decide which location is better - where you are now or the new one. Give reasons for your decision by comparing the two locations.

Time zones

UNIT GOALS ● telling the time ● planning schedules

TALKING POINT

What time is it now ?
 What time is it now in Los Angeles ?
 What time do you start work or college ?
 What time do you have lunch ?
 What time do you go home ?

PART A

Telling the time

1

Language focus

Match these times to the clocks.

- 1 twenty past four
- 2 quarter to nine
- 3 twelve midday
- 4 two o'clock
- 5 half past six
- 6 one fifteen



a



b



c



d



e



f

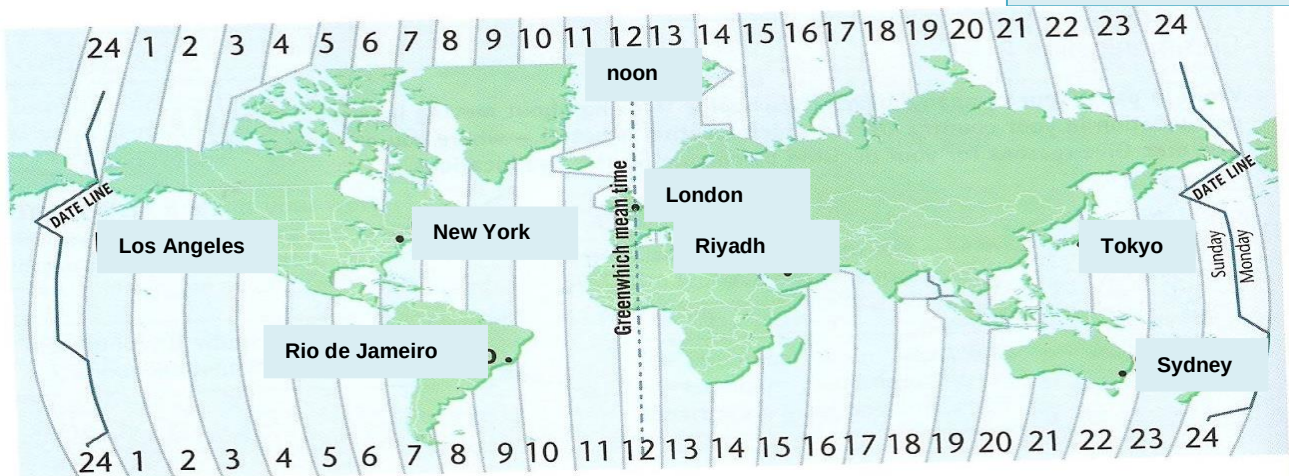
2

Communication activity

- a Write questions about the time in three of these cities compared to London.
 Example When it's half past four in London, what time is it in Study ?
- b Work in pairs. Ask and answer your questions. Use the GMT table to help you.
- c Look at the map and find where you are. Ask and answer questions about the time in other cities compared to where you are.

LANGUAGE FILE1 << PAGE 88

Los Angeles	GMT-8
New York	GMT-5
Rio de Janeiro	GMT-3
Riyadh	GMT+3
Tokyo	GMT+9
Sydney	GMT+10
GMT=Greenwich Mean Time (the time in London)	



Culture focus

Daniel Murphy is a company manager living in Belfast. Read about his typical working week. How does his working week compare to yours ?

I always try to get to the office on time to make a good start. I usually arrive at 9.00.
I have lunch at 12.00 - usually a quick lunch something like a sandwich.
I leave my office around 5.00 so I can spend some time with my children before they go to bed. I don't usually work at weekends.



Working hours

- 1 What time do office workers start and leave work in your country ?
- 2 Do a lot of people work late ?
- 3 Do people work at weekends ?

Lunchtime

- 1 When do most people have lunch in your country?
- 2 Do employees usually decide what time they have lunch ?
- 3 How long do people take for lunch ?

Listening

VOCABULARY FILE1 << PAGE 89

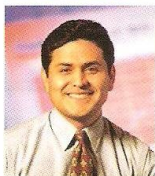
- a Listen to four people from around the world talking about their working week.
Fill in the missing information.



Michael Devas, New York, USA
starts work :
lunch : 100 - 130
leaves work :
weekend ? sometimes works on Saturdays



Petra Hartmann, Bonn, Germany
starts work :
lunch :
leaves work :
weekend ?



Felipe Ramos, Madrid, Spain
starts work :
lunch :
leaves work :
weekend ?



Jo Watson, London, England
starts work :
lunch :
leaves work :
weekend ?

- b Compare your answers with a partner. Ask and answer questions about the four people.

Example

A : What time does Michael Devas start work ?

B : At 9.30. What time does he leave work ?

A : At 7.30. How long does Felipe Ramos take for lunch ?

Communication activity

STUDENT A : Look at the information on page 78

STUDENT B : Look at the information below

- a In your local time, when are the best times to call these people ? Tell Student A.

Petra Hartmann.....

Jo Watson

- b Ask Student A when the best times are to call these people.

Michael Devas

Felipe Ramos

Example

B : When are the best times to call

Michael Devas in New York ?

A : Well, you can call him between [time] and [time] but don't call him [time]

Do you agree with Student A's answer?

1 Reading

Natalie Howard, a businesswoman from the UK, is coming to visit your company.
Read her email and correct the mistakes in the notes.

Thank you for offering to plan my schedule during the Barcelona Trade Fair.
Here are my details and some requests.

My flight arrives on Friday 14 November at 18.35 (IB 4187). I hope you can meet me at the airport. Could you also book a hotel for me for three nights, please ? I return to the UK on Monday 17, on the 13.25 flight (IB 4188).

I'd like to give a one-hour presentation on Saturday morning. Could you arrange that for me ? I'd also like to have dinner with you and your colleagues, as you suggested. I'd love to eat typical local food.
Could you decide on a time and book a good restaurant ?

Finally, I hope to have some free time to go shopping and sightseeing. I'd be really grateful if you could suggest some places to visit.

Thanks very much for all your help. Looking forward to receiving my schedule and meeting you all.

Regards

Natalie
arrives Fri 4 Nov 18.35
returns Mon 17 Nov 13.25
needs hotel - two nights
presentation - one hour
want to go shopping , but
not sightseeing .

2 Vocabulary

LANGUAGE FILE2 << PAGE 88

Read Natalie's email again. Find the verbs that go with the nouns below.

- | | |
|----------------------------|--------------------------------|
| 1 .. plan a schedule | 5 dinner |
| 2 flight | 6 a restaurant / hotel |
| 3 me at the airport | 7 shopping / sightseeing |
| 4 a presentation | 8 some places to visit |

3 Communication activity

LANGUAGE FILE2 << PAGE 89

- a Work in pairs. Plan Natalie Howard's schedule for her.
Write the times and the activities in the schedule opposite.
Use the Quick information to help you.
- b Work with another pair. Explain your schedules to each other.
How are your schedules the same / different ?

LANGUAGE FILE3 << PAGE 88

Le Meridien Barcelona

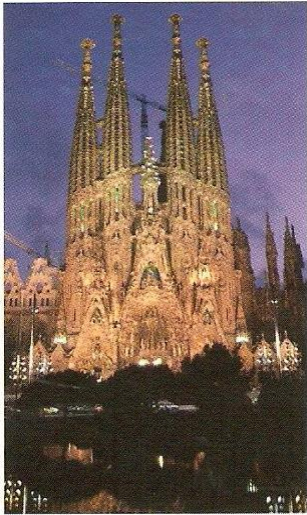
Metro : Plaza Catalunya * In the heart of the city * Close to La Rambla

QUICK GUIDE

Trade Fair

Main Hall

Over 150 exhibitors, large displays and demonstrations. The exhibition will be open on Sat / Sun from 10.00 to 17.00. Lunch available.



Special tours for Trade fair participants

A bus tour of the city to see famous buildings, churches and parks. Each tour takes approximately 3 hours. Tours leave from the hotel on both days at : 09.00, 13.00, 17.00.

Church of the Sagrada Familia

An extraordinary structure. One of the city's most visited attractions. Open daily 09.00 – 18.00.



La Rambla

Lined with trees, cafes , restaurants, flower stalls, shops and newspaper stands. The perfect place to walk and enjoy the Barcelona atmosphere.

Shopping

Plaza Catalunya : international chains, designer shops and department stores.

SCHEDULE

FRIDAY

Time

.. 18.35....

...19.30... ..

..21.00.....

SATURDAY

Time

.....

.....

.....

Activity

..Meet at airport.....

..check in at Le Meridien ...

.....

Activity

.....

.....

.....

SUNDAY

Time

.....

.....

.....

MONDAY

Time

.....

.....

.....

Activity

.....

.....

.....

Activity

.....

.....

.....

4

Writing

Work in pairs. Write and email to Natalie explaining her schedule. Show your email to another pair when you have finished.

Dear Natalie

Thanks for your email.

I'm writing about the schedule for your visit to Barcelona, I'll meet you at the airport on Friday evening and take you to your hotel.

We can have dinner at 9 o'clock with the

On the phone

UNIT GOALS ● requesting information ● checking spelling ● telephone phrases



Which of these things do you do on the phone ?

Compare with a partner.

	In your language	In English
Ask for information		
Give information		
Buy things		
Make appointments		
Send text messages		

TALKING

POINT

PART A

Answering the phone

1

Language focus

a Listen to three telephone conversations. Who is the caller in each one ?

- 1 a Ms Jackson 2 a Karl May 3 a Doug Gibbs
b Chris Fleming b Juliette b Sandra Molina

b Complete the conversations below using the phrases in the box.

Speaking. Who's calling please ? Can I help you ?	Just a moment , please. Do you speak English ? Can I speak to	This is I'll put through.
---	---	------------------------------

Conversation 1

A : Hello. Campbell Designs.

B : Ms Jackson, please ?

A :

B : Ah, hello, Ms Jackson. My name is Chris Fleming. We met at

Conversation 2

A : North West Credit Bank. ?

B : Hello. Karl May's office , please.

A : ?

B : Juliette Winter.

A : Just a moment.

Conversation 3

A : Fenosa , digame.

B : Uh..... hello..?

A : Yes, a little .

B : Oh, good. Doug Gibbs of Treads Carpets.

Can I speak to Sandra Molina, please ?

A :

c Listen again and check.

LANGUAGE FILE1 << PAGE 90

2 Communication activity

STUDENT A: Look at the information on page 78. Role play the beginning of each call.

STUDENT B: Look at the information below. Role play the beginning of each call.

Call 1

You are Holly Kronfeld of the Far East Research Institute. Call the University of Michigan and ask to speak to Professor Harold Buchowski.

Call 2

You are Marco Spinelli of Delta Industries Head Office in Milan. Answer the phone. Write down the caller's name and company.

Call 3

You are Victor Harding from the tax office. Call Chock-a-Block Toys Ltd. Ask if the person who answers speaks English. Ask to speak to Eric Mayer.

Call 4

You are Eva Lund of the International Bank of Scandinavia. You are in the office with two other people, David Barber and Annika Borg. Answer the phone. Answer in your own language. Write down the caller's name and company.

3 Culture focus

a Read the article. Why was the star of the show surprised?

b Discuss these questions.

- 1 What do you think of what the woman did?
- 2 Do you use a mobile phone in public places?
- 3 Does it annoy you when people use mobile phones in public places? Which places?

c In groups, write sentences saying when and where you shouldn't use your mobile phone.

Example *You shouldn't use your mobile phone at the theatre.*

LANGUAGE FILE2<< PAGE 91

Do you hate mobile phone ?

Or do you hate people who use them ?

During a theatre production in New York recently, the star of the show was very surprised to hear a mobile phone ring. But even worse than that, a woman in the audience answered the phone and clearly said, "It's almost finished," then went on to make plans for dinner after the show.



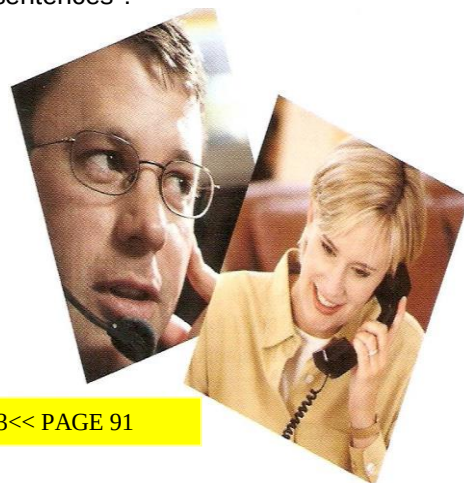
1

Language focus

- a Floris Krom is calling Ruud van Aken at Jupiter Printing Company. She wants to receive Jupiter's price list by fax. Who do you think says each of these sentences ?

Write Floris (F) or Ruud (R) .

- 1 R... Jupiter Printing. Can I help you ?
- 2 Could you send it by fax ?
- 3 No problem, can I have your address ?
- 4 Can I have your name , please ?
- 5 I'm calling to ask for your latest price list.
- 6 I'll do that right now.
- 7 Can you say that again , please ?
- 8 I'll say it more slowly.
- 9 And can I have a contact phone number ?
- 10 Could I have your fax number ?
- 11 Could you spell that , please ?



- b Listen and check

LANGUAGE FILE3<< PAGE 91

2

Communication activity

STUDENT A : Look at the information on page 78.

STUDENT B : Look at the information below .

Situation 1

You are Floris Krom. Call Jupiter Printing Company and ask them to fax you a price list for this year.

Netherlands Marketing Services

Floris Krom
Sales Manager

Van Breesstraat 361, 1071 ZE Amsterdam
Tel: 00 31 20 6415 9032
Fax : 00 31 20 6415 9192
Email: floris.krom@nms.co.nl

**Situation 2**

You are Beat Nuller of Industrial Air Conditioning. A customer calls. Ask any necessary questions and complete the form.

Customer request form

Request for

air conditioning brochure	☐ office	☐ factory
air conditioning information	☐ office	☐ factory
installation information	☐ office	☐ factory

Name :

Address :

Tel :

Fax :

Email :

Notes :

3

Listening

Listen to a telephone conversation at a different company. Complete the form.

THE WORK STATION OFFICE EQUIPMENT

Customer request form

- ☐ brochure ☐ price list ☐ visit
☐ quotation ☐ other

Name ...philip.....
 Company : Smartschool
 Address :
 Postcode :

Tel :
 Fax :
 Email :
 Notes : ...please..send by mail.....

4

Communication activity

- a Look at the order form for English learning materials and decide what you would like to buy.



English Language learning Inc.

Everything you need to learn English

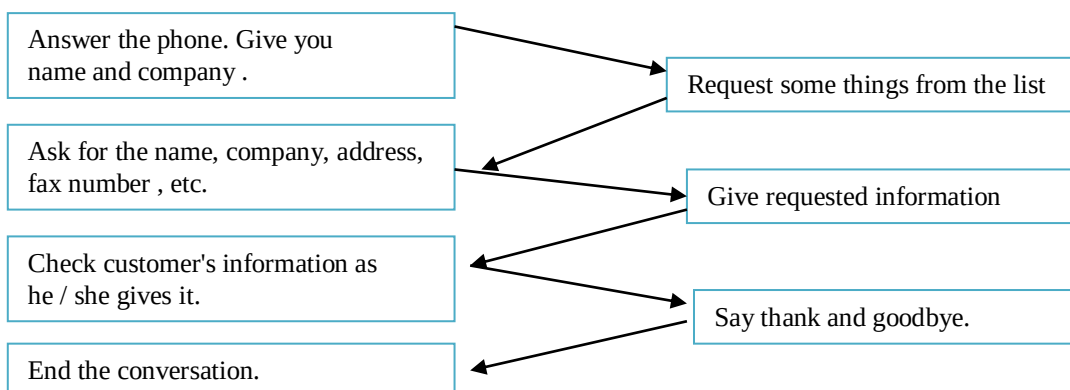
Videos catalogue __ price list __
 Computer catalogue __ price list __
 Audio CDs catalogue __ price list __
 Cassettes catalogue __ price list __
 Dictionaries catalogue __ price list __
 Grammar catalogue __ price list __

Name :
 Address :
 Tel :
 Fax:
 Email:
 Notes :

- b Work in pairs. Take turns to make and receive calls.

Making a call: Give the details you are asked for.

Receiving a call : Complete the customer details on the order form above.



Placing an order

UNIT GOALS ● ordering ● complaining

TALKING

POINT

How do you usually buy the things in the table ?

Compare with a partner.

What are the good and bad points about the different ways of buying things?

Do you buy things for your company ?

How do you usually buy them ?

	by visiting a store	by phone	by fax	on the Internet	from a Salesperson
Clothes					
Furniture					
Pens and pencils					
Paper					
Computer Software					
Computer hardware					

PART A

Ordering what you need

1 Listening

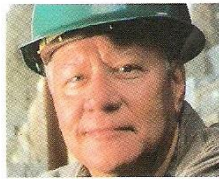
- a Key Johnson is in charge of buying clothing for workers at her pharmaceutical company. Listen to her talking to two colleagues. How many of each item in the catalogue do they need ?



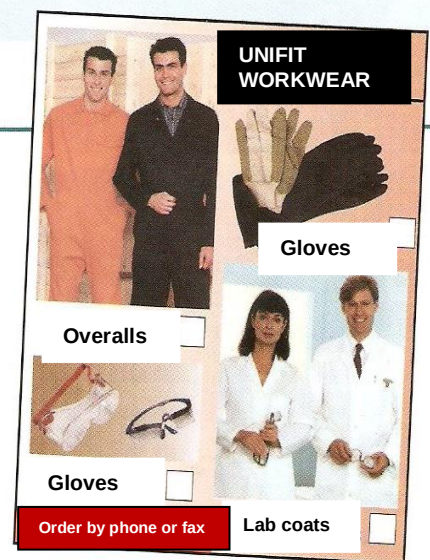
Key Johnson
Purchasing



Ben Wheatley
Engineering Manager



Ron Irvine
Maintenance Supervisor



- b Now listen to key call her supplier with the complete order. Fill in the missing information on the computer screen. Then check your answers with a partner.

LANGUAGE FILE3<< PAGE 91

Item No.	Description	Quantity	Price per item	Total
	Lab Coats	30	€	€1350.00
P2251	Overalls		€58.00	€1450.00
	Goggles		€8.00	€400.00
S32			€5.00	€250.00
Grand Total				€3450.00

2 Language focus

- a Complete these sentences from 1 Listening using the words in the box.
three many much a lot a few

- 1 A : We need lab coats.
B : How ?
A : Er, three ...four ...six will be fine.
2 We need of goggles.
3 He needs pairs of overalls.
4 B : How are they ?

b Listen and check.

LANGUAGE FILE2<< PAGE 92

3 Communication activity

STUDENT A : Look at the information on page 79.

STUDENT B : Look at the information below.

Situation 1

Telephone Student A and place an order for the items below. Decide how many you want of each , and find out how much they are.

pens boxes of printer paper packets of sticky notes rolls of address labels ring binders

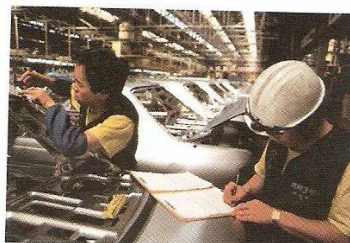
Situation 2

Answer the phone. Take an order from Student A. Find out what colour envelopes and document wallets Student A wants. Complete the order form.

Item	Colour	Cost	Quantity	Total cost
Pencils	Black	€ 1.00 each		
Printer cartridges	Black	€ 50 each		
Sticky tape	Clear	€ 1.20 per roll		
Envelopes	Brown / White	€ 5.00 per 100		
Document wallets	Green / Red / Yellow	€ 1.30 each		
Grand total				

4 Culture focus

Look at the photographs and discuss the questions.

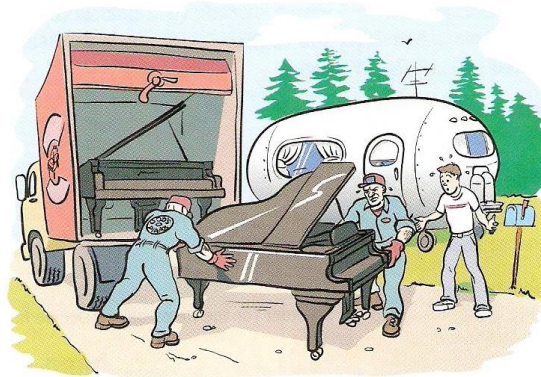


- 1 Why are the people in each picture wearing these clothes ?
- 2 What do people usually wear in your college or company ?
- 3 Do you know any companies where the employees have to wear special clothes ?

1 Brainstorming

Work in pairs. List all the things that can go wrong with an order.

wrong address _____



2 Listening



ESL
Electric Supplies Limited, 44 Pierhead Street, Cardiff CF22 4TS
 Tel 02920 735310 Fax 02920 735311 Email customerservice@est.co.uk

INVOICE

Customer Supersaver Supermarkets 10-14 Bute Street Cardiff CF 11 3BY
Contact Ms C Davies

Item	Description	Quantity	Price / item	Total
C90XD	C90 cassette tape	50	2.00	100.00
DX9-120	120 min digital video	20	16.30	326.00
L100-WS	100W light bulb	20	0.99	19.80
FL120S	120cm fluorescent light	20	2.24	44.80
Goods total				490.60
Discount (5%)				24.53
Sub total				466.07
VAT (17.5%)				81.56
Grand Total				547.63

Please pay this invoice within 30 days

- a Carys Davies from Supersaver Supermarkets has received this invoice. There are two problems with it so she calls Electric Supplies. Listen to the conversation and answer the questions.

- 1 What are the two problems ?
- 2 Which two things below does the supplier say ?

- | | |
|--|--|
| a I'll give you a 5% discount. | d Could you give them all back to the driver ? |
| b I'll check that and send you a new invoice . | e Could you give ten back to the driver ? |
| c I'll send you ten more fluorescent lights. | |

- b Listen again and check.

3

Language focus

a Write these sentences from the listening in the correct columns.

Could you give ten back to the driver ?

Thank you .

Oh , I'm sorry about that.

The salesman promised us a ten per cent discount, not five.

I'll make the changes to the invoice and send it to you immediately.

I'll check that and send you a new invoice.

Oh, good. That's very helpful.

I ordered ten fluorescent lights but I've got twenty.

Complaint	Apology	Action	Response
		Could you give ten back to the driver?	Thank you.

b Work in pairs. Use the sentences above to have short conversations, like this :

A : Complain.

B : Apologize and suggest action.

A : Respond.

LANGUAGE FILE3<< PAGE 93

4

Communication activity

STUDENT A : Look at the information on page 79.

STUDENT B : Look at the information below.

Situation 1

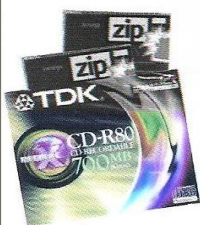
Look at the computer catalogue and the invoice you receive from Student A for the order you placed.

Find the mistake, then call Student A and complain.

Situation 2

Look at the order form you received from Student A and the invoice you sent. Student A will call to complain about a mistake on your invoice.

Apologize and order to take some action.



COMPUTER WORLD
INCREASE YOUR MEMORY

Rewritable CD Drive	€325.00
Superdisk Drive	€249.99
Mo Drive (230MB)	€180.00
Zip Drive	€149.95
Rewritable 700MB CDs (10 pack)	€40.00
Superdisk (3 Pack)	€35.99
MO Disk (230MB) each	€14.95
Zip Disk (10 Pack)	€140.00

Invoice	
1 X Zip Drive	€180.00
1 X Zip Disk (10 pack)	€140.00
	€320.00

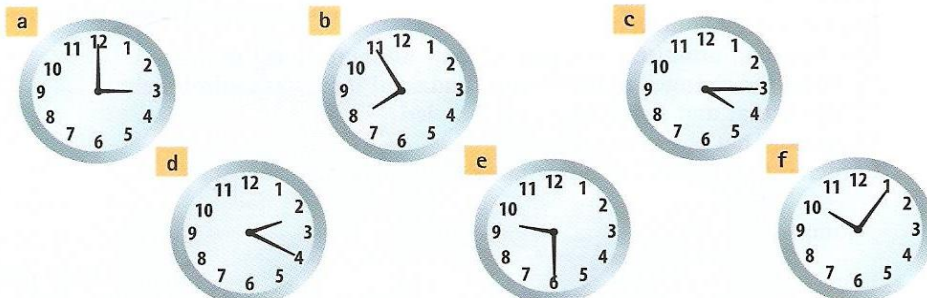
ORDER	
	12 X desk AM 25 p
	1 X executive desk AM 40E
	12 X swivel chairs PJ 25P
	1 X executive chair PZ90E

INVOICE		
12 X desk AM25p	€349.00ea	€4188.00
1 X executive desk AM40E	€775.00ea	€775.00
20 X swivel chairs PJ25P	€64.95ea	€1299.00
1 X executive chair PZ90E	€299.00ea	€299.00
		€6561.00

Vocabulary 1

a Match the times 1 - 6 to the clocks a - f.

