

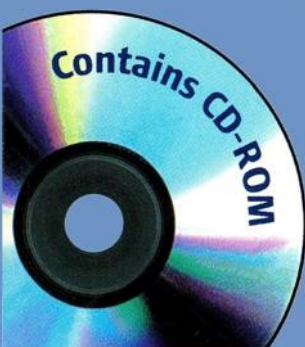
CAMBRIDGE

Business Vocabulary **in Use**

Elementary to
Pre-intermediate

SECOND EDITION

Bill Mascull



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CAMBRIDGE
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Cambridge, New York, Melbourne, Madrid, Cape Town, Singapore,
São Paulo, Delhi, Dubai, Tokyo

Cambridge University Press
The Edinburgh Building, Cambridge CB2 8RU, UK

www.cambridge.org

Information on this title: www.cambridge.org/9780521749237

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First published 2006 (under the title *Business Vocabulary in Use Elementary*)
Second Edition 2010

Printed in the United Kingdom at the University Press, Cambridge

A catalogue record for this book is available from the British Library

ISBN 978-0-521-74923-7 Edition with Answers and CD-ROM
ISBN 978-0-521-12827-8 Edition with Answers

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Introduction

Who is this book for?

Business Vocabulary in Use Elementary to Pre-intermediate will help Elementary to Pre-intermediate learners of business English learn business vocabulary. It is for people studying English before they start work and those who need English in their job.

In addition to improving your business vocabulary, the book helps you to learn the language needed for important business communication skills.

You can use the book on your own for self-study, with a teacher, one-to-one or in groups.

How is the book organized?

The book has 66 two-page units. Some units look at the vocabulary for different business subjects. Others focus on the language of business skills, for example in emails and meetings.

The left-hand page of each unit explains new words and expressions, and the right-hand page has exercises to allow you to check and develop your understanding of the words and expressions.

There are also four **Learner training** units to help you learn business English. These deal with talking about language, pronunciation, learning vocabulary and using dictionaries. They are positioned before Units 1, 16, 31 and 42, but you can use them at any time.

There is an **Answer key** at the back of the book. Most of the exercises have questions with only one correct answer.

There is also an **Index**. This lists all the new words and phrases in the book, and gives the unit numbers where they appear. It also tells you how the words and phrases are pronounced.

The left-hand page

This page introduces new vocabulary and expressions. The presentation is divided into sections indicated by letters: A, B, C, etc., with simple, clear titles.

Key words and expressions to learn are in **bold**. There are **notes** about differences between British English (BrE) and American English (AmE), pronunciation, and common mistakes made by Elementary to Pre-intermediate learners of business English.

The right-hand page

The exercises on the right-hand page give practice in using the new vocabulary and expressions presented on the left-hand page. Some units contain diagrams to complete or crosswords.

'Over to you' sections

An important feature of *Business Vocabulary in Use Elementary to Pre-intermediate* is the **Over to you** section at the end of each unit. These sections give you the chance to practise the words and expressions in the unit. Self-study learners can do this as a written activity. In the classroom, the **Over to you** sections can be used as the basis for discussion with the whole class or in small groups. The teacher can then get students to look again at exercises relating to points that have caused difficulty. Students can follow up by using the **Over to you** section as a written activity, for example as homework. The Answer key contains sample answers for the **Over to you** questions.

How to use the book for self-study

Find the topic you are looking for by using the Contents page or the Index. Read through the explanations on the left-hand page of the unit. Do the exercises on the right-hand page. Check your answers in the Answer key. If you have made some mistakes, go back and look at the explanations and the exercise again. Note down important words and expressions in your notebook.

How to use the book in the classroom

Teachers can choose units that relate to their students' particular needs and interests. Alternatively, lessons can contain a regular vocabulary slot, where students look systematically at the vocabulary of particular thematic or skills areas.

Students can work on the units in pairs, with the teacher going round the class assisting and advising.



Cambridge International Corpus

This book uses the **Cambridge International Corpus (CIC)** – a very large collection of English texts, stored in a computerised database, which can be searched to see how English is used. This includes the **Cambridge Learner Corpus (CLC)**, a large collection of writing by learners of English, including writing from the Cambridge Business English Certificate (BEC) exams. The database has been used for the notes about typical mistakes made by learners of business English.