- 1 five to eight
- 2 nine thirty
- 3 twenty past two
- 4 quarter past four
- 5 three o'clock.
- 6 five past ten



b If these are the times in your country, what are the times in New Zealand ?

(Use the Time zone map on page 20.) Tell your partner your answers.

Language 1

Correct the mistakes in this telephone conversation.

A : Unicom. I can help you ?

B : Can I speaking to Mr. Perez, please ?

A : Who calls, please ?

B : I am Mrco Rosetti.

A : Just a moment. I put you through.

Communication 1

a Plan a one-day schedule for a colleague visiting from an overseas office. You must include a meeting with the company chairperson, a meeting with you, a visit to a factory and at least three other things, include anything else you think is necessary.

b Work in pairs, Call your partner and give details of the schedule you have planned. Write down the schedule your partner has planned for you.

9.00 _____
 10.00 _____
 11.00 _____
 12.00 _____
 13.00 _____
 14.00 _____
 15.00 _____
 16.00 _____
 17.00 _____
 18.00 _____
 19.00 _____
 20.00 _____

9.00 _____
 10.00 _____
 11.00 _____
 12.00 _____
 13.00 _____
 14.00 _____
 15.00 _____
 16.00 _____
 17.00 _____
 18.00 _____
 19.00 _____
 20.00 _____

Vocabulary 2

Work in groups. Take turns to choose a word or phrase from A and a word from B that can go together.

A

_____	not much	_____
_____	not many	_____
_____	some	_____
_____	a lot of	_____
_____	a few	_____
_____	a little	_____
_____	How much	_____?
_____	How many	_____?

B

_____	things	_____
_____	stuff	_____
_____	computers	_____
_____	problems	_____
_____	trouble	_____
_____	money	_____
_____	people	_____

Language 2

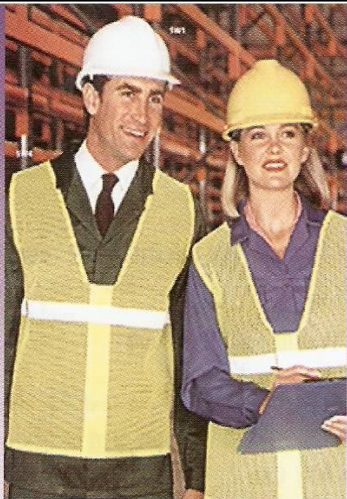
Match the complaints 1 - 5 to the actions a - e

- | | |
|---|--|
| 1 We ordered 100 boxes but we've got 110. | a I'm sorry. I'll send with the driver tomorrow. |
| 2 The driver didn't bring a price list. | b We'll send you a new invoice. |
| 3 The catalogue says €89 but the invoice says €99 | c Can you give ten back to the driver ? |
| 4 I paid extra for express delivery but the order arrived late. | d I'll put one in the post for you. |
| 5 You promised us some extra packets but you didn't send them. | e We'll give you your money back for that. |

Communication 2

Work in pairs. Look at the brochures. Practise calling each other to place orders. When you are taking the order, make sure you give the final price to the caller.

HIGH VISIBILITY SAFETYWEAR FOR MEN AND WOMEN



SW1 STANDARD SAFETY HELMET Price \$25.99	SW4 SAFETY JACKET Price \$39.99
--	--

Budget High-Back LEATHER CHAIR

DESK \$99.99

FREE DELIVERY!

1 YEAR GUARANTEE

BOOKCASES

\$19.99

Making a reservation

UNIT GOALS ● making a reservation at a hotel ● booking an airline ticket
● hiring a car ● want to, would like to



Which of these things do you do for work, and which for pleasure?
Compare with a partner
How often do you do each one?

TALKING

	Work	Pleasure
Stay in a hotel		
Rent a car		
Travel by plane		

POINT

PART A

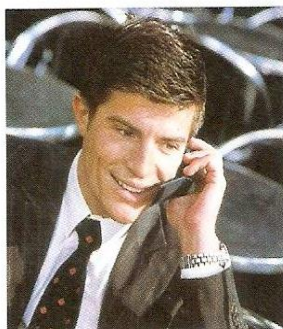
Making a booking

1

Brainstorming

work in pairs. Look at the hotel receptionist's computer screen. Alex Meyer wants to book a room. List all the questions the receptionist could ask.

Example *May I have your name, please ?*



Park Hotel Booking Form

Name : _____

Tel: _____

No. of nights : _____

From : _____ To : _____

Single : € 175
Double : € 250

[Click here for list of vacant rooms.](#)

2

Language focus

a Put the words in the correct order to make the questions the receptionist asked Alex.

- 1 like / stay / you / would / When / to ?
- 2 you / or / double / single room / Would / a / like / a ?
- 3 I / name , / May / please / have / your ?
- 4 that , / you / please / spell / Could ?
- 5 telephone / have / number / your / I / Can ?

b Listen and check .

c Compare the questions with you list in 1 **Brainstorming** .

Listening

a Listen to Alona making an airline reservation. Complete the form.

First Travel

Booking form

Name Alona.....
 From To
 Date May... Time
 Flight no.



b Listen again and complete the dialogue. Check your answers with a partner.

AGENT : First Travel. James speaking . Can I help you ?

ALONA : Hello. book a flight from
 Madrid to Buenos Aires, single , please.

AGENT :, madam ?

ALONA : On May the 13th , if possible .

AGENT : There's a flight with Iberia on the 13th , leaving Madrid at 12 midday.

ALONA : Mmm ... that's fine.

AGENT :, please ?

ALONA : Alona Gimenez.

AGENT :, please ?

ALONA : Yes, It's G - I - M - E - N - E - Z .

AGENT : Ms Gimenez ?

ALONA : By credit card.

AGENT : OK, Ms Gimenez? You fly with
 Iberia to Buenos Aires, leaving Madrid on May the 13th at 12 midday.
 The flight number is IB 6845. OK ?

ALONA : Yes, fine.

AGENT : Now, if I can just take your credit card details. ..

Communication activity

LANGUAGE FILE1<< PAGE 94

STUDENT A : Look at the information on page 80.

STUDENT B : Look at the information below .

Situation 1

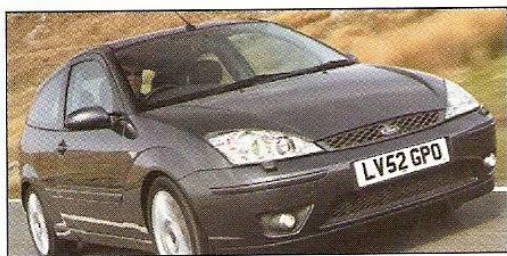
You are the receptionist at the Park. Student A will call you. Take his or her reservation.
 Use the computer screen in 1 Brainstorming to help you ask the right questions.

Situation 2

You want to fly to Frankfurt next Monday. You want a single ticket.
 Call Student A at First Travel and make a reservation.

VOCABULARY FILE1<< PAGE 96

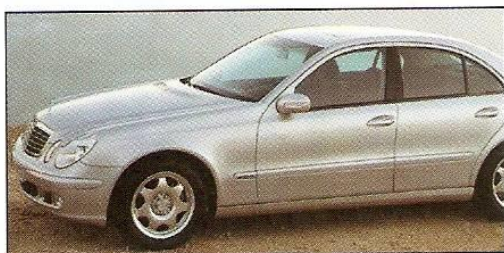
1 Language focus



Ford Focus €60
3-door hatchback



Vauxhall Vectra €150
5-door hatchback



Mercedes E240 €129
4-door saloon



Ford Galaxy €150
People carrier

b Work in pairs. You are going to the UK and you need to rent a car there. You have to drive long distances to meeting, so you need a comfortable car that doesn't use too much petrol. You'd also like to use the car to take clients to business lunches. Look at the cars in the photos. Decide which on might be best for your needs using the words in the box.

comfortable fast expensive economical stylish big

Example

A : I think the Galaxy is the best because it's the most comfortable.

B : But it's the most expensive. The Vectra is cheaper and more economical than the Galaxy...

LANGUAGE FILE3<< PAGE 95

2 Culture focus

a How do you say these dates ?

23/09/07

15/12/04

8/3/05

8/3/05 (US)

b How do you write and say the date in your country ? Is it the same as in British or American English ? Or different from both ?

VOCABULARY FILE2<< PAGE 96

3 Listening

a Listen to Sven Jonsson reserve a rental car for when he arrives at London Gatwick airport. Answer these questions.

- 1 When is he arriving in the UK?
 - a 2nd May b 12th May
 - c 22nd May d 25th May
- 2 How many days does he want the car for?
 - a one b two
 - c three d four
- 3 What type of car does he want?
 - a hatchback b saloon
 - c estate d people carrier
- 4 Which car does he choose?
 - a Mercedes E240 b Ford Focus
 - c Vauxhall Vectra d Ford Galaxy
- 5 What is his fax number?
 - a Sweden 16 598 588 b Sweden 16 998 598
 - c Switzerland 16 598 588 d Switzerland 16 998 598

b Listen again and complete the agent's questions.

- 1 How many , Mr Jonsson?
- 2 And what kind ?
- 3 How a Mercedes E240?
- 4 Can I fax number?

4 Communication activity

a You are going to book a hotel room, an airline ticket and a rental car.

STUDENT A: You are a customer. Make notes about when you want to travel, where you want to stay and what kind of car you would like.

STUDENT B: You are an agent. Your teacher will tell you which service you offer. Make a sign for your service [e.g. Mario's Car Hire) and a form to complete for each reservation. Use the example form to help you.

b Role play conversations between customers and agents.

STUDENT A: Go to the agents and ask for information.

Choose the best agents and make your reservations

STUDENT B: Give information and take reservations.

c When you have finished, change roles.

Example form
 (Name of agency :
 Customer Name :
 Date
 Other details
 Date of travel/ check in
 Return date / check out
 Tel number
 Booking reference

5 Reporting

Tell the class which agents you chose.

Example *I chose Mario's Car Hire because it was cheaper than The others, and he was the most helpful,*

cheap efficient good value for money convenient
 helpful more choice suited my needs good service

Getting around

UNIT GOALS ● getting around town ● arriving for an appointment

TALKING

POINT

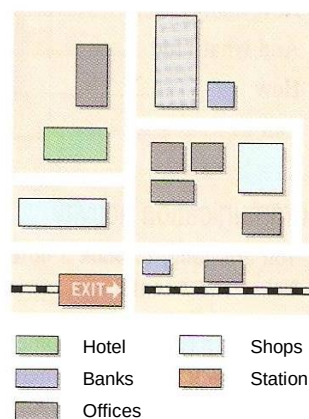
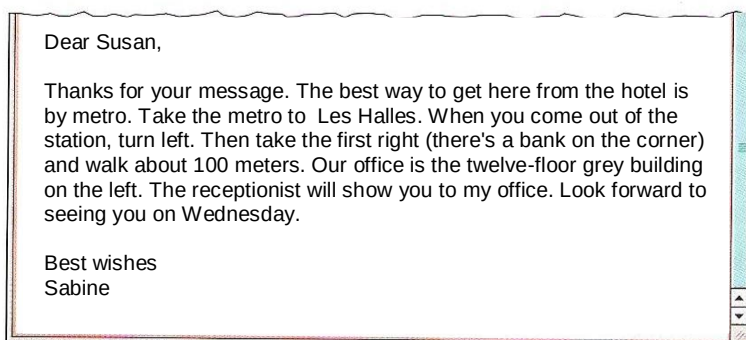
How do you get to work / college ? by bus / by car / by train / by bike / on foot.
 How easy is it for visitors to find your workplace / college ? easy / difficult / not too difficult
 What's the reception area like ? light / spacious / welcoming

PART A

Getting around town

1 Reading

Read the email and find Sabine's office building on the map



2 Language focus

a work in pairs. Complete these dialogues using the verbs in the box.

change get off get to (x2) go take (x2) turn

- 1 A : Excuse me, How do I Oxford Street from here ?
 B : You need the District line. the next. eastbound train and at Victoria for eastbound train and at Victoria for Oxford Circus - it's the second stop - and when you come out of the station, you'll see Oxford Street. line northbound .

B : Yes, that's right
 A : Thanks.

b Listen and check.

- 2 PETER : Hello. Peter Smythe.
 NERER : Hi, Peter, it's Nerea, How do I your office from my hotel ?
 PETER : Well, it's a twenty-minute walk, or you can a taxi.
 NERER : I'd like to walk. Can you give me directions ?
 PETER : Sure, it's very easy. left out of the hotel, then take the second right, opposite the bank, ... straight on for about ten minutes, and you'll see our office on the left.

3 Listening

Listen to three people giving directions and complete these notes.

1

Out of office, turn _____

 5 minutes, turn
 at end.
 Go to station _____
 Take line number
 northbound, change at Bilbao
 Then line number _____

2

Out of office, turn _____
for centre
turning on left
big cafe
 Office is building.
 on _____

3

Take line _____
- next train, _____
 platform
 Change at History Museum
 for green
 National Bank
 stops
minutes from here

4 Communication activity

STUDENT A : Look at the information on page 80.

STUDENT B : Look at the information below.

Situation 1

You are at Spagna station in Rome.
 Student A is a visitor to Rome.
 Answer Student A's questions.

Situation 2

You are a visitor to Listen. You are
 at Anjos station in Lisbon. Ask Student
 A how to get to these places.

Campo Grande Rossio Oriente

Repeat Student A's instructions each time
 to check that you understand.

Example

So , I need the green line northbound



5 Exploring

Work in pairs. Give instructions on how to get to your office or college from
 the nearest station.

PART B

Arriving for an appointment

1 Listening

- a Listen to two visitors arriving at a company's reception. Tick (✓) the things that are in the conversations.



Visitor's name
Visitor's company
Name of person
Visitor wants to see
Department name
Appointment

Visitor 1 Visitor 2

- b Listen again and complete these conversations.

1 RECEPTIONIST : Good morning. Can I help you ?

VISITOR : Good morning
Yvonne Boucher from Active
Industry.
Gerard Dupont.

RECEPTIONIST : an appointment ?

VISITOR : Yes, at 10 o'clock.

RECEPTIONIST : One moment, please, I'll call Mr.
Dupont. Please take a seat.

VISITOR : Thank you.

2 RECEPTIONIST : Hi, Can I help you ?

VISITOR : Hello. Mr. Smith, please

RECEPTIONIST : What department?

VISITOR : Sales Department.
appointment at 2 o'clock.

RECEPTIONIST : Can I have your name, please ?

VISITOR : Denise Chapman.

RECEPTIONIST : Thank you, I'll tell Mr. Smith
you're here.

VISITOR : Thank you.

VOCABULARY FILE2<< PAGE 98

2 Listening

- a There are two conversations mixed up here. Conversation 1 is between a visitor and a receptionist. Conversation 2 is between the same visitor and the person he has come to see. Put them in order.

- 1 Hello. I'm John Grafton. I'm here to see Richard Chandler in Accounts
- 2 Oh, thank you. Here's mine. Did you have a good journey?
- 3 You're welcome.
- 4 Just a moment, please...He'll be down in a moment. Please take a seat.
- 5 Nice to meet you, too.
- 6 Hello. John Grafton. Nice to meet you.
- 7 Thank you.
- 8 Here's my business card.

Conversation 1

A : Good morning. Can I help you ?

B :

A :

B :

A :

Conversation 2

C : Hello. I'm Richard Chandler.

B :

C :

B :

C :

- b Listen and check. Work in groups of three. Practise the conversations, changing roles.

LANGUAGE FILE2<< PAGE 97

3

Culture focus

Discuss these questions. Talk about your country and other countries that know.

- 1 Are there rules for giving and receiving business cards ?
- 2 How do you greet people ? Do you shake hands hug or kiss ?
- 3 How close should you stand to someone when you talk to them ?

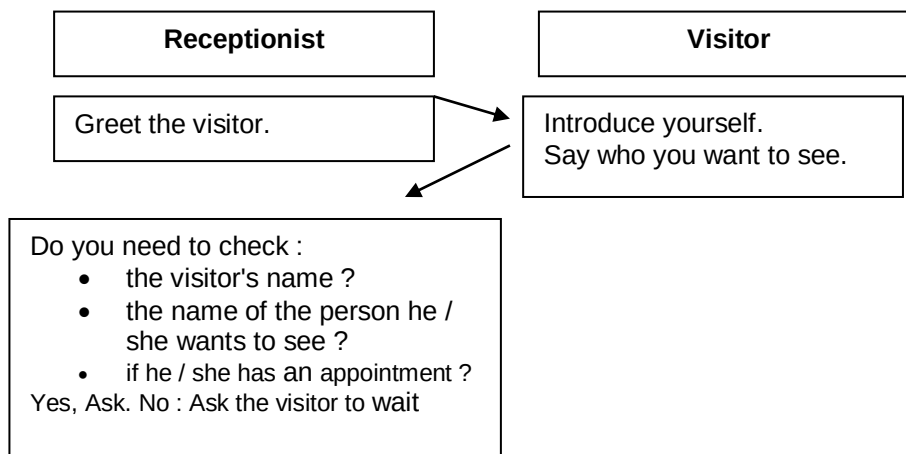


4

Communication activity

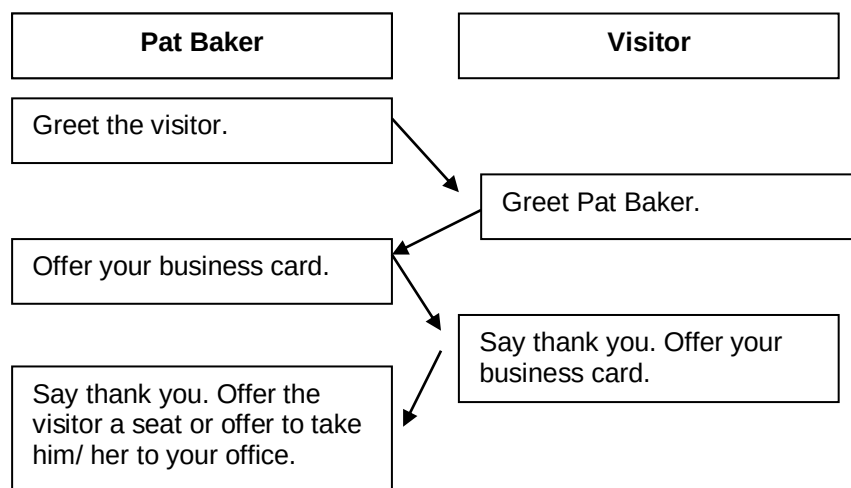
STUDENT A : You are the receptionist.

STUDENT B : You are a visitor. You want to see Pat Baker in Sales.



STUDENT A : You are now Pat Baker. Greet the visitor.

STUDENT B : You are still the visitor. Greet Pat Baker.



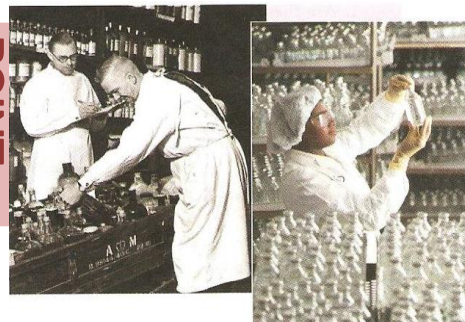
Now change roles.

About the company

UNIT GOALS ● talking about a company's history ● reporting on company changes

Think about your company or one that you know
When did the company start ?
How has the company changed (number of employees /
products / locations?

**TALKING
POINT**



PART A

Talking about company history

1

Listening



a i Mac

b Apple
Computerc Steve Jobs /
Steve Wozniak

d Macintosh

e new iMac

f Apple I

a Listen to the history of apple Computer. Put the important stages a - f in the correct order.

b Write the past form of these verbs under the correct stage above.

sell develop make meet introduce launch

c Listen again and check.

VOCABULARY FILE1<< PAGE 100

2

Writing

a Work in pairs. Write about the history of Apple Computer. Use the verbs in 1 Listening. and the words below, to help you.

Jobs / Wozniak / high school

Wozniak / Apple I computer

Jobs / decide / sell

April 1st, 1976 / Apple Computer

1980/ several thousand employees

1984/ Apple / first Macintosh computer

not all well / Apple / 1980s / 90s

1998/ iMac / best-selling computer

2002 / new iMac

b Compare your writing with another pair.

3

Vocabulary

- a Complete these sentences using the correct form of the verbs in the box. You need to use one verb more than once.

build change decrease expand increase leave move

- 1 The number of employees..... last year from 3000 to 2000 and profit from \$1.3 million to \$1.7 million.
- 2 The government has to taxes or decrease spending on public services.
- 3 We need to reduce the size of the car park so that we can the factory.
- 4 Jessops demolished their old offices and a new Head Office in the same place.
- 5 My boss to a different department last year, but I stayed here.
- 6 Karl joined the company in 1999 and in 2003.
- 7 Marino completely the design of their products, but the prices remained the same.

- b How can you complete sentence 1 above using these verbs?

rise / go up fall / go down

VOCABULARY FILE2<< PAGE 101

4

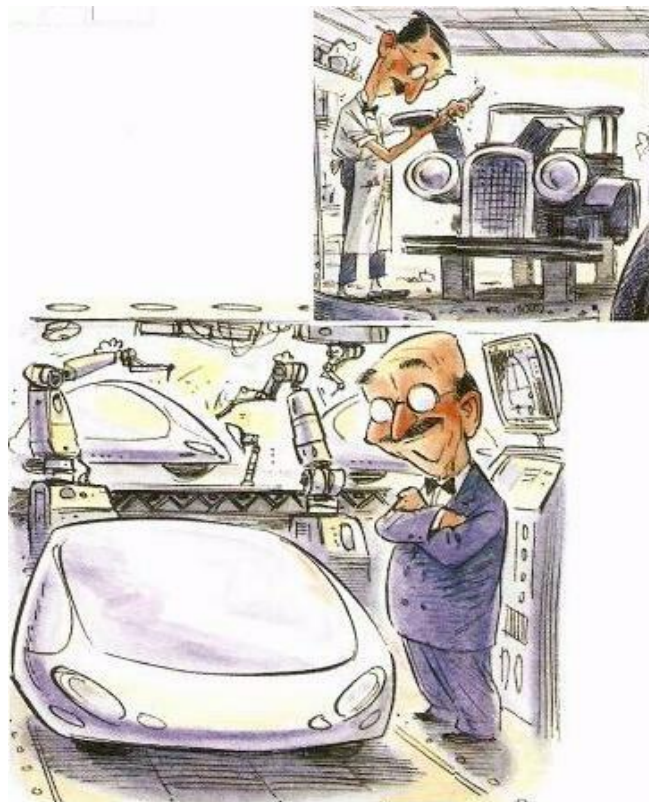
Exploring

- a Think about the history of your company or one that you know.

Make notes on the following:

- the name of the company
- products or services
- who started the company
- first success
- any failures
- the company today

- b Use your notes to talk about your company.



1 Language focus

a Read the news stories and underline the verbs in the past simple and present perfect.

- 1 Dean O'Hare has left Chubb Insurance Group. (no past time reference = present perfect)
- 2 He left in June, after his 60th birthday. (past time reference - *in June* = past simple)
- 3 Dinkie Heel has closed its factory in the UK. (no past time reference = present perfect)
- 4 The Manchester factory closed last month. (past time reference - *last month* = past simple)

Use the present perfect (*have* + past participle) when there is no past time reference.

Use the past simple when there is a past time reference,

Past time references

yesterday	in 2002
last week	last month
ten years ago	two months ago

b Work in pairs. Complete these sentences using the past simple or present perfect of the verb in brackets.

- 1 How are the sales figures?
Good. They (rise) by 7% last month.
- 2 Have you got any new staff?
Yes. Two new accountants (join) the company.
- 3 Have you expanded production?
Yes, We (build) a new factory in 2001.
- 4 Have you entered the Polish market?
Yes. We (open) a new showroom in Warsaw.
- 5 Have your costs increased?
No. Our costs (go down) last year.
- 6 Is your product range the same as last year?
No. We (reduce) the number of products we offer.

2 Communication activity

LANGUAGE FILE1 << PAGE 99

VOCABULARY FILE3 << PAGE 101

STUDENT A : Look at the information on page 81.

STUDENT B : Look at the information opposite .



- a Student A has just returned from a visit to the E&P company to find out about workplaces, staff and training. Ask Student A about what has changed at E&P. Use the information below to ask questions. Make notes from Student A's answers.

E & P Plans

expand office space
get more sales representatives
increase training programmes

open a new branch office in Frankfurt
recruit bilingual secretaries

Example

B: *Have they changed their computer system?*

A: *Yes. They've just installed new software.*

OR

No, not yet. They'll change it next year.

- b You went to visit E&P to find out about products, marketing and investment. Student A will ask you what they have done. Answer Student A's questions and give details.

E & P Plans

find new investors ×
design new products ✓
produce new products ×
do market research in Northern Europe ✓
change company logo ×

(still talking to banks)
(four new products designed)
(will go into production next year)
(completed; interesting results)
(design company will do it next

3 Writing

- a Work in pairs. You are going to write a report on changes at E&P over the past year.

Match the ten plans in 2 Communication activity to these headings:

- 1 Workplaces 2 Products 3 Training
4 Staff 5 Marketing 6 Investment

- b Write your report using the notes from 2 Communication activity. Try to link short sentences together with *and*, *but*, *so*, *because* to make longer sentences.

Example

Workplaces

They have expanded their office space by putting an extra floor in the building, but they haven't opened a new branch office in Frankfurt yet. They will open it next month.

4 Exploring

LANGUAGE FILE2 << PAGE 100

- Work with a partner. Talk about recent changes in your college or company. Compare your ideas with another pair.

Vocabulary 1

Match the words 1 - 8 to the words a - h that have a similar meaning (synonyms).

- | | |
|--------------------|---------------|
| 1 make | a depart |
| 2 get on (a bus) | b begin |
| 3 reserve | c reservation |
| 4 station | d produce |
| 5 start | e take |
| 6 booking | f book |
| 7 rent | g stop |
| 8 leave | h hire |

Language 1

Complete these questions using the words or phrases in the box.

(You need to use some more than once.)

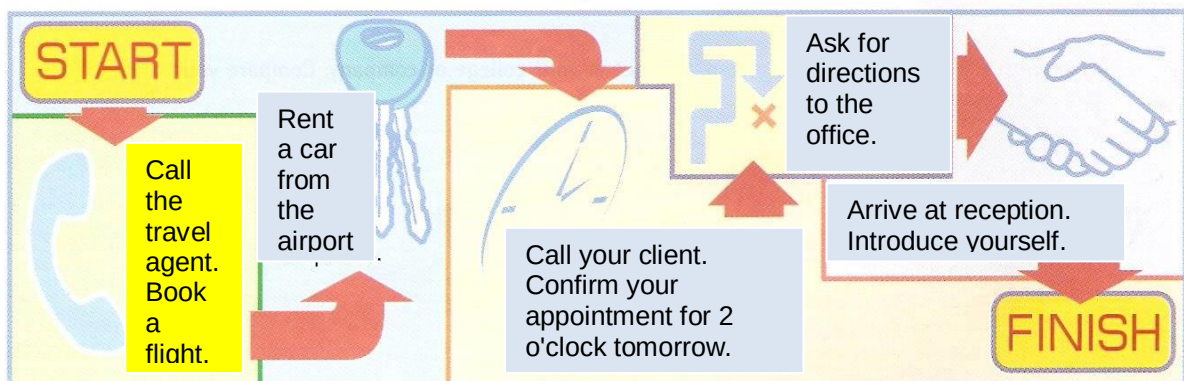
How many How much How long How When ... May I have....

- 1 tickets do you want ?
- 2 will you arrive ?
- 3 nights do you want to stay ?
- 4 your telephone number, please ?
- 5 does it take to get to your office from the airport ?
- 6 your name , please ?
- 7 is the room per night ?
- 8 would you like to pay ?

Communication 1

Work in pairs. You are visiting your partner's city. Role play the situations in the boxes.

Take turns. Spin a coin to move forward. Heads = move 2 spaces. Tails = move 1 space.



Vocabulary 2

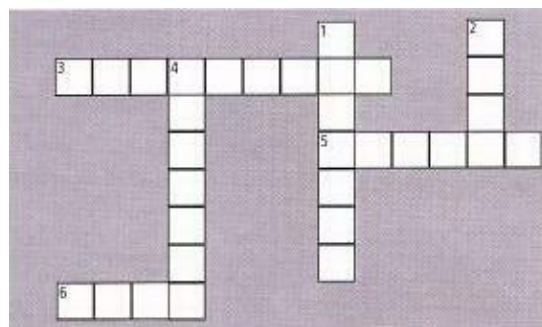
Complete the puzzle using verbs from Unit 9.

Across

- 3 The boss is very happy because sales have this month.
- 5 Netcom wants to its office space because it has more employees now.
- 6 The Financial Director the company last month and went to work for a different company.

Down

- 1 Sony was the first company to mini disc.
- 2 Bestco has decided to the ten new stores in Germany.
- 4 The company needs to new sales staff because so many people want to buy its products.



Language 2

Tick(✓) the correct sentence in each pair.

- 1 a The Sales Manager has left the company last month.
b The Sales Manager left the company last month.
- 2 a The company has already recruited ten new sales staff this month.
b The company has yet recruited ten new sales staff this month.
- 3 a The store opened in 2001.
b The store has opened in 2001.
- 4 a The company's sales have increased already.
b The company's sales increased already.

Communication 2

STUDENT A: Read about Virgin Atlantic and answer these questions.

STUDENT B: Read about Google and answer these questions.

- 1 When did the company start?
- 2 Who started it?
- 3 What was the company's first success?
- 4 Has it expanded recently?

Virgin atlantic



Virgin Atlantic Airlines was formed in 1984 by the CEO of the Virgin Group, Richard Branson. Starting with one Jumbo (Boeing 747), Virgin Atlantic flew London to New York at cut-price. It was a huge success. Virgin Atlantic now flies to many destinations around the world - from Tokyo to the Caribbean. They recently began direct flights from London to China.

Google

The Internet search engine Google was started in 1996 by two PhD candidates at Stanford University, Sergey Brin and Larry Page. By the end of 1999 the company was so successful that it performed 3,000,000 searches per day. It now contains information about more than three billion web pages. Recently, the company has made search and advertising agreements with AOL, AT&T, InfoSpace and Ask Jeeves, to bring its services to millions more people.

Ask each other the questions, and answer them about the company that you read about.

Routines

UNIT GOALS ● talking about is happening now ● talking about what you do every day
 ● talking about what you did one day ● talking about how often you do things

TALKING

POINT

How often do you do these things ?

Write every day (E), sometimes (S) or never (N) in the boxes.

Compare with a partner.

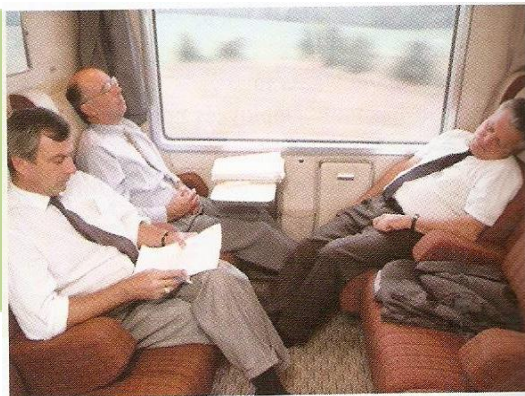
go to a restaurant for lunch

bring your own lunch

have a meeting

talk to your boss

☐	drink coffee	☐
☐	take a train	☐
☐	watch TV	☐
☐	play sports	☐



PART A

Routines and past events

1 Vocabulary

Look at the pictures of Sandra on the opposite page. Complete the gaps under the pictures using the verbs in the box.

call finish get (x2) go (x2) have (x5) leave pick up play watch

2 Language focus

VOCABULARY FILE << PAGE 104

Work in pairs. Take turns to choose a picture and say what Sandra's doing. Your partner guesses the picture.

Example

A : She's playing tennis.

B : Picture n.

3 Listening

LANGUAGE FILE 1 << PAGE 102

The pictures opposite show two stories, but the pictures are mixed up.

Story A is what Sandra does every Monday at work.

Story B is what Sandra did last Saturday.

a Look at the pictures and listen to the two stories.

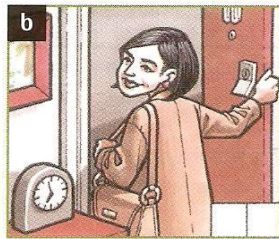
b With a partner, separate the two stories A and B , and put the pictures in order.

c Listen again and check .

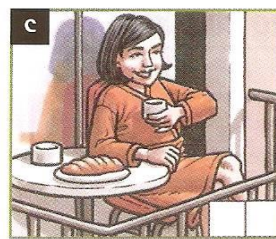
d work in pairs. Choose one story each and tell it to your partner.



..... lunch



..... home



..... breakfast



.....my clients



..... TV



..... shopping



..... my friend



..... a break



.....work



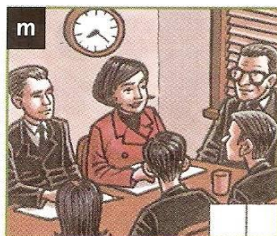
.....home



..... out



..... up



.....a meeting



.....tennis



.....lunch

4

Exploring

a Make notes about something you do regularly. Then make notes about something you did at the weekend.

b Work in pairs. Tell your partner about what you do and what you did.

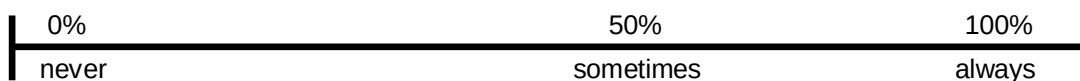
LANGUAGE FILE2<< PAGE 102

PART B

Comparing routines

1 Language focus

Work in pairs. Look at the adverbs of frequency below. Think of more adverbs to put on the scale.



LANGUAGE FILE3<< PAGE 103

2 Exploring

Look at the table. How often do you do these things? Complete the table yourself and then ask two other students.

How often ...	You	Partner 1	Partner 2
...do you go home from work / college early?			
...do you go out with your colleagues/ classmates?			
...do you entertain customers / classmates at home?			
...do you socialize with your boss/ teacher ?			
...do you work overtime / stay late studying ?			
...do you work/ study through your lunch break ?			
... do you drive to work / college ?			



3 Reporting

Tell the class two differences between you and another student.

Example

Sam always drives to work, but I never do. I usually take the train.

LANGUAGE FILE4<< PAGE 104

Culture focus

Look at the table below and answer the questions.

	UK	France	Germany	Canada
Average working hours per week	43.7	39.6	38.7	39.2
Average years working in one company	8.3	10.4	10.8	7.9
Amount of money that people save (%of income)	7.8	14.1	11.0	1.2

In which country

- 1 do people work the longest hours ?
- 2 do people work the shortest hours ?
- 3 do people stay at one company the longest ?
- 4 do people save most ?
- 5 do people save least ?

Listening

a What do you think the figures are for the USA ? Complete the first column of the table below.

	The USA: what do you think?	The USA: the facts	You	Your partner
Average working hours per week				
Average years working in one company				
Amount of money that people save (%of income)				

b Listen to the information about the USA. Write the answers in the second column.

Complete them with what you wrote in the first column.

c Complete the table about yourself. Then ask your partner and complete the table for him/ her.

d Look at the tables again and talk about the information. Does anything surprise you about the information ? Compare your country, or a country that you know, with the ones in the tables.

Small talk

UNIT GOALS ● informal social chat ● making conversation ● making people feel comfortable

TALKING

POINT

Which topics do you find easy to talk about in English ? Which are more difficult ?
Number the topics from 1 (easiest) to 5 (most difficult) .
Compare with other students and give reasons.

your work ☐ your family ☐ your interests ☐ world ☐ politics ☐

PART A

Breaking the ice

1 Language focus

Work in pairs. Look at the phrases and situations below. Decide when you would use each phrase. Tick (✓) the boxes.

	Meeting someone for the first time	Meeting someone You know
It's good to see you again	☐	☐
How's business?	☐	☐
Nice to meet you.	☐	☐
I'm Jo, by the way.	☐	☐
How are you ?	☐	☐
Are you new here ?	☐	☐
How are things ?	☐	☐
How do you do ?	☐	☐

2 Listening

a Listen to two conversations. In each conversation, are the people meeting for the first time?

b Listen again. Tick (✓) the topics they mention.

	Family	Flight	Food	Hotel	Sport	Work
Conversation 1						
Conversation 2						

c Listen again. Tick (✓) the phrases in 1 Language focus that they use.

d Work in pairs. practice meeting someone you know. Then

3 Listening

a Read an article about starting conversations. Are these statements true (T) or false (F)?

- 1 It's important to make the other person feel comfortable.
- 2 You should ask the other person's name before you say your name.
- 3 You should talk about the other person's clothes.



Small Talk

Small talk is informal, polite conversation. It is not always easy to meet new people and start a conversation, so the most important thing is to make the other person or people feel comfortable.

Do

- a give information about yourself first, then give the other person the chance to do the same.
- b talk about 'easy things' like name, nationality, company,
- c make positive comments about professional topics,
- d try to find something in common with the other person,
- e offer to help the other person if you can

Don't

- f just talk about yourself,
- or just ask the other person questions!
- g talk about very personal things like age, family, home, salary.
- h talk about 'difficult' topics like politics or religion.
- i make negative comments about professional topics.
- j make personal comments, e.g. about clothes, hair or glasses.

b Read the parts of conversations below. Decide if each one is good small talk or not, and match it to a piece of advice (a - j) in the text above.

- | | |
|---|--|
| <p>1 I'm new here, too. Is this your first day ?</p> <p>2 What's your name ? Where are you from? Where do you live ?</p> <p>3 Hello. I enjoyed your presentation ; it was very interesting.</p> <p>4 Good morning. Your shoes look expensive!</p> | <p>5 I think the coffee's in this room . Would you like one ?</p> <p>6 Hello, How old are you ?</p> <p>7 Nice to meet you. What do you think of the new government ?</p> <p>8 Hello. I'm Amy. I work for Johnsons.</p> |
|---|--|

4 Communication activity

STUDENT A: Look at the information on page 81.

STUDENT B: Look at the information below.

Situation 1

You are at a conference and there is a short break between presentations. You would like a coffee but you don't know where to go. You have never been to this conference centre before. Ask someone for help. Develop a conversation.

Situation 2

You are in your office, where you have worked for three years in the Sales Department. You see a new person. Start a conversation, make small talk and introduce yourself.

1 Listening

a Werner Sass is in Australia on business. He is talking to Michelle Usher before they go into a business meeting. Listen to their conversation and answer the questions.

- 1 Have they met before?
- 2 What are they going to **do tomorrow**?

b Tick (✓) the things they **mentioned**.

Then listen again and check.

the hotel dinner television the flight sightseeing



c **Listen** to these parts of the conversation again. Complete Werner's answers.

- 1 MICHELLE : Thank you for coming. Did you have a good flight?
WERNER: Yes, pretty good, thanks.
- 2 MICHELLE : Mmm. Is this your **First time at Head Office**?
WERNER: Yes, it is. ?
- 3 MICHELLE: Where are you staying?
WERNER: At the Hotel Nikko.
Darling Harbour Metro Monorail.
- 4 MICHELLE: How about if I meet you there tomorrow morning ... say about 11?
WERNER: Sure.

2 Language focus

LANGUAGE FILE2<< PAGE 105

- a Werner uses *answer plus* in the conversation above. Which of his answers ...
- ... gives more information?
 - ... asks a question?
 - ... makes a comment?

To keep a conversation going, we don't usually just give a short answer. We give more information, or ask a question, or make a comment. We can call this answer *plus*.

b Work in pairs. Complete the *plus* part of each answer in the conversations below.

- 1 A : Did you have a good weekend?
B : Yes, thanks- We went out into the countryside and had lunch by a river.
We
A : Tom? And how is he these days?
- 2 C : What are you going to order?
D : I think I'll have the steak. This
C : Yes, it's a nice place for a quiet meal.
- 3 E : How are your children? I haven't seen them for ages.
F : Fine. Owen's at university in London now- Sarah finishes school this year. ?
E : Donna's fine. She's working at a bank not far from home.

LANGUAGE FILE3<< PAGE 106

VOCABULARY FILE<< PAGE 106

3

Communication activity

a work in pairs. For each of these topics, think of one question that you could ask a business acquaintance.

family weekend home work interests food travel

Example How long have you lived here ?

b Think of your own answer to each of the questions, and an answer plus.

Example We've lived here for three years. Where do you live ?

c Work with a different partner. Have conversations, using your questions, answer and answer plus.

4

Culture focus

a In your country, which questions are OK to ask a business colleague and which are not?

Tick (✓) the columns and give examples if you tick the last column.

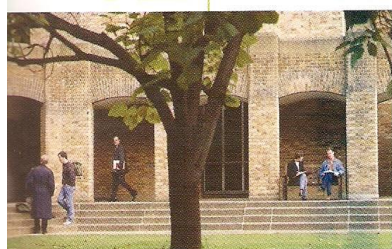
	Not OK	OK	OK in some situations, for example :
How old are you ?			
How long have you worked for this company ?			
Why don't you have children			
How much is your salary?			
Do you play any sports ?			
What's your religion ?			

b Work in groups. Discuss the questions and your answers.

c Look again at the text in **Part A, 3 Reading**. Is the advice the same for your country ?

Getting personal

UNIT GOALS ● talking about your career ● talking about your experiences



Which of these things would you like to do? Tick (✓) the boxes.
Compare with a partner and give reasons.

lived abroad	☐	work in an office	☐
work in a shop	☐	work for a large company	☐
run your own business	☐	study abroad	☐
work abroad	☐	work in a factory	☐

TALKING

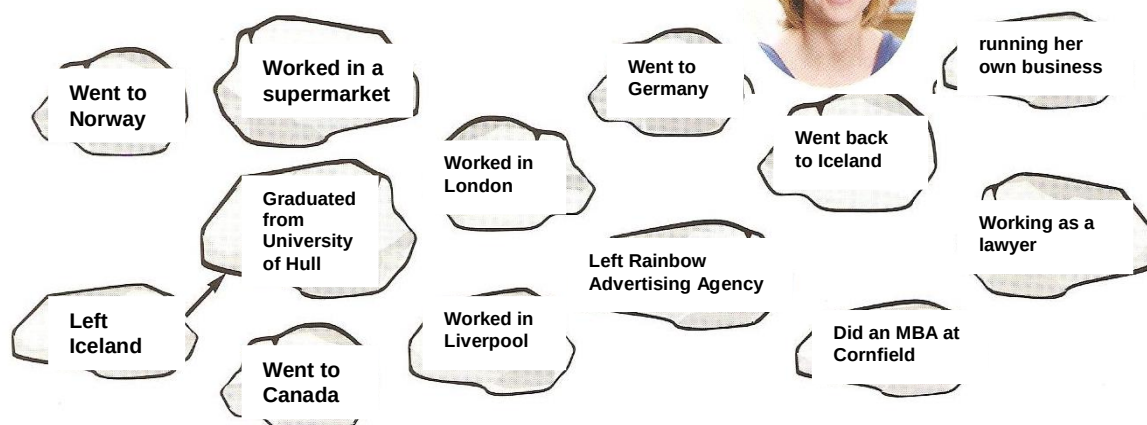
POINT

Talking about your career

1

Listening

- a Listen to Inga talking about her career. Draw lines connecting the correct 'stepping stones' for Inga, until you reach what she is doing now.



- b Listen again. Match these dates to the correct steps. Compare your answers with a partner.

1988 1991 2000 2002

2

Language focus

Look at these sentences about Inga. Write similar sentences about yourself, using the same prepositions.

- | | |
|--|--|
| 1 She finished school in 1987.
...I finished school in.... | 4 She graduated in Marketing.
..... |
| 2 She studied at the University of Hull.
.....I'm..going..to..study ..at..... | 5 She worked in London.
..... |
| 3 She graduated from the University of Hull.
..... | 6 She worked for Rainbow, an advertising agency
..... |

3 Exploring

- Work in pairs. Tell your partner about the important steps in your life and career.
- Tell the rest of the class about your partner.

4 Culture focus

Inga went back to university to do an MBA (Master of Business Administration) after working in an advertising agency for nine years. Do people stop their careers to study in your country/ company ?

- Read the advertisements and complete the table.

1 Name of university	Heriot-Watt	Westminster
2 Qualification		
3 Subject		
4 Place of study		
5 Contact with tutors		
6 Length of course		

Edinburgh, Scotland
Master of Business Administration

**HERIOT-WATT
UNIVERSITY**

The distance-Learning MBA Programme may be completed anywhere in the world. It is ideal for people who cannot take time away from work and family to complete the degree. Students receive complete study materials and guides, so there is no need for direct contact with tutors. Students choose which course to do and when, so they control how much time and money they spend. We only that students must complete the degree in seven years.



UNIVERSITY OF WESTMINSTER

London, England

Certified Diploma in Accounting and Finance
The Distance – Learning Programme

- 1 year home study
- An introductory weekend
Six full days of tuition throughout the year
- 12 revision evenings prior to the examinations
intensive revision weekend
- Telephone helpline to a tutor at stated times

- Discuss these questions.

- What kind of person will apply for each course ?
- Would you like to do one of these course ? Why / Why not ?
- Do you see adverts like these in your country ?

1 Language focus

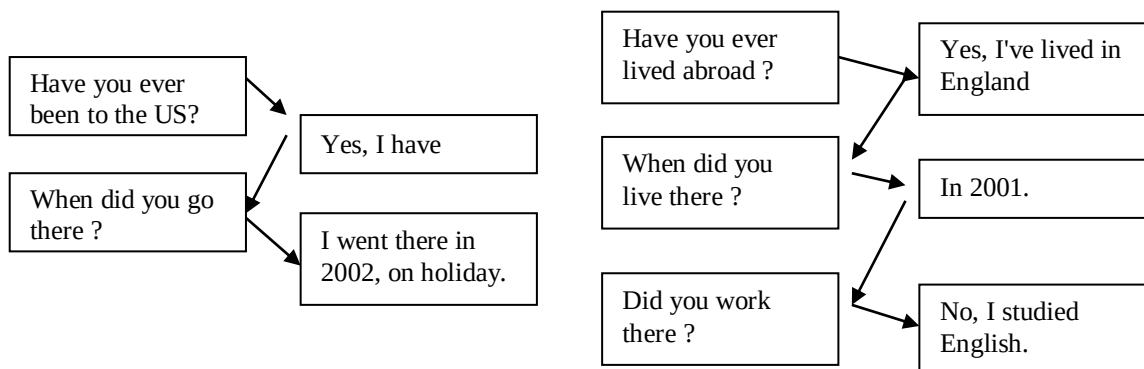
a Listen to a job interview with Philippe. Tick (✓) the things he has done and put a cross (x) next to the things he hasn't done.

- | | | | |
|--------------------------------|--------------------------|-------------------|--------------------------|
| 1 run his own business | ☐ | 5 live in the UK | ☐ |
| 2 work for an American company | ☐ | 6 work in the UK | ☐ |
| 3 work in the US | ☐ | 7 study in the UK | ☐ |
| 4 go to the US | ☐ | 8 study English | ☐ |

b Complete these questions and answers from Philippe's interview. Then listen again and check.

- 1 run your own business ?
- 2 No, ... but my father with his business.
- 3 worked for an American company ?
- 4 Yes, ..., in my country , but worked in the US.

c Look at these questions and answers from Philippe's interview. Read the rules below and choose the correct phrase in *italics* for each.



- 1 Use the present perfect to talk about some time / an exact time in the past.
- 2 Use the past simple to talk some time / and exact time in the past.
- 3 *ever* = often / at any time

2 Exploring

a Ask each other about your past and present life, work or studies

Example

A : Have you ever lived / worked / been ?

B : When did you?

b Tell the class about some of your partner's experiences.

Example Kai has never lived abroad , but he's been abroad on holiday. He went to England in 2002.

3 Listening

a Listen to four people talking about their personal experiences. Match the people 1 - 4 to the topics a - d.

a scuba diving b changing jobs c working abroad d playing golf



1 Tanya Martin



2 Ian Lang



3 Alain Amaud



4 Naomi Corder

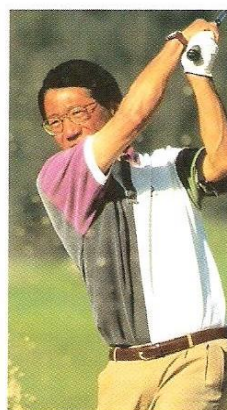
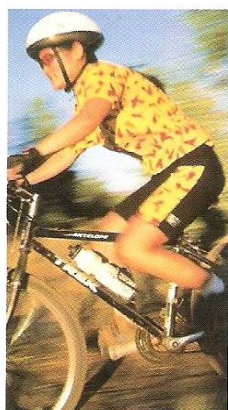
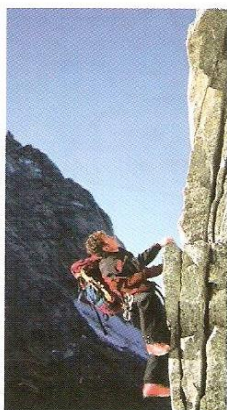
b Listen again. Complete these sentences about each person.

Compare your answers with a partner.

- 1 Tanya has worked for and
- 2 She changed jobs five years ago because she wanted
- 3 Ian has had a lot of golf.....
- 4 At the moment, he plays a month .
- 5 Alain trained in Paris for years.
- 6 He has worked in different countries.
- 7 Naomi has done scuba diving life.
- 8 She met while scuba diving.

4 Exploring

a Work in groups. What are these activities? Have ever done any of them ? Tell each other about them. Don't forget to use answer plus.



b Choose some topics of your own and continue telling each other about your experiences.

Vocabulary 1

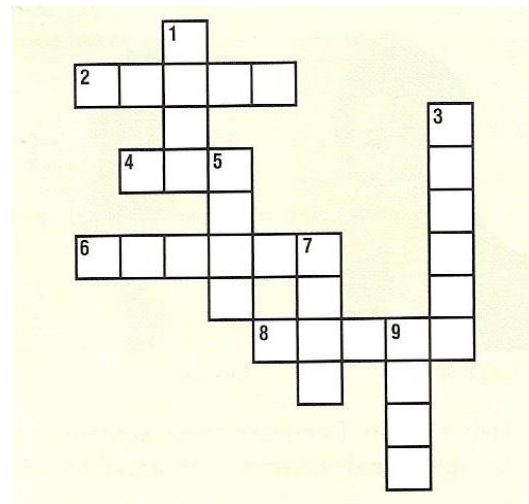
Complete the puzzle with the verbs which fill the gaps in the sentences.

Across

- 2 I home at 7.00 in the morning.
 4 What time do you home from work?
 6 I need the car to my mother
 from the station.
 8 We usually TV in the evening.

Down

- 1 What time do you lunch?
 3 We usually work at 5.30 p.m.
 5 It's a good idea to a break.
 7 I tennis two or three times a week.
 9 I try to my **clients** every week.



Language 1

Match words and phrases from A, B and C to make questions

	A	B	C
1	What's	Ever	to the USA?
2	What time	This	at the moment?
3	Did you	Ever been	a good weekend?
4	Is	Have	worked abroad?
5	How long	Have you work for	your first day?
6	Have you	Pavel doing	have lunch?
7	Have you	Do you usually	this company?

Communication 1

Talk to some other students. Ask and answer these questions. Remember to use *answer plus* and **have a conversation**.

- 1 What do you usually do at the weekend?
 2 How long have you lived in this city/town?
 3 What countries have you been to?
 4 What do you like about your job?

Vocabulary 2

Complete the frequency expressions.

- 100% 1 a l w a y s
- 2 all _ _ _ _ _ e
- 3 u s _ _ _ _ y
- 4 o _ _ _ _ _
- 5 so _ _ _ _ _ _ _ _
- 6 r _ _ _ _ _ y
- 7 n _ _ _ _ _ r
- 0% 8 n _ _ _ a t a _ _ _

Language 2

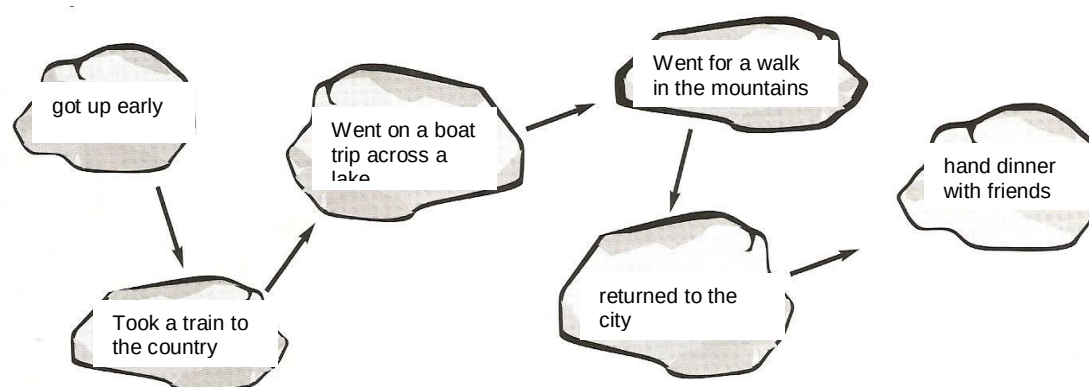
Complete these sentences with the correct form of the verb in brackets.

- 1 I(graduate) in Chemistry in 1986.
- 2 I(work) here for thirteen years.
- 3 I(not give) this presentation before.
- 4 I always(take) a break at 11 in the morning.
- 5 I(not go) fishing last weekend.
- 6 Can I call you back? I(have) lunch at the moment.

Communication 2

Draw 'stepping stones' for a memorable day in your life recently.

Example



work in pairs. Ask each other about your 'stepping stones'.

Entertaining

UNIT GOALS ● recommending ● inviting and responding

What food do you like and dislike ?

Why ?

What food should visitors to your country try ?

TALKING
POINT

PART A

Recommending

1

Language focus

- a Work in pairs. Tick the correct ways of recommending food in a restaurant. Then take turns to make recommendations and respond.

What do you recommend ?

I recommend the steak.

☐

You will have the noodles.

☐

The chicken is good here.

☐

I suggest the curry.

☐

Eat the salad.

☐

It's up to you.

☐

You should try the shrimp.

☐

Response

OK. I'll have that.

☐

Sounds delicious. I'll try it.

☐

I'm sorry. I don't like seafood much.

I'm afraid I

2

Listening

a Helen is visiting London. Anchalee has taken her to a Thai restaurant. Listen to their conversation.

Tick (✓) the things Helen likes eating and put a

Cross (×) next to the things she doesn't like eating

(There are three things she doesn't mention.)

Red

salad

☐

Chicken

☐

soup

☐

Fried food

☐

rice

☐

Seafood

☐

sweet food

☐

Spicy food

☐

fish

☐

Vegetarian

☐

fruit

☐

b Listen again. Complete the sentences and tick (✓) the suggestions that Helen likes.

1 A spicy made with lemon grass and chilli.

☐

2 Some fried with cashew nuts.

☐

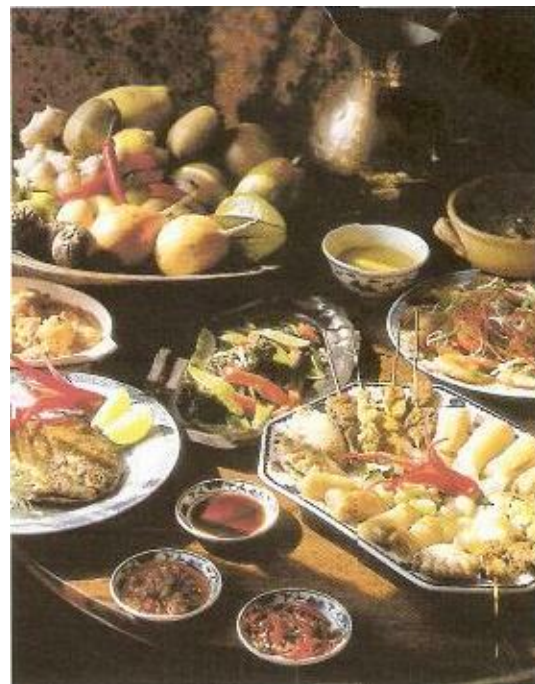
3 with oyster sauce.

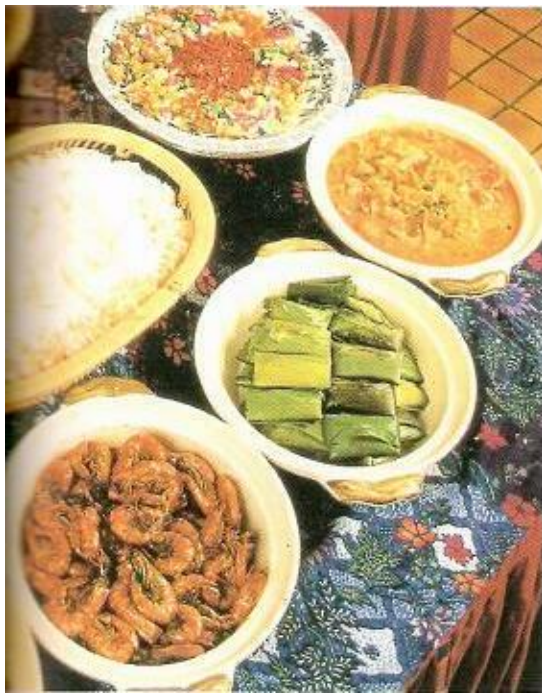
☐

4 with pepper and garlic.

☐

LANGUAGE FILE 1 << PAGE 109





3 Vocabulary

Look at the words below. Which describe how things are cooked?

Which describe how things taste? Complete the table.

Sweet	spicy	boiled	sour	baked	savoury
Steamed	hot	salty	fired	grilled	roasted
how things are cooked			how things taste		

LANGUAGE FILE << PAGE 110

4 Reporting

a Choose a dish that visitors to your country might like to try. Write a description.

Use the questions below and the words from 3 Vocabulary to help you.

- 1 What's it called?
 - 2 What's it made of? What's in it?
 - 3 How's it cooked?
 - 4 How does it taste?
- b Report your ideas to the class.

LANGUAGE FILE 2 << PAGE 109

5 Communication activity

Work in pairs. You are both in a restaurant for a business dinner.

STUDENT A: You are the host. Student B is a visitor to your country.

STUDENT B: You are a visitor to Student A's country.

HOST

Ask what the visitor likes eating.

Recommend something. You could use

your ideas from 4 Reporting.

Answer B's questions.

VISITOR

Say what you like or ask the host to recommend something.

Ask questions (taste? cooked? made of?).

Say you want or you don't want what the host recommends.

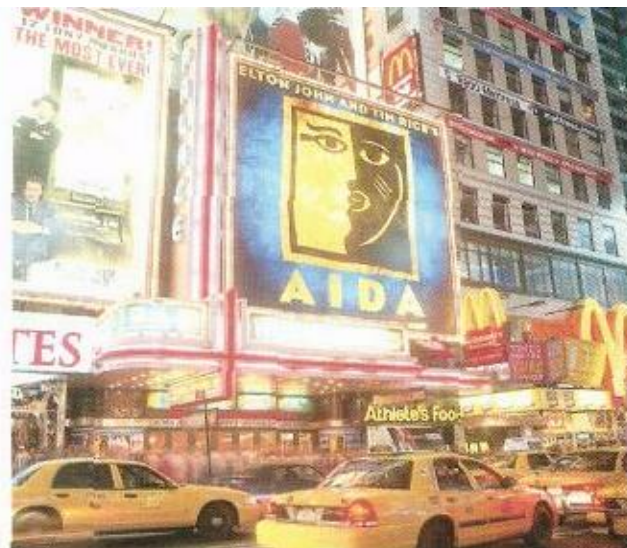
Now change roles .

1 Brainstorming

What would you like to do on a visit to another country? Tick (✓) the boxes.

Can you add any more ideas to the list? Compare your ideas with a partner.

- | | | | | | |
|-----------------------|--------------------------|-------------------|--------------------------|-----------------------|--------------------------|
| go shopping | ☐ | go sightseeing | ☐ | watch a typical sport | ☐ |
| go to a restaurant | ☐ | visit a museum | ☐ | visit a factory | ☐ |
| go to the countryside | ☐ | go to the theatre | ☐ | | |



2 Language focus

a Choose the correct phrase to complete the invitation.

- 1 Would you like
- 2 Would you liking ... have dinner with us this evening?
- 3 Would you like to

b Which of the following is not a polite response to the invitation above? Why not?

- 1 ... Oh, I'm sorry. I can't.
- 2 Yes, I'd love to.
- 3 No, I'm not hungry,
- 4 Yes, that would be nice.
- 5 ... Oh, thank you, but...

c Put the other four responses under the correct heading in the tables.

Accept, then ... ask a question

What kind of restaurant can we go to?

What time shall we meet?

Don't accept, then ... give a reason

I'm meeting a relative this evening

I'm very tired after my flight.

3 Listenign

a Listen to four people inviting someone to do something. In each conversation, what is the invitation for, and does the person accept it? Complete the first two columns in the table.

	Invitation for ?	Accept ? Yes / No ?	Question or reason
1	Dinner		What
2		No	I'm meeting
3			I'm
4			Who

b Listen to the conversations again and complete the last column.

c Work in pairs to practise the conversations. Take turns to invite each other, using your notes in the table.

Example

A: *Would you like to have dinner tonight?*

B: *Yes, I'd love to. What time?*

4 Communicaotin activity

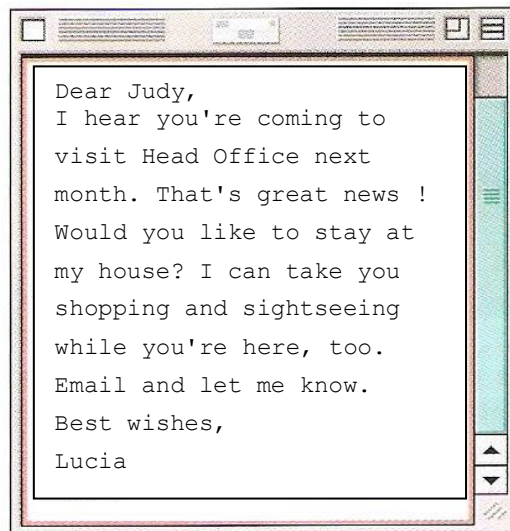
Look at your list in 1 Brainstorming. Take turns to invite other students to do activities with you.

B: *Yes, I'd love to. What time?*

5 Writing

a Read these invitations. Who are they from? Which one is more format?

b Judy Jackson does not accept the invitations. Her replies are mixed up below. Which parts did she write to Lucia, and which to Trimstein?



TRIM5TE1IN LIMITED

Dear Ms Jackson
We would like to invite you to our
10th anniversary party
to be held at our
Head Office
in Centre Point,
en 16th April at
8:00 pm.
RSVP to Katy Irvine

- 1 Dear Lucia,
- 2 Dear Ms Irvine,
- 3 It was lovely to hear from you,
- 4 Thank you for your kind invitation
- 5 and thanks for the invitation.
- 6 to Trimstein's 10th anniversary party.
- 7 I am away on business at that time,
- 8 I'm sorry, but I'm staying with my cousin.
- 9 and so I am sorry, but I cannot attend.
- 10 I'm going to be very busy in meetings,
- 11 I do hope the party goes well
- 12 but maybe we can meet for dinner one day.

- 13 and I look forward to working with you again.
- 14 Let me know if you're free.
- 15 Yours sincerely,
- 16 Best wishes,
- 17 Judy
- 18 Judy Jackson

c Write a short email to Lucia, accepting her invitation and asking some questions.

Getting help

UNIT GOALS ● giving instructions ● talking about problems ● giving advice



What was the last thing someone showed you how to do?
Was it easy or difficult to learn?
Who do you ask for help when you have a problem at work or college?
Do people ask you for help?

TALKING

POINT

PART A

Showing people how to do things

The screenshot shows a travel website with a navigation bar: Home, Travel Services, Customer Care, and Flyer Miles. Below this is a search section with tabs for Flight Search, Flight & Hotel, Hotel Search, Car Hire Search, and Late Deals. The Flight Search tab is active. It contains the following fields:

- From: London All (dropdown)
- To: (empty text box)
- Depart: 21 (dropdown), August (dropdown)
- Return: 28 (dropdown), August (dropdown)
- Any Time (dropdown) with a red flag icon
- Any Time (dropdown) with a red flag icon
- Adults: 1 (dropdown)
- Children: 0 (dropdown) (2-11yrs)
- Infants: 0 (dropdown) (0-1yrs)

1

Listing

a Work in pairs. Talk about these different kinds of information connected with booking a plane ticket. What do they refer to?

Example 7.40 a.m. – time

7.40a.m. ☐ 29 August ☐ 1 adult, no children ☐
 Visa ☐ EQ485/3 ☐ London Heathrow airport ☐

b Listen to someone giving instructions for booking a plane ticket on the Internet. Number the kinds of information above in the order that you hear them.

c Complete these instructions using the verbs in the box.

Then listen again to check.

Choose click decide enter note select

- 1 First, ...the airport you want to travel from and the airport you want to travel to.
- 2 Then,.....the date you want to travel and the date you want to come back.
- 3 Next, ...on the number of people travelling.
- 4 After that what times you want to travel.
- 5 Then your payment details and click on 'purchase'.
- 6 Finally, ... your booking reference number, and pack your suitcases!

2

Language focus

Complete these instructions for using a photocopier. Use one adverb and one verb for each instruction. (You need to use one adverb more than once.)

Adverbs	Next	Then	First	Finally	After that	
Verbs	close	enter	put	press	lift	take

- 1, ...the lid.
- 2, ...the paper face down on the glass.
- 3, ...the lid.
- 4, ...the number of copies you want.
- 5, ...the green button to start.
- 6, ...your copy and the original.

3

Communication activity

LANGUAGE FILE 1 AND 2 << PAGE 111

STUDENT A : Look at the information on page 82.

STUDENT B: Look at the information below.

a Look at these notes. Make sentences to tell Student A how to make a business card.

Give Student A time to take notes.

Then Listen to Student A read his/her notes and check that he/she is right.

click on buttons to choose size/number/style
insert money
write text with keyboard
choose picture(s)
look at example on screen
make changes
click 'Enter'
wait for cards



b Listen to Student A tell you how to take your own photo. Make notes as you listen.

Then read your notes to Student A to check that you are right.

4

Exploring

a Work in pairs. Explain to each other how to do the things below.

Excuse me. How do I...

- ... store a phone number on my mobile phone?
- ... work the coffee machine?
- ... put paper in the photocopier?
- ... send a document as an email attachment?
- ... store addresses in my email program?

b Ask other students how to do some of these things. Explain to any student who asks you.

1 Language focus

Match the problems 1 – 3 to the advice a – e .

- | | |
|-----------------------------------|---|
| 1 My phone doesn't work. | a I think you should go home. |
| 2 I'm not feeling very well. | b I don't think you should do that – It's dangerous |
| 3 I'm sure I can mend the copier. | c Why don't you ask for a new one ? |

2 Reading

LANGUAGE FILE 3 << PAGE 111

a Read about four employees at Icon Ltd and correct the mistakes in the table.

Sarah Wurz is the Office Manager. She is in charge of all the clerical staff. She is also responsible for organizing office maintenance and ordering office supplies and furniture.

Isaac Somerville is the computer technician. He looks after all the PCs and maintains the network. He spends most of his time looking after the warehouse stock computers.

Jane Lee is the Marketing Manager: She is in charge of the marketing team. She has a lot of meetings and she is often out of the office visiting clients and marketing representatives.

George Walker is the Warehouse Manager. He supervises the stock levels in the warehouse. He also arranges all the orders to be sent to the customers.

Name	Job title	Responsibilities
1 Sarah Wurz	HR Manager	clerical staff, warehouse maintenance, office supplies, furniture
2 Jane Lee	Marketing Manager	production team, clients, technical representatives
3 Isaac Somerville	Telephone Technician	phones, network, warehouse stock computers
4 George Walker	Warehouse Manager	staff levels, orders

b Look at the statements below by employees at Icon Ltd. Give each person advice about who they should talk to. Use these verbs to help you.

ask tell go and see talk to

Example

I need to know last month's sales figures.

I think you should ask Jane Lee.

1 I need a list of next year's new products.

2 I want a new chair in my office.

3 A customer told me his orders are always late.

4 My computer's crashed.

5 I need some samples to show to customers.

6 My telephone isn't working.

3 Listening

a Listen to four people. What are their problems? Complete these sentences,

- 1 I want to with my friends next month,
- 2 I need to know how much we can
- 3 My isn't working.
- 4 My department's is very high.

b Match the advice a-d to the problems 1-4.

- a I think you should talk to your employees about how much they use the phone.
- b I don't think you should hit your PC like that!
- c Why don't you talk to your manager?
- d You should go and see the Marketing Director. He'll tell you.

4 Communication activity

a Work in pairs. Imagine you have just started work in a new company.

Think of some problems you might have on the first day.

**Think about computers, passwords, email, stationery, where things are
Write your ideas below.**

- 1 .. I need some pens.. and .. pencils.....
- 2
- 3
- 4
- 5

**b Tell different people in the class about your problems.
Listen to other people's problems and offer help.**

5 Exploring

a Read these comments from people in different work situations and give them some advice.

1

My manager always gives me work to do at the last minute, with an impossible deadline to meet. He/She doesn't realize that I have lots of other work to do.

3

I have a supplier who is usually very good (and cheaper than others) but they have recently been late with our orders and we've lost customers as a result.

2

My employees always say yes' when I ask them to do something even if they can't do it.

4

My employees always ask me to make quick decisions, if they want a day off work, for example. Why don't they give me time to think about it?

b What experience do you have of similar problems?

Working together

UNIT GOALS ● making request ● making suggestions

What kinds of things do people ask you to do at work/college?
 Do you have meetings at work/college?
 Do you think meetings are good for making decisions?
 Do you think there are too many meetings in some companies?

TALKING
POINT

PART A

Making requests



1 Language focus

a Complete these requests using the words in the box. Which is the most polite request?

making Could mind make make

- 1 Can you some copies for me, please?
- 2 you some copies for me, please?
- 3 Would you some copies for me, please?

b Rewrite these sentences to make them more polite.

- 1 I want you to stay late to finish the report.
- 2 Call the travel agent and book a flight to Frankfurt.
- 3 Show me how to use the fax machine.
- 4 Give me the sales figures for last month.
- 5 Help me with my PowerPoint presentation.
- 6 Send these letters.

c Listen to conversations where people make the requests above. Complete these responses.

- 1 I'm , but for this evening.
I'll come in early tomorrow to finish it.
- 2 What are the details?
- 3 Do use it now?
- 4 No.
- 5 , I'm with PowerPoint.
I'll ask Sam to help you.
- 6 I'm , I've
Can I send them at lunchtime?

2 Communication activity

STUDENT A: Look at the information on page 82.

STUDENT B: Look at the information below.

a Make these requests.

- 1 Ask a colleague for the time.
- 2 Ask your secretary to organize a meeting.
- 3 Ask a colleague to send a fax.
- 4 Ask your manager to help you with your computer.

b Now respond to Student A's requests.

- 1 You don't have enough money. Reply to your colleague.
- 2 You can do it now. Reply to your secretary.
- 3 You can do it later but you are going to lunch now. Reply to your manager.
- 4 You can do it now. Reply to your colleague.

3 Writing

Work in pairs. Write an email to MBMG. You want to know about their products. Ask for a company brochure and information on health insurance for your employees.

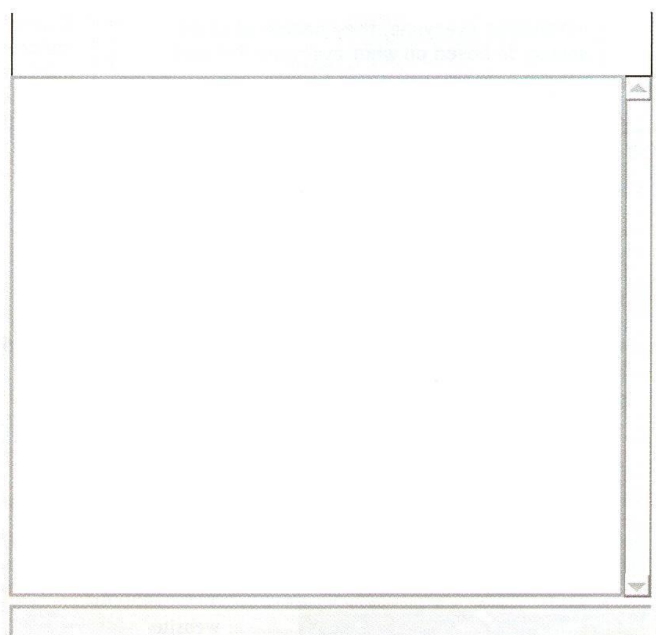
MBMG
INTERNATIONAL

FINANCIAL SERVICE

We offer the best in :

- Financial planning
- Tax advice
- Health Insurance

Contact Phi Taylor: 387-9999
ptaylor@mbmg21.com.



1 Culture focus



Read these descriptions of different types of meetings. Do you have meeting- and are they like any of the ones below? Which do you prefer?

1

In my company, meetings are carefully planned and prepared. Everyone has the opportunity **to** give their opinions, but we don't really make the decisions. Once the managers have listened to everyone, they decide what we should do based on what everyone has said.

3

I don't understand why we have meetings in my company. I can never speak and give my opinion. I have ideas but no one wants to discuss anything in the meeting. My boss does all the talking and tells us what he wants us to do. He could do that by email.

2

We have an agenda for our meetings, but we don't always follow it. Everyone says what they want, both management and employees, and you have to think fast! As a result of the discussions, we all make decisions together.

2 Language focus

a Match the verbs 1-4 to the nouns a-d to make four ways of marketing a product.

- | | |
|----------------|----------------------|
| 1 advertise on | a displays in stores |
| 2 have some | b a competition |
| 3 organize | c website |
| 4 build a | d TV |

b Listen to a meeting where these ideas are discussed. Complete these suggestions.

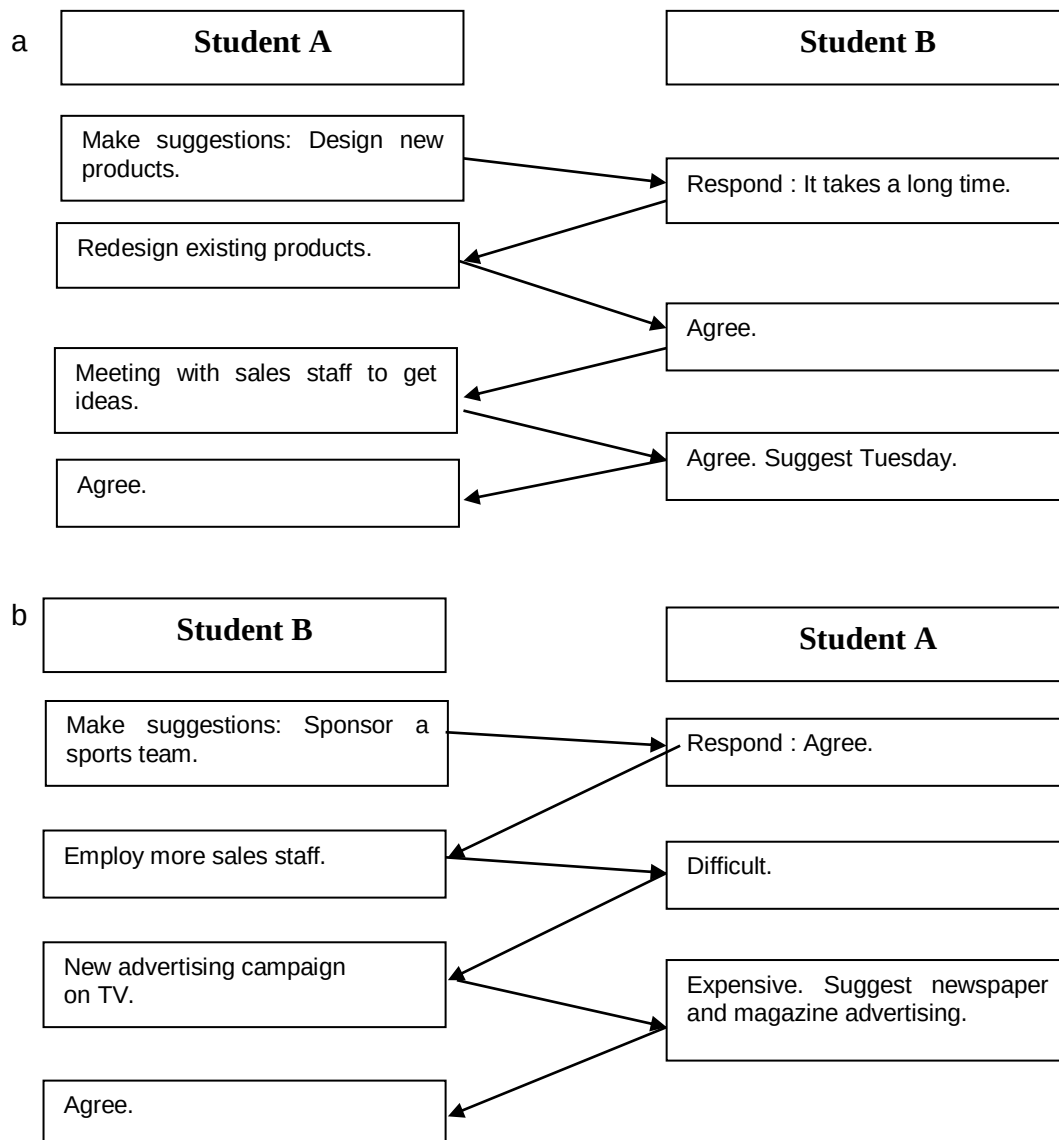
- 1 on TV?
- 2 We in stores.
- 3 a competition?
- 4 website.

c Listen again and complete these responses.

- 1 we don't have enough money.
- 2 That's I like that.
- 3 I prozes are expensive.
- 4 I A new website is important.

3 Communication activity

Work with a partner to make these short conversations.
Your company's sales are falling and the company has problems.



3 Exploring

Work in small groups . Your manager has decided that all the staff should go on a team-building day together. You are responsible for planning the trip. Have a meeting to decide the following :

- where to go and why
- how to get there
- what activities to do
- what and where to eat

Make suggestions and try to reach an agreement.

Make notes about your decisions.

Tell the rest of the class what you are planning to do.



Vocabulary 1

Complete the puzzle with "cooking" and "taste" **words**.

Across

3 Bread and cakes are in an oven. (5)

4 I love food like curry. (5)

6 When you cook food over hot water, it is (7)

7 Seafood is often very (5)

Down

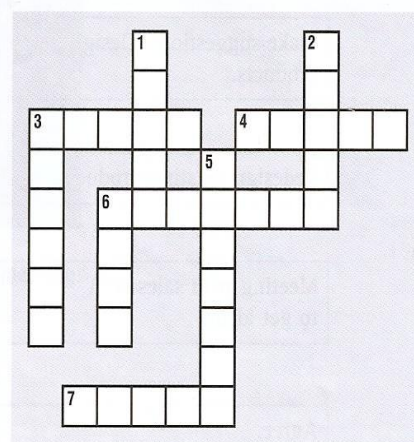
1 food usually contains a lot of sugar. (5)

2 Chips are in hot oil. (5)

3 Food cooked in very hot water is (6)

5 The opposite of 1 down is (7)

6 Chinese food often has a sweet and sauce. (4)



Language 1

Which of these sentences would be better in the passive? Put them into the passive.

1 Mr Dunn makes very nice cakes.

2 Someone serves delicious food in that restaurant.

3 People drink a lot of tea in Britain.

4 Our head chef has some very original ideas.

5 Someone makes fresh bread every day in my local supermarket.

6 People eat a lot of potatoes in the UK.

Communication 1

Write down things you would like to do this week. Take turns to invite different classmates to do things with you. Accept or decline their invitations. Write your new plans in the diary.

Monday	Friday
Tuesday	Saturday
Wednesday	Sunday
Thursday	

Vocabulary 2

Complete these sentences using the words in the box.

click advertise competition select display build

- 1 You need to an airport from the list
- 2 It takes a lot of time and patience to a good website.
- 3 It's expensive to on TV, but it brings a lot of new customers.
- 4 on 'back' to go back to the last page that you viewed.
- 5 I've never won a in my life!
- 6 A in a supermarket is useful for a new food product.

Language 2

Match the questions 1-5 to the answers a-e.

- | | |
|---|---|
| 1 Could you go to the bank for me, please? | a That's a good idea, but it's expensive. |
| 2 Would you like to go to the theatre? | b Not at all. What's the number? |
| 3 How about advertising in the newspaper? | c Sorry, I can't. It's closed now. |
| 4 Would you like to go to a basketball match? | d Yes, I'd really like that. Who's playing? |
| 5 Would you mind sending this fax, please? | e Yes, I'd love to. What's on? |

Communication 2

STUDENT A: Look at the information on page 82.

STUDENT B: Look at the information below.

Tell Student A how to shut down a computer. Use the notes to help you.

Example *First, close all the programs ...*

Close / programs
Click / 'start' button
Click / 'Shut down'
Select / 'Shut down'

Communication activities

UNIT

2 PART A PAGE 11

4

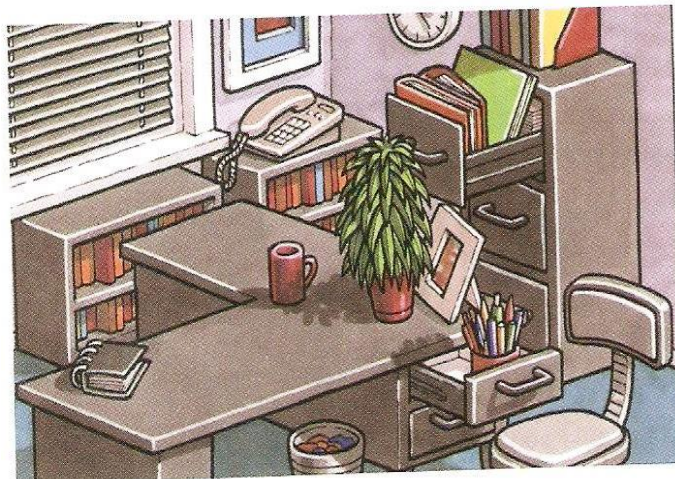
You have a picture of the same office as Student B. but there are eleven small differences. Can you find them ?

Tell Student B about your picture and listen to Student B talk about his/ hers.

Example

A : The phone is on the bookcase.

B : In my picture. the phone is on the desk.

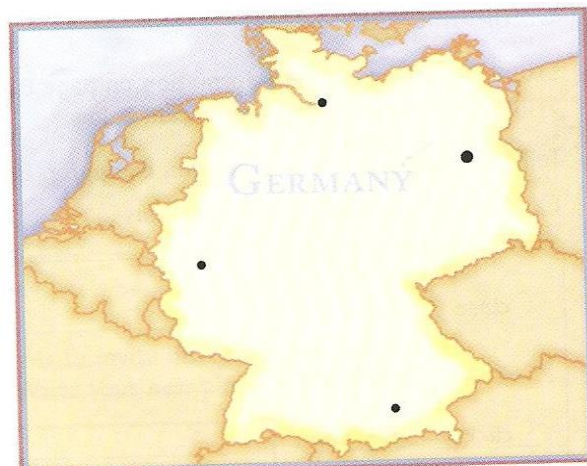


UNIT

2 PART B PAGE 13

4

a Listen to Student B explain the locations of Ultra in Germany. Write the cities and workplaces on the map of Germany.



b Look at the map of France. It shows the locations of Ultra workplaces in France. Tell Student B where the workplaces are.

Example

Ultra has its Head Office, a factory and a showroom in Paris, in the centre of northern France.



- 3 a Listen to Student B describe the Tuttoespresso coffee machine. Complete the information.

It has

It can

You can

It costs



- b Describe the Ebac E-Max water cooler to Student B.
Use the information below to complete these sentences.

It has

It has

It can

You can

It costs

- space for 120 cups
- wheels - easy to move
- produce hot and cold water
- make tea or coffee with the hot water
- €400



- c Listen to Student B describe the CNR webnet Internet service. Complete the information.

€ per month

..... time limit

..... technical support

..... email addresses and a website



- d Describe the NPGserve Internet service to Student B.
Use the information below to help you.

- € 20 per month
- 2 - hour time limit
- € 1 per minute technical support
- 5 email addresses and a website



5

a Ask Student B when the best times are to call these people.

Petra Hartmann

Jo Watson

b In your local time, when are the best times to call these people? Tell Student B.

Michael Devas

Felipe Ramos

Example

A : When are the best times to call Petra Hartmann in Bonn ?

B : Well, you can call her between [time] and [time] but don't call her [time].

Do you agree with Student B's answer ?

2

Call 1

You are Professor Harold Buchowski of the University of Michigan. Answer the people. Write down the caller's name and company.

Call 2

You are Rena Burling of the Brussels Sales office. Call Delta Industries Head office in Milan and ask to speak to Marco Spinelli.

Call 3

You are Lisa Parr of Chock-a-Block Toys Ltd. You are in the office with two other people. Eric Mayer and Clare Simpson. Answer the phone. Answer in your own language. Write down the caller's name and company.

Call 4

You are Ravi Singh of Singh and Son Ltd. Call the International Bank of Scandinavia. Ask if the person who answers speaks English. Ask to speak to Anneka Borg.

2

Situation 1

You are Ruud van Aken of Jupiter Printing Company. A customer calls. Ask any necessary questions and complete the form opposite.

Situation 2

You are John Rees of Helvetia Life Insurance. Call industrial Air Conditioning. Ask them to send you a brochure for office air conditioning.

HELVETIA LIFE INSURANCE

JOHN REES
Maintenance Manager

Nordstrasse 218, Zurich, Switzerland

Tel: 00 41 11 389 416 Fax: 004111389426

Email : john.rees@helvetia.co.ch

Customer request form

Print brochure price list visit

Quotation other ()

Name :

Address :

.....

Tel :

Fax :

Email :

Notes :

.....

.....

3 Situation 1

Answer the phone. Take an order from Student B. Find out what colour pens and sticky notes Student B wants. Complete the order form.

Item	Colour	Cost	Quantity	Total cost
Pens	Black / Blue / Red	€1.00 each		
Printer paper	White	€10 per box		
Sticky notes	Yellow /Green	€1.50 per packet		
Address labels	White	€1.30 per roll		
Ring binders	Various	€2.00 each		
Grand total				

Situation 2

Telephone Student B and place an order for the items below. Decide how many you want of each, and find out how much they are.

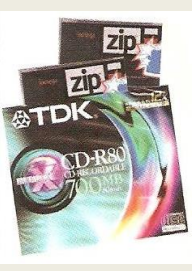
pencils printer cartridges rolls of sticky tape envelopes document wallets

4 Situation 1

Look at the computer catalogue and the invoice you sent to Student B. Student B will call to complain about a mistake on your invoice. Apologize and offer to take some action.

Situation 2

Look at the order you sent and the invoice you receive from Student B. Find the mistake, then call Student B and complain.



COMPUTER WORLD
INCREASE YOUR MEMORY

Rewritable CD Drive	€325.00
Superdisk Drive	€249.99
Mo Drive (230MB)	€180.00
Zip Drive	€149.95
Rewritable 700MB CDs (10 pack)	€40.00
Superdisk (3 Pack)	€35.99
MO Disk (230MB) each	€14.95
Zip Disk (10 Pack)	€140.00

Invoice	
1 X Zip Drive	€180.00
1 X Zip Disk (10 pack)	€140.00
	€320.00

ORDER	
	12 X desk AM 25 p
	1 X executive desk AM 40E
	12 X swivel chairs PJ 25P
	1 X executive chair PZ90E

INVOICE		
12 X desk AM25p	€349.00ea	€4188.00
1 X executive desk AM40E	€775.00ea	€775.00
20 X swivel chairs PJ25P	€64.95ea	€1299.00
1 X executive chair PZ90E	€299.00ea	€299.00
		€6561.00

4

Situation 1

You want to stay at the Park Hotel next week for three nights. Call Student B at the Park Hotel and make a reservation for a double room.

Situation 2

You are a travel agent for First Travel in Madrid. Student B will call you to book a flight. Take his or her reservation. Ask questions and complete the form. (There is only one flight per day – at 11.40: a single flight is € 700.)

First Travel

Booking form

Name

Form To

Date Time

Flight no. BH 3500

4

Situation 1

You are a visitor to Rome. You are Spagna station in Rome. Ask Student B how to get to these places.

Ottaviano Manzoni Quintiliani

Repeat Student B's instructions each time to check that you understand.

Example

So, I take Line A northbound.....

Situation 2

You are at Anjos station in Lisbon.

Student B is a visitor to Lisbon.

Answer Student B's questions.



2

a You have just returned from a visit to the E & P company to find out about workplaces, staff and training. Student B will ask you what has changed at E&P. Use the information below. Answer Student B's questions and give details.

E & P Plans

expand office space ✓
 open a new branch office in Frankfurt ×
 get more sales representatives ✓
 recruit bilingual secretaries ×
 increase training programmes ✓

(an extra floor in the building)
 (will open next month)
 (two new representatives in each branch)
 (recruiting at the moment)
 (new training manager and more in-house courses)

Example

B : Have they changed their computer system ?

A : Yes. They've just installed new software.

OR

No, Not yet. They'll change it next year.

b Student B went visit E&P to find about products, marketing and investment. Use the information below to ask Student B about what E&P have done. Make notes from Student B's answers.

E & P Plans

find new investors
 design new products
 produce new products
 do market research in Northern Europe
 Change company logo.

4

Situation 1

You are at a conference and there is a short break between presentations. You have been to this conference centre three times before, so you know it well. Someone will ask you for help. Develop a conversation. Invent the information that you need to give.

Situation 2

You have just joined a new company. You will be working in the Personnel Department. Start a conversation, make small talk and introduce yourself.

- 3 a Listen to Student B tell you how to make your own business card. Make notes as you listen. Then read your notes to Student B to check that that you are right.

- b Look at these notes. Make sentences to tell Student B how to take his / her own photo.
Give Student B time to take notes. Then listen to Student B read his / her notes and check that he / she is right.

adjust seat up or down - face in circle on screen
insert money
click on photo to choose - four small, one large, two medium ?
close curtain
press green button, look at screen . Smile !
picture OK - press green button
picture not OK - press red button, take photo again
wait outside for photos

- 2 a Respond to Student B's requests.
- 1 You don't have a watch. Reply to your colleague.
 - 2 You can do it now. Reply to your manager.
 - 3 You can do it later but you have a meeting now. Reply to your colleague.
 - 4 You can do it now. Reply to your secretary.

- b Now make these requests.

- 1 Ask a colleague to lend you € 20.
- 2 Ask your manager to check a letter you have written.
- 3 Ask your secretary to go to the post office for you.
- 4 Ask your colleague to show you how to use the photocopier.

- 2 Tell Student B how to search for Cambridge University press on the Internet. Use the notes to help you.

Example First , log on to the internet

<i>log on to / internet</i>
<i>choose / search engine (e.g. yahoo!)</i>
<i>type / Cambridge university press</i>
<i>click / 'search'</i>
<i>click / 'link'</i>

Help files

UNIT

1

Language file 1

Introducing yourself

My name's
(My name is) | Dieter Schmidt.

I'm (I am) | Dieter Schmidt.
the Marketing Manager.

Please call me Dieter.

Nice
Good | to meet you.

Talking about yourself

I'm from France.

I live in Lille.

I'm from Lille in France.

I'm in the Marketing Department.

I'm a Marketing Assistant.

I'm a student.

I study at Manchester University.

Choose the correct forms.

- 1 I'm from of Madrid in Spain.
- 2 My name's I name's is Mark Smith.
- 3 Good to meet I meeting you.
- 4 I'm from Dublin in / o/Ireland.
- 5 I'm of I in the Sales Department.

- 6 I / I'm Nadia Simmons.
- 7 Call I Calling me Eddie.
- 8 Nice to / for meet you.
- 9 I'm in I at the IT Department.
- 10 I study at / of Padua University.

Language file 2

Introducing other people

I'd like to introduce you to
This is | Maire Armand.

Marie works in our Finance Office.
She's the Director of Finance.
He works in the Sales Department.
He works in Sales.

Note:

We say *the director* when there is only one director of a company or department.

We say a *director* when there is more than one director.

Asking personal questions

What's your name?

Where | are you from?
do you live?
do you work?

Which department do you work in?

a Complete these sentences using the words in the box.
he in you she I'd(x2) our to (x2) the

- 1 like introduce to Silvia Ladrillo.
.....'s director of company.
- 2.....like to introduce you Mark Lawton.
.....works.....Accounts.

b Correct the mistakes in these questions.

- 1 Which office you work in?
- 2 Where you are from?
- 3 Where you live?
- 4 Which is your name?
- 5 Which department are you work in?
- 6 Where do you works?
- 7 Where do you from?
- 8 Where are you work?
- 9 What your name?
- 10 Which department work you in?

Language file 1 Describing things when you don't know the word.

It's (a thing) for adding numbers.

It's (stuff) for correcting mistakes.

It's something we use

You use it

to draw a straight line.

Language file 2 would like to

I live in the country but I'd like to live in the city. (I'd = I would)

I wouldn't like to be a commuter.

Would you like to work at home?

Complete these sentences.

1 A: Where **do** you work?

B: I live in the centre, but I'd to
..... in the suburbs.

2 A: Where they to live?

B: They to
in the countryside.

3 A: Where does she live?

B: She lives in the suburbs, but she
..... live in the centre.

4 A: Where would
..... work after college?

B: I'd in
a bank.

Vocabulary file 1 The office

Write these words in your language. Use a dictionary to help you.

Office equipment/furniture

bin

bookcase

bookshelf

calculator

clock

computer

desk

drawer

electric socket

fax machine

filing cabinet

lamp

photocopier

telephone

telephone directory

Computers

CDs

keyboard

monitor

mouse

printer

scanner

Stationery

correction fluid

file

glue

highlighter

hole punch

notepad

paper

paper clip

rubber

rubber band

ruler

scissors

stapler

Vocabulary file 2 Prepositions of place

The rubber is in the drawer.

His desk is near the window.

The scissors are behind you.

The clock is above the filing cabinet.

The paper is under the printer.

The phone is next to the keyboard.

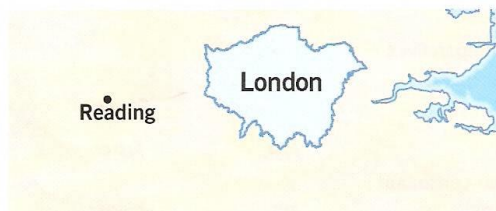
The reports are on the desk
in front of you.

Vocabulary file 3 Locations



England

A lot of people live
in the south of England .



Mark works in Reading,

40km
to the

west of London



London

I live in east London.

Mona lives on the coast in France.
She lives in the suburbs of Marseille.
She works in the centre of the city.
She's a commuter. She commutes to work.
Georgio lives in the country.
He lives in Candela.
He works at home.
He's a teleworker/telecommuter.

Write complete sentences using these prompts.

- 1 Paul lives / suburbs / Milan.
- 2 He lives / south / Milan.
- 3 He works / centre / city.
- 4 He commutes / work / car.
- 5 He would like to live / country.
- 6 But he wouldn't like to work / home.

Vocabulary file 4 Workplaces

Match the workplaces a - g to the descriptions 1 - 7 .

a branch office b factory c warehouse d showroom e design studio f store g Head office

1 Customers come here to
buy our food products.

2 We keep the finished
products here.

3 This is where we produce the
cars.

4 Here we need to have ideas
about colours, styles , etc.

5 Customer comes here to
look at our cars and try them.

6 The company directors
work here.

7 Here we represent our
company in this area.

Which workplaces does your company have ?

Language file Comparative.

One syllable

- add - er
- double a single final consonant after a single vowel :
don't double the consonant after two vowels :
don't double the consonant if it is w or y :

Two syllables

- change - y to - ier.
- add more :

Three or more syllables

- add more :

Irregular adjectives

fast	faster
------	--------

big	bigger
-----	--------

cheap	cheaper
-------	---------

slow	slower
------	--------

tasty	tastier
-------	---------

boring	more boring.
--------	--------------

expensive	more expensive
-----------	----------------

good	better
------	--------

bad	worse
-----	-------

far	further
-----	---------

To compare two things, use than :

A bus is cheaper than a train.

A plane is more expensive than a bus.

a Write complete sentences using these prompts.

Example

Supermarkets / big / shops

Supermarkets are bigger than shops.

- 1 Five-star hotels / comfortable / three-star hotels
- 2 Trains / fast / bikes
- 3 Train stations / convenient / airports
- 4 Taxis / expensive / buses
- 5 Fast food / cheap / healthy food
- 6 Healthy food / tasty / fast food
- 7 Mobile phone calls / expensive / fixed line calls
- 8 Mobile phones / convenient / fixed line phones
- 9 Cities / noisy / villages
- 10 Villages / cheap / cities

b Correct these sentences.

Example

more comfortable

Trains are comfortabler than buses.

- 1 France is bigger than England.
- 2 Buses are more cheaper than taxis.
- 3 Planes are more expensive that taxis.
- 4 A four - star hotel is gooder than a two-star hotel.
- 5 International flights are expensive r than domestic flights.

c Now write five sentences about things that you have or things that you know about.

Vocabulary file Verbs describing products and services

Products

Nokia makes mobile phones.
Burger King produces fast food.
The staple wizard can take up to eight sheets.
The punch wizard has a colourful design.
It costs €39.

Services

AOL provides Internet access.
UBS offers free online personal banking.
You can register online at our website.
Virgin Atlantic has seven flights a day from London to New York.
Flights cost from €199.

Note:

When we talk about a company we can use a singular or a plural verb:
Nokia makes mobile phones.
Nokia make mobile phones.

Choose the correct verb in these sentences.

- 1 McDonald's *costs / makes* fast food.
- 2 Tiscali *offer / produce* free Internet access.
- 3 Deutsche Bank *provides / produces* a choice of accounts.
- 4 You *make / can* buy a Dell PC for under €1,000.
- 5 The Siemens *can / has* ten ring tones.
- 6 Coca-Cola *has / produces* soft drinks all over the world.
- 7 The punch wizard *can / make* take ten sheets of paper.
- 8 I like Air France because they *can / provide* free drinks.
- 9 A large bottle of water only *has / costs* €8.
- 10 Wanadoo *offers / costs* 50 free Internet hours every month,

Language file 1 Telling the time

07.00 seven (a.m.)
seven o'clock (in the morning) NOT ~~sew~~
~~o'clock a.m.~~

12.00 midday/noon

00.00 midnight

14.00 two (p.m.)
two o'clock (in the afternoon) NOT ~~two~~
~~o'clock p.m.~~

Note;

Timetable information is often given like this:

07.00 (oh) seven hundred (hours)

18.45 eighteen forty-five

12.10 twelve ten (p.m.)

ten past twelve NOT ~~ten past twelve p.m.~~

18.45 six forty-five (p.m.)

quarter to seven (in the evening) NOT
quarter

~~to seven p.m.~~

20.30 eight thirty (p.m.)

half past eight (in the evening) NOT ~~half past~~

~~eight p.m.~~

half eight NOT ~~half nine~~

How many ways can you say these times?

10.15 17.35 21.20 11.50 16.30 06.00

Language file 2 present simple

We use the present simple to talk about routines:

I usually arrive at 9.00.

I have lunch at 12.00.

I leave my office around 5.00.

I don't usually work at weekends.

We can also use the present simple to talk about schedules and timetables in the future:

The flight arrives at 16.30 on Friday.

I return at 14.40 on Monday.

The trade fair opens at 10.00 each day.

The museum closes at 18.00 in winter.

Tours of the city leave at 13.00.

Language file 3 Giving opinions , agreeing , disagreeing

I think we should go out for dinner on Saturday.

I don't think she should give a presentation on Sunday.

Note: We don't usually say *I think she shouldn't...*
What do you think?

Do you think she will like the shopping centre?

I agree (with you / with that).

Yes, that's a good idea.

I'm not sure that's a good idea.

I don't agree.

I disagree.

Write complete sentences to make short conversations.

1 A: I think / should go / museum.

B: Yes / good idea.

2 A: What / you think?

B: I / not agree.

3 A: I / not think / she will like / art gallery.

B: agree.

4 A: you think / city tour / good idea?

B: I / not sure. / think / go shopping.

Vocabulary file 1 Prepositions of time

in	the morning	on	Saturday	at	9.00 (o'clock)
	the afternoon		Sunday afternoon(s)		the weekend/ weekends
	the evening				night

around/ about 7.30 from 2.00 to 5.00 between 12.00 and 2.00

a Complete the table with these expressions.

the evening	6 o'clock
the weekend	4.35
Saturday night	night
Friday morning	Wednesday
the morning	the afternoon

In	On	At
		4 : 35

b Complete the sentences .

- | | |
|--|--|
| 1 What do you do Friday evenings ? | 5 Everybody has lunch between 12.30.....1.30 |
| 2 I think the train leaves at 5.00. | 6 Can we meet Monday ? |
| 3 We are open 9.00a.m. to 6.00p.m | 7 I always work better the afternoon. |
| 4 Stella Sometimes works weekends. | 8 I wouldn't to work night ! |

Vocabulary file 2 Verb and noun combinations

make	a reservation	a flight	meet	somebody (at the airport/ station)
plan	a schedule	a ticket	give	a presentation
arrange	a meeting	book	a hotel	
go	shopping	a restaurant	suggest	places to visit
	sightseeing	a table		things to do /see
			have	a meeting
				breakfast / lunch / dinner
				tea / coffee

Complete this email with the correct verbs.

Ana ,
 Can you help me to (1) _____ the schedule for Natalie's weekend? We don't need to (2) _____ her flights, but someone should (3) _____ her at the airport - I'll ask Pablo. Can you (4) _____ a hotel reservation for her? She's going to (5) _____ a presentation ____ when do you think would be the best time ? She'd also like to (6) _____ sightseeing. So we need to (7) _____ some places for her to visit. And of course we'll have dinner with her ____ could you (8) _____ a table at one of those Catalan restaurants in the Gothic Quarter ? Thanks.

Maite

Language tile 1 Talking on the phone

The person who answers the phone
 Hello, [name of company]
 [name of company]. Can I help you?
 Who's calling, please?
 I'll put you through.
 Speaking.

The person who calls (the caller)
 This is [name]

Note;

Timetable information is often given like this:

07.00 (oh) seven hundred (hours)

18.45 eighteen forty-five

Hold on, please.

Hang on, please.

a Choose the correct expressions in the dialogues.

1 A: Hello, Office World.

B: Hello, *this is John Evans. I who's calling, please?*

2 A: Can I speak to Martin, please?

B: *Can I help you? j I'll put you through.*

3 A: Who's calling, please?

B: *Speaking. I This is Mauro.*

4 A: Montana Limited. Can I help you?

B: *Can I speak to Cartes, please? I I'll put you through.*

5 A Who's calling, please?

B: *I am John. j This is John.*

b Put the sentences in the correct order to make two different conversations.

1 A : Who's calling, please?

A : Hold on, please.

A : Wondercom Internet. Can I help you?

B : Can I speak to James Munro, please?

B : Thank you.

B : This is Frank Jobson from PC Superstores.

2 A : Just a moment. I'll put you through.

A : Hello, Mr Dakin.

A : Bonjour, Credit Paris.

A : Yes, a little.

B : Oh, good. This is Maurice Dakin from Inter Credit.

B : Er, hello ... Do you speak English?

B : Hello. Can I speak to Pierre Jardin, please?

☐
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Language file 2 *should*

We use *should/shouldn't* to say what is/isn't a good idea:

(+) You should say your company name when you answer the phone. (= it's a good idea)

(-) You shouldn't use your mobile phone during a meeting. (= it isn't a good idea)

(?) Should I call you at home if there's a problem? (= is it a good idea?)

Complete the sentences with the correct form of *should* and the verbs in the box.

answer use phone get say practise

1 (-) You your name when you answer the office phone.

2 (?) I someone at home after 9.00 p.m.?

3 (+) Our secretaries..... using English on the phone

4 (?) we..... the phone in English or in our language?

5 (+) The company a new phone system.

6 (-) You voicemail during office hours.

Language file 3 Calling for information

Offering help

Can I help you?

What can I do for you?

Stating reasons for calling

I'm calling to | ask for a brochure

I'd like to | arrange a meeting

Asking for details

Can I		have your		name,				
Could I				fax number,				
May I				telephone number,		please?		
				address,				

Note: *May* is more formal than *can* or *could*.

Checking		spell that,		
Could you		spell that for me,		please?
Can you		say that again,		
NOT ~~May you...~~				

Match the questions 1-6 to the replies a-f.

1 Can I help you?

2 May I have your name, **please?**

3 Could you spell that for **me, please?**

4 And your address?

5 And can I have your fax number?

6 Sorry, could you say that again, please?

a 33, Buxton Way, Eastgate.

b I'll say it more slowly ... 9074 3182.

c I'm calling to ask about a quotation.

d R-A-C-Z-Y-N-S-K-L

e Mr Raczynski.

f Yes, it's 90743182.

Language tile 1 placing an order

Receiving an order

Can I help you?

Do you have an account with us?

How many do you need?

Can I just check your order?

Is that everything?

We'll send the goods ...

We'll invoice you as usual.

Making an order

I'd like to place an order, please.

The account number is —

I'd like to order ...

How much are they?

Thank you, that's fine.

Write complete sentences using these prompts.

1 / many / need?

2 Can / help?

3 / account / 7930420.

4 / like / order / 20 boxes.

5 / just / check / order?

6 / like / place / order,

7 / have / account?

8 / much / they?

Language file 2 Quantity

Positive	Countable nouns		Uncountable nouns	
	two	desks	some	news
	a few	chairs	little	information
	a lot of	pens	a lot of	water
Negative	not many plants		not much coffee	
	not a lot of plants		not a lot of coffee	
Question	How many printers have we got?		How much money do we need ?	
	Have we got a lot of printers?		Have we got a lot of money ?	

a Put the words in the right columns.

employee
paper
newspaper
phone
information
desk
furniture
software
person
order

Countable	Uncountable

When you learn new nouns, you can add them to the lists above.

b Complete these questions with *much* or *many*.

- How can we spend on advertising?
- How people will be at the meeting?
- How coffee is there in the machine?
- Do people work in your department?
- How is that computer?

c Match the questions 1-5 above to the answers a-e.

- No, there aren't many of us. Just five.
- There's only a little. We need to put some more in.
- We don't know yet. We're waiting for some financial information from Head Office.
- Only a few. About four, I think.
- Not much. It's in the sale. It's only €899.

Language file 3 Dealing with problems

Explaining a problem

We can use the past simple to explain a problem;

Regular verbs

want	wanted	We wanted twenty boxes.
	didn't want	We didn't want ten boxes.
order	ordered	I ordered red pens.
	didn't order	I didn't order these items.
promise	promised	The salesman promised us a discount.
	didn't promise	He didn't promise 5%

Irregular verbs

be	was/were	The delivery was late. Some things were broken.
	wasn't/weren't	The free gift wasn't there.
buy	bought	We bought the same items last month.
	didn't buy	We didn't buy them from you last time.
bring	brought	The driver brought the wrong order.
	didn't bring	He didn't bring the invoice.

Complete the sentences with the correct past form of the verb.

- | | |
|--|---|
| 1 (+) The goods (be) dirty. | 5 (+) And she (bring) last year's price list! |
| 2 (-) The driver (come) yesterday. | 6 (-) They (send) an invoice. |
| 3 (-) We (want) 100 cases. | 7 (+) Our assistant (buy) cheaper ones |
| 4 (+) The saleswoman (arrive) | at the local shop! |
| very late. | 8 (-) I (order) these. |

Promising action

We can use the future simple to promise action:

I'll check with the salesperson. (I'll = I will...)

The driver will take it for you.

We'll send another one tomorrow. (We'll = We will ...)

He'll ask you to complete a form. (He'll = He will

Note: To talk about the future like this, we don't use the present simple.

Complaining

There are two problems.

The first problem is ...

The other thing is ...

He promised a ten per cent discount, not five.

The catalogue price is €50 but the invoice says €60.

Apologizing

I'm terribly sorry.

I'm very sorry about that.

Put this dialogue in the correct order.

- A : Not at all. ☐
- A : I'm sorry about that. I'll check it ☐
- for you. May I have your account number, please?
- B: Yes. This is Kay Johnson of MicroX. ☐
- I placed an order last week and it isn't here. ☐
- B : MX343467. ☐
- A : Hello, Unifit. Can I help you?
- A : Just a moment, please. Your order ☐
- went out yesterday. You should get it today.
- B: Goodbye. ☐
- B: Oh, good. Thank you. ☐
- A: Bye. ☐

Language file 1 *want to..., would like to ...*

'I want to book a room.

We don't want to rent a saloon car.

When do you want to fly?

I'd like to make a reservation.

Would you like a single or a double room?

Note: *Would like to* is more polite than *want to*.

Correct the mistakes in these sentences.

- 1 What kind of car you would like?
- 2 When you want to stay?
- 3 I'd want to rent a car.
- 4 You like a single room or a double?
- 5 I like to make a reservation, please.
- 6 I'm want to reserve a flight to Perth, please.
- 7 When you want to fly?
- 8 How do want to pay?
- 9 How many days do you like the car for?
- 10 How long would you like stay?

Language file 2 Booking / Choosing a service

Can I	help you					stay ?
May I	confirm your booking please ?					travel ?
Can I	have your	name		When	would you like to	fly ?
May I	take your	fax number	please		do you want to	have the car?
		phone number				come back ?
	that			How long		
Could you spell	your name,		please ?	How many	days	do you want the car (for)?
	first name,				nights	would you like to stay ?
	address,					do you want ?
				What kind of car		would you like ?
How	would you like to	travel ?				
	do you want to	pay ?				

Complete A's sentences in columns 1 and 2. Then match them to B's sentences in column 3 to make short conversations.

A			B
1	I'd like to reserve a	book a room, please.	We need a big one for all our luggage.
2	Would you like a single	to fly, madam?	Certainly. When would you like to stay?
3	And may I	to rent a car, please.	A single room is fine.
4	I'd like	that, please?	On May the 13th, if possible.
5	Can I have	want to pay?	How many days do you want the car ?
6	When do you want	flight to Los Angeles,	By credit card.
7		return, please.	
	I'd like to		When do you want to fly, madam?
8	How do you	room or a double?	C-O-L-L-E-T-T.
9	Could you spell	your telephone number?	My direct line is 020 9696 514.
10	Can I have your	is it?	€75 a day, plus petrol-
11	How much	car would you like?	My fax number is 010 31 494 8552.
12	What kind of	have your name, please?	It's Lucia Spinelli.

Language file 3 superlatives

One syllable

- add *-est*: *fast* *the fastest*
- double a single final consonant after a single vowel: *big* *the biggest*
- don't double the consonant after two vowels: *cheap* *the cheapest*
- don't double the consonant if it is *w* or *y*: *slow* *the slowest*

the tastiest

*the **most** boring*

*the **most** expensive*

*the **best***

*the **worst***

Two syllables

- change *-y* to *-iest*: *tasty* *the tastiest*
- add *the most*: *boring* *the most boring*

Three or more syllables

- add *the most*: *expensive* *the most expensive*

Irregular adjectives

good *the best*

bad *the worst*

To compare three or more things, use *the* + a superlative adjective:

Trains are cheaper than planes, but buses are the cheapest form of transport.

Three-star hotels are more expensive than two-star hotels, but five-star hotels are the most expensive kind of all.

Write sentences comparing the hotels in the table. Use comparative and superlative adjectives.

Example

Astoria / Grand / cheap *The Astoria is cheaper than the Grand.*

Metro / cheap *The Metro is the cheapest (hotel).*

	The Astoria	The Grand	The Metro
Price	€160	€180	€140
Number of rooms	48	63	75
Friendly?			
Comfortable?			

1 Grand / Astoria / big

2 Metro / big

3 Metro / Grand / friendly

4 Astoria / friendly / hotel

5 Metro / Astoria / comfortable

6 Grand / comfortable

7 Grand / Metro / small

8 Astoria / small / hotel

9 Astoria / Metro / expensive

10 Grand / expensive

Vocabulary file 1 Booking / Choosing a service

Put the words in box under the correct heading. Some words go under more than heading.

4-door double hatchback single	business class estate reservation flight	check in twin return economy class	one-way people school 2-door	check- in desk flight number check out en-suite
---	---	---	---------------------------------------	--

Hotels	Airlines	Car rental
.....	flight.....	
.....		
.....		
.....		
.....		
.....		
.....		
.....		
.....		

Vocabulary file 2 Dates

British English		American English	
Written	Spoken	Written	Spoken
25/06/03	The 25 th of June 2003	06/25/03	June 25 th 2003
25 th June 2003	June the 25 th 2003	June 25 th 2003	
25 June 2003		June 25 2003	
June 25 th 2003			

British and American English

Written	Spoken
1908	nineteen oh eight / nineteen hundred and eight
1995	nineteen ninety-five
2004	two thousand and four
2018	two thousand and eighteen / twenty eighteen

a How do you say these dates ?

1 2001	2 15 th September 1918	3 27 July 1949	4 January1 1946
5 1937	6 26 th October 1999	7 March 2 nd 1969	8 17/07/02

b Do you know when these things happened ? Choose your answers from the dates above.
When did.....

- the first passenger plane fly from London Heathrow airport ?
- Concorde fly for the first time ?
- Hertz start to hire cars ?
- the first Sheraton Hotel open?

Language file 1

Giving directions

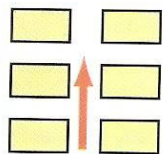
How do I get to

Oxford Street from here ?
your office

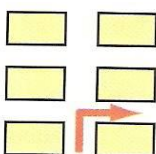
It's easy.

It's not very far from here.

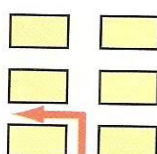
The best way to get there is



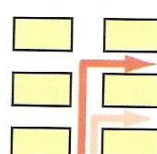
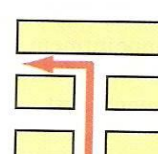
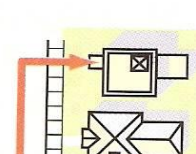
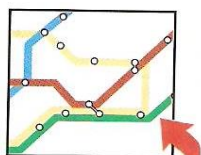
Go straight on.



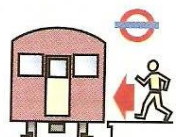
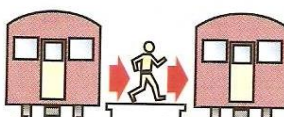
Turn right.



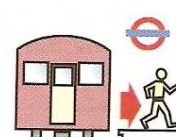
Turn left

Take the second
rightTurn left at
the end.It's the second
building on the right.

Take the green lin.

Get on / Take the next
train southbound.

Change at Victoria

Get off at
Oxford CircusCome out of
the station.

Choose the correct form in these directions.

- 1 *Turn on / Turn right* after the supermarket.
- 2 *Take / Take on* the red line to Central Avenue.
- 3 *Going / Go* straight on for ten minutes.
- 4 *Get in / Get on* the first train from platform two.
- 5 Come out of */ from* the hotel.

- 6 *Turn / Take* the second right after the park.
- 7 Turn left *on / at* the end.
- 8 *Get off / Get our* the train at Eastern Station.
- 9 It's the *third left building / third building on the left*.
- 10 Change *trains / of trains* at Green Park.

Language file 2

Arriving for an appointment

Receptionist	Greet the visitor:	Good morning Hello, _____ can I help you ?
Visitor	Introduce yourself; say what you want:	My name's ... from I'm here to see Hello. I'd like to see ... , please. Hello. My name is ... and I'm here to see ... in
Receptionist	Ask for more	Do you have an appointment? What department is that?
Visitor	information if necessary:	Can I have your name, please? Yes, at 10 o'clock. The ... Department. I have an appointment at.
Receptionist	Give an answer if necessary:	I'm ... from I'll call Thank you. I'll tell ... you're here. Just a moment, please. He'll be down in a moment. Please take a seat.
	Ask the visitor to wait:	

Put these sentences in the correct order. Who says each one - the receptionist (R) or the visitor (V)?

- 1 name, I please your Can have?
- 2 in down moment be a He'll.
- 3 to Ms Benson, I'd please see like.
- 4 at I appointment have 2 o'clock an.
- 5 seat a Please take.
- 6 Mr Duncan here I'll you're tell.
- 7 BDSL name's Smith My from David.
- 8 an you Do appointment have?
- 9 see to I'm Mr Cluck here.
- 10 a please moment, Just.

Vocabulary File 1

Transport prepositions

I usually go to work by train. I usually go on the 8.30 train.

I get nervous before I travel by plane, but I feel OK when I'm on the plane.

I get nervous before I travel by plane, but I feel OK when I'm on the plane.

I travel everywhere by car I usually go in my car

I usually go to work on foot, but if the weather's bad I go in a taxi.

Vocabulary file 2

Department names

Match the departments a-h to the descriptions 1-8.

- | | | |
|------------------------------------|----------------|-------------|
| a Research and Development (R & D) | b Accounts | c Sales |
| d Human Resources (HR) / Personnel | e Distribution | f Marketing |
| g Administration (Admin) | h Production | |

- 1 It's our job to sell the products.
- 2 We find out what customers want and think of new ways to sell our products-
- 3 Our job is to organize and operate the company.
- 4 We look after the employees and find new employees.
- 5 Here, we investigate new ideas and products.
- 6 We send finished products from the factory to the shops-
- 7 It's our job to make the products.
- 8 We are responsible for all the money that comes in and goes out.

Language file 1 Present perfect and past simple

Use the present perfect [*have* + past participle] to talk about past events when there is no past time reference:

Centrilia has sold its banking division.

One million people have bought the new XZ.

Sahara.com hasn't made a profit

We haven't met the new director.

Has Tom joined Modus?

Yes, he has. / No, he hasn't.

Have you left Sports Inc?

Yes, I have. / No, I haven't.

Use the past simple when there is a past time reference or when we know that something happened at a particular time in the past:

Centrilia sold its banking division a month ago.

Sahara.com didn't sell enough CDs last year.

Did Tom join Modus in February?

Yes, he did.

No, he didn't.

a Write complete conversations using the past simple and the present perfect.

1 A : / you / visit / the new office?

B : Yes. We / visit / three times.

2 A : / Barbara / leave / in 2001 ?

B : No. She / leave / in 2000.

3 A : / Cameo / move / location?

B : Yes. It / move / a new industrial estate Yes.
last month.

4 A : / Mr Sinclair / change / his car?

B : Yes. He / buy / a Jaguar in March.

5 A : the new cleaner / come / yesterday?

B : Yes. I / meet / her / at five.

6 A : / our profits / rise?

B : They / rise / by 10%

just, already, (not) yet

We often use *Just, already, (not) yet* with the present perfect.

just = 'very recently'. It goes before the main verb:

Has the management team *just* changed?

Yes. A new director has *just* joined the company.

(not) *yet* = 'before now' (question and negative).

It goes at the end of the sentence:

Have you met the new director *yet*?

Not *yet*.

He hasn't visited our department *yet*.

already = 'before now' (positive). It can go before the main verb or at the end of the sentence:

The new director has *already* changed the company.

He's introduced a new accounts system *already*.

b Choose the correct words in italics.

1 I've *just* / *yet* left the company, but I haven't decided what to do *already* / *yet*.

2 Greg's *yet* / *already* done the order this month.

3 Have you *already* / *just* arrived? Did you have a good flight?

4 We've *yet* / *just* changed our production system, and profits have increased *already* / *just*.

5 Has Martin phoned *just* / *yet*? 'Not *yet* / *already*:'

6 Smartcom have *yet* / *already* moved twice this year, but they haven't reduced their costs *yet* / *already*.

Language file 2 conjunctions

The company has recruited two designers and a new personnel manager.

The company has opened a new branch, but sales have not increased.

The company has recruited new sales representatives so sales have increased.

Sales have increased because the company has recruited new sales representatives.

Complete these sentences using **and but so because**

the conjunctions in the box.

- 1 Sales grew 20% last year..... profits went up.
- 2 The sales figures have increased everyone has worked so hard.
- 3 The Customer Services Department has recruited more staff moved to a bigger office.
- 4 The accounts are finished the president hasn't seen the report yet.

Vocabulary file 1 Past simple verb forms

Complete the Past (for past simple)' column of the table. Say whether each verb is regular (R) or irregular (1) .

Verb	Translation	R/I	Past (for past simple)	Past participle (for present perfect)
begin				
build				
buy				
change				
decrease				
develop		R	developed	
expand				
fall				
go (up/down)				
increase				
introduce				
join				
launch				
leave				
make		I	made	
meet				
move				
open				
reduce				
remain				
remove				
rise				
sell				
stay				

Vocabulary tile 2 opposites

Look at these pairs of opposites,

increase	decrease	move	stay
go up	go down	build	demolish
rise	fall	join	leave
expand	reduce	change	remain the same

Prices increased.

Prices decreased.

Prices went up.

Prices went down.

Prices rose.

Prices fell.

But be careful! Not all of these words can have an object:

The shop increased its prices.

The shop decreased its prices.

~~NOT The shop went up its prices.~~

~~NOT The shop went down its prices.~~

~~NOT The shop rose its prices.~~

~~NOT The shop fell its prices.~~

Complete these sentences using the verbs above in the correct form.

- 1 The European Central Bank has decided not to the interest rate as it is high enough.
The rate is going to
- 2 We believe that Marisa Cassoni is going to Consignia as Chief Executive. She will start her new job in May.
- 3 It was good news for BP and Shell yesterday, as their share prices
- 4 But telecommunications didn't do so well, and the price of Vodafone shares to below 100p.
- 5 A lot of people are buying the new Mini, so BMW is going to its Mini factory.
- 6 Stelios easyJet in 2002 because he wanted to start a new company.
- 7 Volkswagen needs to costs to make more profit.
- 8 The government says we need to 100,000 new houses in the next five years.

Vocabulary file 3 Past participle verb forms

Complete the 'Past participle (for present perfect)' column of the table on page 100.

Language file 1 present continuous

We use the present continuous to talk about what is happening now:

She is (She's) playing tennis.

What are you doing?

I'm having lunch. I'm not working.

Is the coffee machine working?

Yes, it is- / No, it isn't.

-ing spelling

When a verb ends in -e, take away the e;

have → having

leave → leaving

When a verb ends in one stressed vowel + one consonant but not -y, double the consonant:

get → getting

begin → beginning

play → playing

Be careful! Don't double the consonant...

... when a verb ends in two vowels + one consonant:

book → booking

join → joining

... when a verb ends in one unstressed vowel + one consonant:

develop → developing

open → opening

Language file 2

Talking about routines

Use the present simple for something that happens regularly;

I buy a newspaper every morning.

Talking about past events

Use the past simple for something that happened once:

I saw your market research report last Tuesday.

Complete these sentences with the correct form of the verb in brackets.

- 1 You (give) a very good presentation last Thursday.
- 2 She usually (watch) the news in the evening.
- 3 Marisa sometimes (talk) to foreign clients in English.
- 4 I usually bring lunch to work, but yesterday I (eat) in the canteen.
- 5 The boss (take) us out to dinner once a month.
- 6 Sorry, Dave isn't here. He (go) away on business yesterday.
- 7 Claude usually (answer) the phone when I'm at lunch.
- 8 I often (have) three or four cups of coffee in a day.

Write complete dialogues using the present continuous.

1 A: The photocopier / not / work / properly.

B : What / it / do?

A : It / eat / the paper!

B : / the engineer / come?

A : Yes, he / drive / here right now.

2 A : What / you / do / at the moment?

Are you busy?

B : Not really. I / check / my emails. Why?

A : I / prepare / my presentation. Can you help me?

B : Sure.

3 A : The director / wait / for that report.

Is it ready?

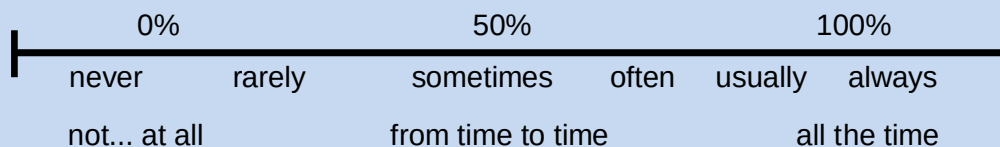
B : Not yet. *It do / it / now.*

A : I think he / get / angry.

B : Oh, dear. I / not have / a good day!

Language file 3 Adverbs of frequency

Look at the adverbs on the scale.



a Match the sentence beginnings 1-6 to the endings a-f.

- | | |
|---|---|
| 1 Dagmar never does the accounts | a but technical support fixes them quickly. |
| 2 I usually get up late on Saturdays, | b there is so much to do. |
| 3 I always check the invoice; | c our quality control is so good . |
| 4 We sometimes have computer problems, | d because she has an accountant. |
| 5 Magnus often finishes work late because | e except when I have to work! |
| 6 We rarely get any complaints because | f mistakes can be very expensive. |

Adverbs of frequency usually go before the main verb:

When do you usually check the cash machines?

The Chief Executive doesn't often visit this office.

Do you always call new clients after their first order?

I never eat in the company canteen.

We sometimes finish early on Fridays.

But they go after the verb *be*:

Martina is never late.

There are rarely any problems with our accounting system.

Sometimes can also go at the beginning or end:

Sometimes we finish early on Fridays.

We finish early on Fridays sometimes.

Other frequency expressions usually go at the end of the sentence:

We visit Head Office once a month.

The shop is open every day from 9.00 to 5.00.

I have a drink with my colleagues from time to time.

The telephone helpline is open all the time.

We don't go out for lunch at all.

We use *How often ...?* to ask a question about frequency:

How often do you visit your Stockholm branch?

b Put the frequency adverbs and expressions in the correct place in these sentences-

- 1 Linda meets her boyfriend for lunch on Fridays, (*usually*)
- 2 Our fax machine is quite old so it doesn't work. (*always*)
- 3 There are a lot of calls from customers on a Monday morning, (*often*)
- 4 An engineer checks the photocopier, (*from time to time*)
- 5 I go anywhere without my diary, (*rarely*)
- 6 Jerzy reads his emails at the weekend, (*never*)
- 7 In summer, our factory doesn't close, (*at all*)
- 8 The computer network is very slow. (*sometimes*)

Language file 4 Avoiding repetition

We can use the auxiliary verb *do, did* to avoid repeating the main verb:

I always buy a newspaper, but Peter doesn't usually buy a newspaper-

→ I always buy a newspaper, but Peter doesn't, ~~usually buy a newspaper.~~

Martin doesn't have a lunch break, but I have a lunch break.

→ Martin doesn't have a lunch break, but I do. ~~have a lunch break.~~

I went to the meeting, but Rosa didn't go to the meeting.

→ I went to the meeting, but Rosa didn't, go to the meeting.

Agnes didn't work at the weekend, but we worked at the weekend.

→ Agnes didn't work at the weekend, but we did. ~~worked at the weekend.~~

Vocabulary file Verb and noun combinations

Look at the words which go with the **verbs** below. Can you think of any more 'partners' for these verbs? Write them on the lines and add more words as you learn them.

leave	home_____	have	breakfast_____	make	coffee_____
	the house_____		lunch_____		a meal_____
	work_____		a break_____		plans_____
	the office_____		a meeting_____		an appointment_____
	_____		a great day_____		_____
	_____		_____		_____
take	the train_____	go	out_____	get	to work_____
	time_____		shopping_____		home_____
	a break_____		to work_____		back_____
	_____		home_____		_____
	_____		_____		_____
	_____		_____		_____

Choose the correct verb in these sentences.

- 1 I usually *go / have* coffee at about 10.30.
- 2 What time does Martin usually *get / leave* the office?
- 3 I'm sorry, you'll just have to *make / go* an appointment.
- 4 It's Sunday tomorrow, so I don't have to *take / get* up early!
- 5 Corinne often *goes / makes* shopping in her lunch break.
- 6 The department *gets / has* a meeting every Friday.
- 7 Faola didn't *leave / get* back until 8.00 yesterday.
- 8 Most people in London *go / take* to work by train.
- 9 Shall we *take / leave* a break and meet again in 20 minutes?
- 10 This project is going to *take / make* a long time.

Language file 1

Breaking the ice

Meeting someone know

(It's) | good |
 | nice | to see you again.
 | are you ?
 How | 's business?
 | are things ?

Meeting someone for the first time

Nice |
 Good | to meet you.
 Pleased |
 | do you do ?
 How |
 | are you ?
 I'm, by the way.
 Are you new here ?

a Correct the mistakes in these conversations.

- 1 A:Hi. Are new here?
 B:Yes. Why about you?
- 2 A:It's good see you again.
 B:Good to you see, too.
- 3 A:I'm by the way John.
 B:Nice to meeting you, John.
- 4 A:How are business?
 B:Very well. thanks.
- 5 A:How you?
 B:1 fine, thanks,

b Put the sentences in the correct order to make two different conversations.

- 1 A : Welcome! I'm Paolo, by the way.
 A : I haven't seen you before.
 A : Hello. Are you new here?
 B : I'm Fabio. Nice to meet you, Paolo.
 B : Right. Today's my first day.
 B : Yes. How did you know?
- 2 A : Really good, actually. Shall we go for a drink?
 A : Fine, thanks. And how are you?
 A : Hello. Nina. It's good to see you again.
 B : Very well, thanks. How's business?
 B : I'd love to!
 B : And you, Anna! How are things?

Language file 2 Present perfect : How long ...? for, since

We can use the present perfect with/or or *since* to talk about something that started in the past and continues up to the present.

Use/or with a period of time:

I've worked here for three months. (I started in January, now it's April, and I still work here.)

Jacqui has lived in Prague for five years. (She went there in 1999, now it's 2004, and she still lives there.)

Use since with a point in time:

I've worked here since January 15th. (I started on January 15th, and I still work here now.)

Jacqui has lived in Prague since 1999. (She went there in 1999, and she still lives there now.)

Ask questions with *How long ...?*:

How long have you worked here?

How long has Jacqui lived in Prague?

a Put these time expressions into the correct columns.

Monday	last week	three weeks
2002	two years	five minutes
12 th October	yesterday	May
six months	ages	10 o'clock
three days	two hours	a long time
I was at collage		

For	since
Three	Monday

b Write complete dialogues with the present perfect + *for* or *since*.

- 1 A : How long / you / know / Mr Porter?
B : / about six years, I think.
- 2 A : How long / your department / have /
two secretaries?
B : Well, Christine / be / here / two months,
and Nadia / work / here / January.
- 3 A : Joe's a good technician. How long / he /
work for / Gasco?
B : / 2002.
- 4 A : How long / you / live / here?
B : / nine months.

- 5 A : How long / Stella / be / your manager?
B : / a long time now. / about 2001.
- 6 A : That's a very nice computer! How long /
you / have / it?
B : Oh, I / only / have / it / three weeks.
- 7 A : How long / Mauro / work / in / Rome?
B : He / work / there / about three years,
but he / work / in the centre / last March.
- 8 A : I hear you want to change location.
How long / you / be / at this branch?
B : / August 2000.

Language file 3 *Answer plus*

To keep a conversation going, try to reply with something more than just short answers. You can ... ask a question:

- A : How long have you been in Berlin?
B : *Answer*. Five years, *plus*: How about **you**?

.. make a comment:

- A : What do you think of the new offices?
B : *Answer*: They're good. *plus*: The workstations **are** excellent.

.. give more information:

- A : Where's the Head Office?
B : *Answer*: It's in Paris, *plus*: There are branches all over Europe, too.

Write (*Answer*) and (*plus*) for each of these questions.

- 1 Where are you staying?
(*Answer*:) [*plus*:]
- 2 What do you do at weekends?
(*Answer*:) [*plus*:]
- 3 What did you think of the presentation?
(*Answer*:) [*plus*:]

Vocabulary file Keeping a conversation going

Match the expressions 1-5 to their meanings a-e.

- | | |
|----------------|--------------------------------|
| 1 Really? | a That's the same for me. |
| 2 Me, too. | b I would like that very much. |
| 3 Sure. | c That's interesting. |
| 4 Great, | d Yes, I agree. |
| 5 I'd love to! | e Very good, |

Language file 1 prepositions

in + year:

from + year to + year:

study + at + place:

go + to +	university:
	college:
	school:
	country:

graduate + from + place:

graduate + in + subject :

work + for + company

work + at + company:

work + in + place

No preposition

start / finish + course :

start + company :

leave +	school /college:
	place :
	company :

study + subject :

do + qualification :

I left England in 2002.

I worked in the USA from 2002 to 2004.

Nicola studied at Leeds University.

I went to university in 2000.

She goes to college by bus.

Don went to school in Switzerland.

She went to the USA in 2002.

Mike graduated from Harvard.

He graduated in Economics.

They worked for

Benetton

a clothes company.

I work at HSBC

Shona works in Dublin.

She works in a bank.

Pierre started/finished his English course in September.

Jana wants to start an import company.

I left school when I was 18.

Nerea left Spain in 2001.

Why did you leave Sony?

She studied Law.

She did an Economics degree.

Complete the gaps with prepositions, where they are needed.

Marek left (1) school (2) 1.... 1994, and did (3)
a degree (4) Warsaw University. (5) 1998, he graduated
(6) Accountancy, and worked (7) a small firm for
three years. Then he went (8) the USA to study (9)
Economics (10) Yale University. He graduated (11)
Yale in 2002, and now he works (12) the USA.

Language file 2 Present perfect: experiences

Use the present perfect for past experiences if you are not saying exactly when the experience was:

I've lived abroad. (= at some time in the past. We don't know exactly when.)

Anita's worked in the UK.

But if you are saying exactly when, use the past simple:

I lived abroad from 1998 to 2002. (We know when.)

~~Not I've lived abroad from 1998 to 2002.~~

Questions

Have you **worked** in Africa? **Yes, I have.** No, **I haven't.**

Has Jose travelled by plane before? Yes, he has. No, he hasn't.

Negatives

I haven't worked in a factory.

He hasn't studied English.

ever = at any time in the past (questions and negatives only):

Have you ever worked in Africa?

Has she ever travelled by plane?

I haven't ever worked in a city. (= I've never worked in a city)

He hasn't ever studied English. (= He's never studied English)

NOT 4- have ever lived in the U1C;-

Adverbs of frequency

You can use adverbs of frequency (between *have / has* and the main verb) with the present perfect:

I have never visited our Head Office.

Tim has often stayed in a hotel.

Natalie has always spent Christmas in New York.

been = gone before

gone = there now:

Paul has gone to university (= he is at university now)

Magda has gone to the USA (= she is in the USA now)

been = gone before, but not there now:

Chris has been to university (= he went to university in the past, but he is not there now)

Tara has been to Brazil [= she went to Brazil in the past, but she is not there now]

NOT Ta-ra has been in Brazil

a Tick (✓) the correct sentence.

1 a Anna has never been to Russia.

b Anna hasn't never been to Russia.

2 a Pete's worked abroad in 2001.

b Pete worked abroad in 2001.

3 a I've been to university. I graduated in 1995.

b I've gone to university. I graduated in 1995.

4 a Sorry, Ricardo's not here. He's gone to a meeting.

b Sorry, Ricardo's not here. He's been to a meeting.

5 a I've ever travelled outside Europe, but I'd like to do it one day.

b I've never travelled outside Europe, but I'd like to do it one day.

b Choose the best phrase to complete these dialogues.

1 A : *Have you ever / Did you ever* worked in a factory?

B : *Yes, I have / Yes, I did.*

A : *When have you done / did you do* that?

B : *It was / has been* in 1999.

A : *Where did you work / have you worked?*

B : *I have worked / worked* at Cannings.

2 A : *Have you ever been / Did you ever go* to the UK?

B : *No, I haven't. / No, I didn't.* But *I've been / I went* to Australia.

A : *When have you been / did you go?*

B : *I've been / I went* there two years ago.

3 A : *Have you ever travelled / Did you ever travel* by helicopter?

B : *No, I didn't / No, I haven't.* What about you?

A : *Yes, I've been / I went* in one.

B : Really? *When have you done / did you do* that?

A : *I went / I have been* on a helicopter tour when *I have been / I was* in New York.

Language file 1

Recommending

I	recommend	the steak.
	suggest	the curry.
You should try		the noodles.

I really like the salad in this restaurant.

The chicken is really	good.
	nice

Responding

OK.	I'll have that.
	I'll try it.

Sounds delicious.

I'm sorry. I don't	like fish much.
I'm afraid I don't	eat meat.

Complete these conversations.

1 A : I the chicken.

B : OK, I'll have that.

2 A : The beef is nice here.

B : delicious. I'll try it.

3 A : You try the salmon.

B : I'm sorry. I don't like fish much.

4 A : The soup is good here.

B : OK, I'll that.

5 A : recommend the steak.

B : I'm sorry. I don't red meat much.

6 A : I the salad.

B : OK. I'll have that.

Language file 2 The passive voice

Sometimes, we do not know who or what is doing an action, or we think he/she/it is not important, In this case the passive voice (be + past participle) is often used:

Subject Verb Object

The chef makes the soup from lemon grass and chilli.

The soup is made from lemon grass and chilli.

The soup is made by the chef.

(we think the chef is not important here - the soup is important)
(the soup is the important thing, but we still want to say who makes it)

Rewrite these sentences in the passive voice, starting

1 We call this dish 'paella'.

This dish

2 The cook uses only the best ingredients.

Only the best ingredients

3 People eat a lot of pasta in Italy.

A lot of pasta

4 We serve white wine cold.

White wine

5 They use a lot of spices in Indian cooking.

A lot of spices

6 The cook fries the chicken with ginger.

The chicken

7 They cook these dishes slowly.

These dishes

8 We sell a lot of cold drinks on hot days.

A lot of cold drinks

Language file 3 Invitations

Would you like to go to dinner ?
 see a football match ?
 go sightseeing ?

Accepting

Yes, I'd love to. What time shall we meet ?
Yes, that would be nice. How shall we get there ?
Yes, I'd (really) like that. Where shall we meet ?

Refusing

..... oh, I'm sorry I have another appointment this evening.
..... oh, thank you , but I'm very tired.
 I have a lot of work to do.

Note:

When refusing an invitation, pause before giving the apology and reason.

Write complete dialogues using the prompts.

- 1 A : / like / go shopping?
 B : Yes / love / . Where / meet?
- 2 A : / like / see / city?
 B : / sorry, / tired / need / sleep.
- 3 A : / like / watch / match?
 B : Yes / like that. What time / start?
- 4 A : / like / go sightseeing?
 B : Oh, thank you / meeting friends / afternoon.
- 5 A : / like / meet our director?
 B : Yes / like that. / When / do that?
- 6 A : / like / visit some museums?
 B : Oh, thank you / have to make / calls.

Vocabulary file Cooking and taste

Complete each sentence with the best word.

- 1 My favourite food is curry because it's really *salty* / *spicy*.
- 2 *Boiled* / *Steamed* vegetables are cooked in water; *boiled* / *steamed* vegetables are cooked over water.
- 3 Caria really loves *savoury* / *sweet* food like cakes and biscuits.
- 4 Yoghurt usually has a slightly *sour* / *spicy* taste.
- 5 I love to have freshly *grilled* / *baked* bread with my soup.
- 6 Luis doesn't like seafood because it's very *sweet* / *salty*.

Language file 1 Sequencing adverbs

We use sequencing adverbs to show the different steps in instructions and to make the instructions easier to follow.

Note: *Then*, *next* and *after that* all mean the same in this context.

First, park your car.

Then, go to the ticket machine.

Next, put your money in.

After that, press the green button.

Then, take your ticket.

Finally, put your ticket in the car window.

Language file 2 imperative

The imperative was used in Unit 8 for giving directions-

The imperative is used in this unit to explain how To do things.

Positive

Press the green button.

Choose the size you want.

Language file 3 Giving advice

The photocopier isn't working.

I think you should call the engineer.

I don't think you should try to mend it yourself.

Why don't you use the one in the next office?

Complete B's sentences in columns 2 and 3. Then match them to A's problems in column 1

1	I need some help finishing these letters.	I think you	go without telling your manager.
2	Oh, no! My PC has crashed again!	Should	reduce your prices.
3	I'm going to leave early to watch the football.		ask your boss for an assistant?
4	We never get many customers on Saturday afternoons.	I don't think You should	close at lunchtime?
5	I'm going to leave at the end of the month.		do that until you've found another job.
6	Customers say we're becoming too expensive-	Why don't you	Call IT support.

Language file 1 Asking people to do things

Asking	Saying 'yes'	Saying 'later'	Saying 'no'
Can / Could you type this letter for me, please?	OK. Sure, No problem. Yes, of course.	OK, but I've got a meeting no. I'll do it after that.	Sorry, I can't My computer's crashed.
Would you mind typing this letter for me, please ?	I'll do it now / right away	Yes, but I have to finish this report. I can type your letter after that.	I'm sorry, but I really don't have time. Have you asked Sandy ?

Note:

To answer the question *Would you mind ...?* you can use the negative: Not at all. / No problem. (= No, it's not a problem.) or the affirmative: Yes, of course. (= Yes, I'll do it.)

Put the words in the correct order to make conversations.

1 A : Johnsons to you Can this fax send?

B : problem No.

2 A : finish please mind the staying report, Would late you to?

B : after appointment got work sorry. I've I'm an.

3 A : a for table you lunch book Could?

B : it do now I'll Yes,.

4 A : typing mind afternoon Would letters these this you?

B : not No, all at.

5 A : for copy you a Can me print?

B : printer's my working Sorry, not.

6 A : meeting Chris with a Could arrange you?

B : to first I but this have Yes, finish.

Language file 2 Making suggestions

We could | build a new website.

Let's |

Why don't we build

a new website?

How | about building

What |

Agreeing

I agree

That's a good idea.

Disagreeing politely

Yes, but

I agree, but

That's a good idea, but

Complete these conversations. Use the verbs in brackets in correct form.

1 A : (send) emails to all our customers.

B : a idea.

2 A : Why we..... (advertise) on the radio ?

B : , ... that's expensive.

3 A : about..... (give) a free gift with the product ?

B : a good will it work ?

4 A : We (organize) a competition.

B : (do) that.

Transcripts

UNIT 1 PART A

1

FLORENCE : Hello. Are you new here?

ANDREW : Yes, it's my first day today.

My name's Andrew Walsh.

I'm in the Sales Department.

FLORENCE: I'm Florence Gamier. Please call me Florence. I'm in the Human Resources Department.

ANDREW : Nice to meet you.

FLORENCE : Good to meet you, too. Where are you from, Andrew?

ANDREW : I'm from Dublin in Ireland.

And you? Where are you from?

FLORENCE : I'm from Lille in France. Well, if you need anything, let me know.

ANDREW : OK, thanks.

4

a Everyone calls me Pamela. My boss, my colleagues, my friends. My last name is Bryson, but usually only visiting sales people call me Ms Bryson.

b Everyone at work calls me Popov, my last name. Visitors to the office call me Gospodin Popov; that's like 'Mr Popov'. Only close friends and family use my first name, Vladimir.

c My name is Elisabeth Reiser. My friends and colleagues call me Eli but I really prefer my whole first name, Elisabeth. Visitors usually call me Ms Reiser.

d My name is Koji Hirano. My friends call me Koji, but my colleagues call me by my last name, Hirano. Usually we add '-san' to names in Japan. For example, my boss, Tom Nakamura, is always Nakamura-san and he calls me Hirano-san.

UNIT 1 PART B

2

A : Mr Haneda, I'd like to introduce you to Jacob Travis. Jacob works in the Marketing Department of our company. Mr Haneda is a director of Yonegawa Industries.

B : It's nice to meet you, Mr Haneda.

C : Nice to meet you, too. Do you have a large Marketing Department here?

UNIT 2 PART A

2

- 1 A : Excuse me.
B : Yes?
A : I need something for drawing a straight line.
B : Oh, you want a ruler. There's one on my desk. I'll get it for you.
A : Thank you.
- 2 A : Oh! I've made a mistake in this report.
Um, have you got, er, something to correct mistakes?
B : You mean a rubber. There's one on the table. Here you are.
A : Ah, no, it's in pen, er, not pencil. I need that white stuff for correcting mistakes.
B : Oh, right, correction fluid. We keep that in the cupboard. I'll get you some.
A : Thanks very much.
- 3 A : Can you help me?
B : Sure.
A : I'm doing my expenses and I need, er, you know, it's a thing for adding numbers.
B : Oh, yes, a calculator. There's one over there next to the fax machine.
A : Thank you.
- 4 A : I can't find my, er, book — the one for making notes during meetings.
B : Oh, you mean your notepad. Here it is, next to the telephone.
A : Oh, thanks! And where can I get one of those coloured pens we use to show important points in notes?
B : Er, a highlighter? I think there are some in that drawer.
A : Thanks!

UNIT 2 PART B

3

Kanda Motors, Italy has a new factory producing cars for export to Asia. The factory is in Turin, in the northwest of Italy. They also have a factory in the south, near Naples. Motorcycle production is at the Ancona factory on the east coast. The company's Head Office is in the suburbs of Rome, in the east of the city. They also have a branch office in Milan in the north. The main showroom is in Rome.

UNIT 3 PART A

- 2 a Our 'wizards' look great on any desk — you just put the paper in and the machine does the rest! The staple wizard takes up to eight sheets of paper, and can do this 3,000 times from four batteries- It costs just €29- The punch wizard can make holes in up to ten sheets of paper, and costs just €39. We make all kinds of office equipment
- b Eurobanx Direct is Europe's number one direct bank. We provide a complete online service; we offer everyday banking 24 hours a day, seven days a week through your personal computer, home phone or mobile phone. You can register in three easy steps, and it only takes about ten minutes. For more information visit our website, www.eurobanx.com, or call 0807 363992.

UNIT 3 PART B

- 1 British Airways Club World now offers a more enjoyable service for business class passengers than ever before. We provide faster check-in at London Heathrow and New York JFK, and on the plane Club World has more comfortable business class seats. They are bigger than before, and they even become beds for a good night's sleep! You'll find a tastier menu, and for entertainment, there's now a better choice of films, and a bigger TV screen.

UNIT 4 PART A

4

- 1 Hi. My name's Michael Devas and I'm from New York City. I'm a computer programmer. The trains here are always crowded in the morning, so I go to work late and leave late. I leave home at 8.30, when the trains are OK, and I start work around 9.30. I usually have a quick lunch at one o'clock, just a half hour, which means I have a long afternoon. I leave my office at about 7.30. I sometimes work on Saturdays when we're busy.
- 2 I'm Felipe Ramos- I live in Madrid, Spain. I'm the sales manager for a carpet-making company. I start work at 9.00 a.m. My company is very traditional, so we all have lunch at 2.00 p.m. The factory and offices close for siesta time from 2.00 to 5.00. Because we have a long break, we don't finish until 8.00 p.m. I sometimes go to my office on Sunday afternoons because it's so quiet that I can get a lot of work done.
- 3 Hello. I'm Petra Hartmann from Bonn, Germany. I work for a finance company. I'm the Personal Assistant to the Managing Director. We have to start early, at eight o'clock. We stop for lunch at 12-00, and the office is closed between 12.00 and 2.00. I leave work at 5.30 every day - and I never work at weekends because my company doesn't want to pay overtime!
- 4 Hi. My name's Jo and I'm an architect from London. I love my job because it's very flexible. I try to start work early, but I usually get there at 10.00. I always go to lunch at 1.00 because my friends' lunch hours aren't so flexible. I take an hour for lunch. I usually leave work at about 6.00, but sometimes later. I don't go to the office at weekends because I can take my work home, if I need to.

UNIT 5 PART A

1

- 1 A : Hello, Campbell Designs.
B : Can I speak to Ms Jackson, please ?
A : Speaking .
B : Ah, hello, Ms Jackson. My name is Chris Fleming. We met at
- 2 A : North West Credit Bank, Can I help you?
B : Hello. Karl May's office, please.
A : Who's calling, please ?
B : Juliette Winter.
A : Just a moment. I'll put you through.
- 3 A : Fenosa, digame.
B : Uh... hello.... Do you speak English ?
A : Yes, a little.
B : Oh, good. This is Doug Gibbs of Treads Carpets Can I speak to Sandra Molina, please?
A : Just a moment, please.

UNIT 5 PART B

1

R : Jupiter Printing. Can I help you?
 F : Hello, I'm calling to ask for your latest price list.
 R : No problem, can I have your address?
 F : Er, could you send it by fax?
 R : Yes, of course. Could I have your fax number?
 F : Yes, it's 6438 9192.
 R : Er, can you say that again, please?
 F : Sorry. I'll say it more slowly.
 6-4-3-89-1-9-2.
 R : Fine. Can I have your name, please?
 F : Yes, it's Floris Krom.
 R : Er, could you spell that, please?
 F-L-O-R-I-S-K-R-O-M.
 R : And can I have a contact phone number?
 F : Yes, it's 6415 9032.
 R : OK, er, thanks, Floris, er, I'll do that right now.
 F : Thanks very much. Goodbye.

3

T : The work Station, can I help you ?
 P : Hello, I'm calling to ask for one of your brochures, please.
 T : Certainly. Can I have your name, please?
 P : It's Philip de Roos.
 T : Can you spell your surname, please?
 P : Yes, that's D - E R - O - O - S.
 T : Thanks. And the address?
 P : Our company is called SmartSchool, and the address is Roentgenstraat 195, Rotterdam, Holland.
 T : Could you spell the name of the street, please?
 R : Yes, it's R-O-E-N-T-G-E-N-S-T-R-A-A-T.
 And the postcode is 3071 TB.
 T : 3071 TB. Can I have a contact phone number?
 P : My direct line is 00 31 10 4508 3961.
 T : 00 31 10 4508 3961. Fine. Anything else?
 P : Oh, could you send it by express mail, please?
 T : Yes, IT1 make a note of that.
 P : Thank you very much. Bye.
 T : Thanks for your call. Goodbye.

UNIT 6 PART A

1

a KAY : Ben, have you got a minute?
 BEN : Sure. What can I do for you?
 KAY : I'm ordering clothing from Unifit. Is there anything you need?
 BEN : Uh, yeah. Er, we need a few lab coats.
 KAY : How many?
 BEN : Er, three ... four ... six will be fine.
 KAY : Anything else?
 BEN : Goggles. We need a lot of goggles, er, say 20 pairs?
 KAY : OK. Six lab coats and 20 pairs of goggles.
 BEN : Thanks, Kay.
 KAY : No problem.

 KAY : Ron, I'm putting together an order of clothing. Do you need anything?
 RON : Er, yes. We've got a new employee so he needs three pairs of overalls ...
 KAY : OK...
 RON : And gloves ...urn, about 30 pairs, please.
 KAY : What kind of gloves?
 RON : Like these.
 KAY : Oh. OK.
 RON : Uh ... that's it, I think.
 KAY : Thanks, Ron.
 RON : Er, thanks. See you.

b UNIFIT : Unifit. Can I help you?
 KAY : I'd like to place an order, please.
 UNIFIT : Do you have an account with us?
 KAY : Yes. The account number is
 MX 343467.
 UNIFIT : MX 343467. MicroX Corporation.
 Ms Johnson. Is that correct?
 KAY : Yes.
 UNIFIT : How can we help you, Ms Johnson?
 KAY : Um — first I'd like to order 30 lab
 coats - order number P21G5.
 UNIFIT : OK, order number P21G5,
 lab coats, 30.
 KAY : Uh huh ... How much are they?
 UNIFIT : €45 each.
 KAY : OK. And overalls. Order number
 P2251- How much are they?
 UNIFIT : €58 each. How many do you need?
 KAY : 25.
 UNIFIT : P2251, overalls, 25. OK.
 KAY : And goggles. Um, 50 pairs of order
 number WB91.
 UNIFIT : Goggles, order number WB91, 50 pairs
 at €8 a pair- Anything else?
 KAY : Er, 50 pairs of S32 gloves. Uh, that's it.
 UNIFIT : Gloves, S32, 50 pairs. They're €5
 a pair. Is that OK?
 KAY : Yes, that's fine.
 UNIFIT : OK. Can I Just check your order,
 Ms Johnson?
 KAY : Yes.
 UNIFIT : That's 30 lab coats — order number
 P21G5, 25 pairs of overalls — order
 number P2251, 50 pairs of goggles —
 order number WB91 and 50 pairs of
 gloves — order number S32.
 KAY : That's right.
 UNIFIT : Is that everything. Ms Johnson?
 KAY : Yes. Thank you, that's fine.
 UNIFIT : OK. We'll send the goods immediately
 and invoice you as usual. Is that OK?
 KAY : That will be fine, yes.

2

KAY : I'm ordering clothing from Unifit.
 Is there anything you need?
 BEN : Uh, yeah. Er, we need a few lab coats.
 KAY : How many?
 BEN : Er, three ... four ... six will be fine.
 KAY : Anything else?
 BEN : Goggles. We need a lot of goggles,
 er, say 20 pairs?

 RON : Er, yes. We've got a new employee so he
 needs three pairs of overalls ...
 KAY : OK...

 KAY : OK. And overalls. Order number P2251.
 How much are they?
 UNIFIT : €58 each. How many do you need?
 KAY : 25.

UNIT 6 PART B

2

A : Electric Supplies, Customer Service.
 Clare speaking. How can I help you?
 B : Hello- This is Carys Davies at Supersaver
 Supermarkets. Our goods are here but there
 are two problems.
 A : Oh ... what seems to be wrong?
 B : Well, the first problem is that the salesman
 promised us a ten per cent discount, not five.
 A : Oh, I'm sorry about that. I'll check that and
 send you a new invoice.
 B : Thank you.
 A : Was there another problem?
 B : Yes. I ordered ten fluorescent lights but I've
 got twenty. The driver is still here ...
 A : OK. Could you give ten back to the driver?
 I'll make the changes to the invoice and
 send it to you immediately.
 B : Oh, good. That's very helpful.
 A : Not at all.
 B : Bye.
 A : Bye.

UNIT 7 PART A

2 RECEPTIONIST : Park Hotel. Can I help you?
ALEX : Yes. I'd like to make a reservation, please.
RECEPTIONIST : Certainly. When would you like to stay?
ALEX : From Thursday June the twentieth until the twenty-second.
RECEPTIONIST : OK, so two nights.
ALEX : Yes.
RECEPTIONIST : Would you like a single room or a double?
ALEX : Er, a single room is fine.
RECEPTIONIST : A single is €175 a night
ALEX : OK.
RECEPTIONIST : And may I have your name, please?
ALEX : Er, it's Alex Meyer.
RECEPTIONIST : Could you spell that, please?
ALEX : Alex A - L - E - X.
Meyer is M-E-Y-E-R.
RECEPTIONIST : Thank you. And can I have your telephone number?
ALEX : Yeah, sure. It's 020 9696 514.
RECEPTIONIST : Thank you very much, Mr Meyer. Your reservation has been made for a single room for June the twentieth for two nights. The reference number is 18647. My name is Julie.
ALEX : Great. Thank you very much, Julie.
RECEPTIONIST : Thank you. Bye.
ALEX : Bye.

3

AGENT : First Travel. James speaking. Can I help you?
ALONA : Hello- I'd like to book a flight from Madrid to Buenos Aires, single, please,
AGENT : When do you want to fly madam?
ALONA : On May the 13th, if possible.
AGENT : There's a flight with Iberia on the 13th, leaving Madrid at 12 midday.
ALONA : Mmm ... that's fine.
AGENT : Can I have your name, please?
ALONA : Alona Gimenez.
AGENT : Could you spell your surname, please?
ALONA : Yes. It's G-I-M-E-N-E-Z.
AGENT : How do you want to pay, Ms Gimenez?
ALONA : By credit card.

AGENT: OK, Ms Gimenez. Can I confirm your booking? You fly with Iberia to Buenos Aires, leaving Madrid on May the 13th at 12 midday. The flight number is IB 6845. OK?

ALONA: Yes, fine.

AGENT: Now, if I can just take your credit card details ...

UNIT 7 PART B

3

AGENT : Gatwick Car Rental. Can I help you?
SVEN : Hello. I'm arriving at Gatwick on the 22nd of May and I'd like to rent a car.
AGENT : That's fine. Can I take your name, please?
SVEN : Yes, it's Sven Jonsson.
AGENT : How many days do you want the car for, Mr Jonsson?
SVEN : Er, let me see. Urn, I'm flying back. on the 25th ... so, three days.
AGENT: OK. And what kind of car would you like?
SVEN : Well, I'll be there on business. I need a car that I can take customers in.
AGENT : Well, we have a Ford Galaxy people carrier available ...
SVEN : Oh, no. I don't need anything that big.
AGENT: Well, we have a nice hatchback. — the Ford Focus.
SVEN : No, I think I need a saloon car.
AGENT : How about a Mercedes E240?
SVEN : Er, how much is it?
AGENT : €129 a day, plus petrol.
SVEN : Mmm ... that sounds fine.
AGENT : OK. Can I have your fax number?
I'll fax you a form to fill in and the details of the rental agreement.
SVEN : Yes. My fax number is Sweden 16 998 598.
AGENT: That's 16 998 598. Thank you, Mr Jonsson. Bye.
SVEN : Thank you. Bye.

UNIT 8 PART A

- 2 1 A: Excuse me. How do I get to Oxford Street from here?
B: You need the District line. Take the next eastbound train and change at Victoria for the Victoria line northbound. Get off at Oxford Circus - it's the second stop — and when you come out of the station, you'll see Oxford Street.
A: So, I need the District line and then the Victoria line northbound.
B: Yes, that's right.
A: Thanks.
- 2 PETER: Hello, Peter Smyfhe.
NEREA: Hi, Peter, U's Nerca. How do I get to your office from my hotel?
PETER: Well, it's a twenty-minute walk, or you can take a taxi.
NEREA: I'd like to walk. Can you give me directions?
PETER: Sure, It's very easy. Turn left out of the hotel, then take the second right, opposite the bank- Go straight on for about ten minutes, and you'll see our office on the left.

- 3 1 Go out of the office and turn left. After about five minutes, turn right at the end. Then just go straight on until you get to the station. Take line number one northbound and change at Bilbao station. Then take line number four to San Bernardo.
- 2 Go out of the station and turn right for the city centre. Take the second turning on the left - it's very easy to see because it's opposite a big cafe. Go along that street and the office you want is the third building on the right.
- 3 It's not very far from here. Take the red line southbound - the next train from platform five — and change at the History Museum for the green line. National Bank is only three stops. It only takes about ten minutes from here.

UNIT 8 PART B

- 1 1 RECEPTIONIST: Good morning. Can I help you?
VISITOR: Good morning. My name's Yvonne Boucher from Active Industry. I'm here to see Gerard Dupont.
RECEPTIONIST: Do you have an appointment?
VISITOR: Yes, at 10 o'clock.
RECEPTIONIST: One moment, please. I'll call Mr Dupont. Please take a seat.
VISITOR: Thank you.
- 2 RECEPTIONIST: Hi. Can I help you?

VISITOR: Hello. I'd like to see Mr Smith, please.
RECEPTIONIST: What department is that?
VISITOR: Sales Department-1 have an appointment at 2 o'clock.
RECEPTIONIST: Can I have your name, please?
VISITOR: I'm Denise Chapman.
RECEPTIONIST: Thank you. I'll tell Mr Smith you're here.
VISITOR: Thank you.

- 2 1 RECEPTIONIST: Good morning. Can I help you?
VISITOR: Hello, I'm Johan Grafton. I'm here to see Richard Chandler in Accounts.
RECEPTIONIST: Just a moment, please
He'll be down in a moment.
Please take a seat.
VISITOR: Thank you.
RECEPTIONIST: You're welcome.
- 2 MR CHANDLER: Hello. I'm Richard Chandler.

VISITOR: Hello. John Grafton. Nice to meet you.
MR CHANDLER: Nice to meet you, too.
VISITOR: Here's my business card.
MR CHANDLER: Oh, thank you. Here's mine.
Did you have a good journey?

UNIT 9 PART A

1 Steve Jobs and Steve Wozniak met at high school. Wozniak worked in Silicon Valley for a few years and then made a computer which later became the Apple 1. Steve Jobs decided they could sell it. On April 1st, 1976 they launched Apple Computer, and by 1980 they had several thousand employees. In 1984, Apple developed the first Macintosh computer.

Not everything went well for Apple Computer in the 1980s and early 90s, but things improved with the arrival of the iMac. The iMac sold more than any other personal computer in late 1998. Apple continues to lead the way with innovative design, and in 2002 they introduced the new iMac.

UNIT 10 PART A

3 A I'm a Sales Manager for a cosmetics company. Mondays in the sales office are always the same. I leave home at seven because I start work early, usually at eight. We always have a meeting on Monday morning. For the rest of the morning I call my clients to make appointments. I usually have a break around eleven and usually have coffee. My boss and I have lunch and make plans for the week. In the afternoon I go out and visit clients. I usually finish work after six. On the way home, I sometimes go shopping and buy food for dinner. I usually get home after seven. Mondays are long days.

B I had a great day last Saturday. I got up at ten. I had breakfast on the balcony outside because it was a beautiful sunny day. I drove to town and picked up my friend Jane. We played tennis with two other friends for about two hours, then we had lunch in a pizza restaurant. In the evening, I made a Japanese meal, and ate it while I watched TV. I had a very relaxing day.

UNIT 10 PART B

5

We have only just received figures for the USA, and so it was too late to include them in our report, but I can tell you that the average working week in the USA is 42.8 hours, which is quite high compared to most other countries- The average number of years spent working for one company is quite low, however: just 7.4 years. But perhaps the biggest difference between the USA and other countries is their savings: on average, people in the USA save just 0.5% of their income. We have, of course, tried to find out why ...

UNIT 11 PART A

2

- 1 JO : Hi. Are you new here?
MATT : Yeah.
JO : I'm new, too. Is this your first day?
MATT : Yes. How about you?
JO : I started last week. I'm Jo, by the way.
MATT : I'm Matt. Nice to meet you, Jo.
- 2 RUTH : Hi, Marika. It's good to see you again.

MARIKA : Ruth! How are things?
RUTH : Fine. Where are you staying?
At the Hilton?
MARIKA : No. I'm at the Holiday Inn.
The Hilton's full.
RUTH : Hey, that's great! The Holiday Inn is right near my house. Come over for dinner one evening while you're here, OK?
MARIKA : I'd love to! I get so tired of hotel food. How's your family?
I bet the kids have grown ...

UNIT 11 PART B

1

MICHELLE : Hello. Mr Sass?

WERNER : Yes?

MICHELLE : Michelle Usher. We've talked on the phone ...

WERNER : Ah, Ms Usher. Nice to meet you in person.

MICHELLE : Thank you for coming- Did you have a good flight?

WERNER : Yes, pretty good, thanks. This is a very nice building.

MICHELLE : Mmm. Is this your first time at Head Office?

WERNER : Yes, it is. How long have you worked here?

MICHELLE : Well, I've worked for the company since 2001, and I've been at Head Office for six months. Do you know Sydney at all?

WERNER : No. This is my first visit to Australia, actually.

MICHELLE : Really? Well, if you have any free time while you're here, I'd be happy to show you around.

WERNER : Oh, I don't want to bother you.

MICHELLE : Not at all. I'd love to show you the sights of Sydney. Where are you staying?

WERNER : At the Hotel Nikko. It's near Darling Harbour station on the Metro Monorail-

MICHELLE : Oh, yeah- I know it. How about if I meet you there tomorrow morning ... say about 11?

WERNER : Sure ... Do I need to bring anything?

MICHELLE : Only your camera. We could go to the Opera House in the morning and then have lunch overlooking the harbour. Is there anything you really want to see?

WERNER : Uh, I don't know. Urn, I'll leave it up to you.

MICHELLE : Great. ... OK. We're here.

C 1 MICHELLE: Thank you for coming. Did you have a good flight?

WERNER: Yes, pretty good, thanks. This is a very nice building.

2 MICHELLE: Mmm. Is this your first time at Head Office?

WERNER: Yes, it is. How long have you worked here?

3 MICHELLE: Where are you staying?

WERNER: At the Hotel Nikko. It's near Darling Harbour station on the Metro Monorail.

4 MICHELLE: How about if I meet you there tomorrow morning ... say about 11?

WERNER: Sure ... Do I need to bring anything?

UNIT 12 PART A

1

INGA: **Hi.** I'm Inga and I'm from Iceland. I finished school in 1987, and then I left Iceland in 1988 to go to the UK to study, I studied Marketing at the University of Hull and graduated **in** 1991. After graduating, I worked in London,

I worked for an advertising agency called Rainbow. I left Rainbow in 2000 to go back to university- I did an MBA at the University of Cranfield School of Management. After graduating, I came back to Iceland in 2002 to start my own advertising company, which I still run.

UNIT 12 PART B

- 1 INTERVIEWER : Have you ever run your own business?
 PHILIPPE : No, I haven't, but I've helped my father with his business.
 INTERVIEWER : Mmhm. And have you worked for an American company?
 PHILIPPE : Yes, I have, in my country, but I haven't worked in the US.
 INTERVIEWER : Have you ever been to the US?
 PHILIPPE : Yes, I have.
 INTERVIEWER : Ah. When did you go there?
 PHILIPPE : Er, I went there in 2002, on holiday.
 INTERVIEWER : Mmhm. Have you ever lived abroad?
 PHILIPPE : Yes. I've lived in England.
 INTERVIEWER : Oh. When did you live there?
 PHILIPPE : In 2001.
 INTERVIEWER : Did you work there?
 PHILIPPE : No, I studied English.
 INTERVIEWER : Did you like it there?
 PHILIPPE : It was ...

3

- 1 TANYA MARTIN : Hi. I'm Tanya. I'm from Detroit in the United States. I've worked for two very different companies. I live in LA now, but when I lived in Detroit, I worked for a small company called ABC Software. Now I work for AT&T. I left ABC five years ago to join AT&T because the salary was much better.
- 2 IAN LANG: I'm Ian Lang. I love playing golf. I've played on many different courses around Britain, and I've had a lot of lessons, but I'm not getting any better. I only play once a month at the moment because I'm so busy at work.
- 3 ALAIN ARNAUD: My name's Alain Arnaud. I'm from Algeria originally, but now I live in London. I work here as a chef. I'm lucky because I trained in Paris for three years. I've worked in four different countries. French chefs can always get jobs easily anywhere in the world.

- 4 NAOMI CORDER: Hi. I'm Naomi. I'm from Hawaii. I've done scuba diving all my life. I go diving every chance I get - at weekends, on holidays, even at night! These days, I usually go with my husband. I met him while scuba diving in Australia.

UNIT 13 PART A

- 2 ANCHALEE : What would you like, Helen?
 HELEN : I'd like to try some real Thai food.
 ANCHALEE : Hmmm. Is there anything you don't like?
 HELEN : Well, I don't eat red meat, but chicken is fine. I like fried food and I love seafood.
 ANCHALEE : How about spicy food? Can you eat spicy food?
 HELEN : Oh, yes. But not too spicy, please.
 ANCHALEE : OK. How about starting with some Tom Yam Goong.
 HELEN : What's that?
 ANCHALEE : It's a spicy soup made with lemon grass and chilli. You can have it with chicken or shrimp.
 HELEN : Oh, yes, I think I've heard of that. Let's have it with shrimp.
 ANCHALEE : OK. Mmm, and what about some chicken fried with cashew nuts? It's eaten with plain rice.
 HELEN : Mmm, sounds great.
 ANCHALEE : And beef with oyster sauce?
 HELEN : Sorry. I don't eat red meat, I'm afraid.
 ANCHALEE : Oh, I'm sorry. I forgot. How about a nice red snapper?
 HELEN : A whole fish?
 ANCHALEE : Mmm, yes. They grill it with pepper and garlic.
 HELEN : Mmm, that would be great.
 ANCHALEE : Good. We can finish off with some fresh fruit.
 HELEN : Great. I love fruit.

UNIT 13 PART B

3

- 1 A : Would you like to have dinner with us tonight?
 B : Yes, I'd love to. What time?
 A : 6.30. We can pick you up at your hotel.
 B : Great. See you then.

2 A : Would you like to go to the theatre tonight?

I've got some tickets.

- B : Oh, I'm sorry. I'm meeting some old friends.
 A : No problem. Maybe next time you're here?
 B : Yes. That would be nice.

3 A : Are you busy tonight?

- B : Well, I don't have anything planned, but...
 A : Would you like to go shopping?
 B : Oh, thank you, but I'm very tired.
 A : Of course. Let me know if you want to go somewhere tomorrow.
 B : I will. Thank you.

4 A : There's a big football match tonight.
 Would you like to go?

- B : Yes, I'd love to- Who's playing?
 A : It's a Cup match between Arsenal and Real Madrid.
 B : Great. Sounds good.
 A : We'll pick you up about 6.30.
 B : Fine. I'll be ready.

UNIT 14 PART A

1

TOM: Meg, I want to book a flight online because it's cheaper, but I've never done it before — could you help me?

MEG: Sure. OK. First, select the airport you want to travel from and the airport you want to travel to. [Mmhm.] Thai's it. Then, choose the date you want to travel and the date you want to come back- Right. Next, click on the number of people travelling.

TOM: One adult ... no children. Fine.

MEG: After that, decide what times you want to travel.

TOM: Right. Done.

MEG: Then, enter your payment details and click on 'purchase'- There! Finally, note your booking reference number, and pack your suitcases!

TOM: Great! Thanks very much, that was pretty easy. I could do it myself next time ...

UNIT 14 PART B

3

1 I really don't know what to do. My friends are going on holiday next month and I want to go with them, but I've got a lot of work to do here in the office.

2 Mmm, it's very difficult to decide what kind of advertising to use. First, I think I need to know how much we can spend on advertising.

3 Oh, no, this is the second time this week - I need to send some urgent messages, but my email isn't working.

4 Oh, dear, look at this memo from Accounts - my department's telephone bill is very high.

UNIT 15 PART A

1

1 A : Would you mind staying late to finish the report?

B : I'm sorry, but I've got plans for this evening. I'll come in early tomorrow to finish it.

A : That's fine.

2 A : Can you call the travel agent and book a flight to Frankfurt for me, please?

B : Sure. What are the details?

3 A : Could you show me how to use the fax machine?

B : OK. Do you want to use it now?

A : Yes, please.

4 A : Would you mind giving me the sales figures for last month, please?

B : OK. No problem.

A : Thanks.

5 A : Could you help me with my PowerPoint presentation?

B : Sorry, I'm not very good with PowerPoint. I'll ask Sam to help you.

A : Thanks.

6 A : Could you send these letters, please?

B : I'm sorry, I've got a meeting now.

Can I send them at lunchtime?

A : Yes, that's fine.

UNIT 15 PART B

2

A: Does anyone have any new ideas for marketing the new products?

B: Well ... how about advertising on TV?

It's the most effective way.

C : Yes, but er, we don't have enough money.

TV is far too expensive. Er, we could have some displays in stores.

A : Mmm, that's a good idea. I like that.

Any more suggestions?

D : Why don't we organize a competition?

People have to buy the product to enter the competition.

B : I agree, but prizes are expensive.

D : Mmm.

A : Yes, we need to do some research on that. Um, any more?

B : Let's build a new website. We could find ways of attracting people to the site.

D : I agree. A new website is important.

A : Fine.

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