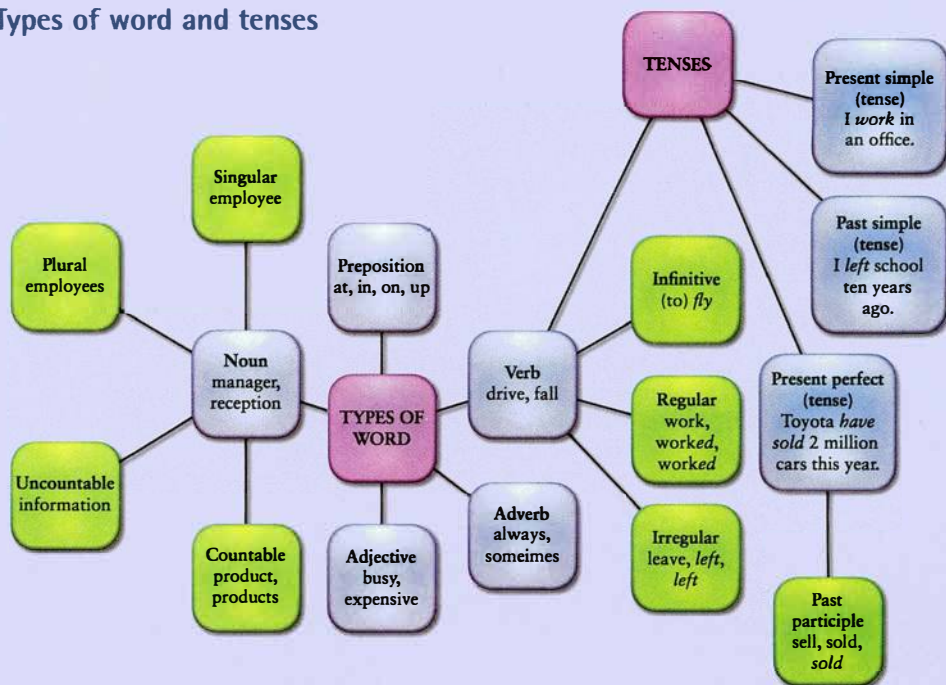
CD-ROM

This second edition of *Business Vocabulary in Use Elementary to Pre-intermediate* is available in two versions. You can use the book either on its own or with the CD-ROM, a major innovation. This includes an audio file for every key word and expression in the book, with its pronunciation and an example sentence. In addition, there are two extra exercises for each unit of the book, fourteen summary tests so you can check your progress, and even some vocabulary games.

We hope you enjoy using *Business Vocabulary in Use Elementary to Pre-intermediate*.

Learner training A: Talking about language

A Types of word and tenses



B Other language words you should know

Language word	Meaning	Example
abbreviation	a short way of writing something	IT, CEO
punctuation (mark)	a symbol used in writing, like a full stop, question mark or comma	. ? ,
apostrophe	a punctuation mark used to show a missing letter	they're – they are, what's – what is
sentence	a complete idea in writing starting with a capital letter and ending with a full stop	He designs buildings.
phrase	a group of words, not a sentence	a cheap product
dialogue	a conversation between two or more people	A: Where's the office? B: On the first floor.
British English	English used in the UK	underground
American English	English used in the United States	subway
formal	for public or official use	manager
informal	between friends or colleagues	boss

A1 Look at A opposite. Write the types of word in your own language.

A2 Look at A opposite. Match the two parts of the sentences.

- | | |
|--------------------------|-------------------------------------|
| 1 A noun is a word | a that describes a verb. |
| 2 An adverb is a word | b that describes a person or thing. |
| 3 An adjective is a word | c for a person or a thing. |

A3 Look at A opposite. Are these sentences true or false? Look at the example before you begin.

- The plural of 'building' is 'buildings'. true
- 'Flew' is the past simple and 'flown' is the past participle of 'fly'.
- 'With' is a preposition.
- 'Expensive' is a verb.
- 'Never' is an adjective.

A4 Complete the table. Look at Irregular verbs on page 142 if necessary.

Infinitive	Past simple	Past participle
find		
	hit	
		run

A5 Write the words in the box in the correct column in the table. Look at the example before you begin.

desk	lose	office	production	slow	teach
learn	low	price	short	small	win

Noun	Verb	Adjective
desk		

A6 Look at B opposite. Write the other language words in your own language.

A7 Look at A and B opposite and choose the correct word. Look at the example before you begin.

- You use the present simple (infinitive / present simple) of the verb to talk about what you do every day.
- You use the (singular / plural) form of a noun when you talk about more than one person or thing.
- (American English / British English) is the type of English used in the UK.
- A (phrase / dialogue) is a set of words that is not a complete sentence.
- 'IT' is (an abbreviation / a sentence).

1 Jobs and industries

A I'm in construction

What do you do? or What is your job?

I'm in construction¹.

I'm in financial services³.

I'm in retail².

I'm in IT (information technology)⁴.

¹building
²shops
³banks
⁴computers

B Your job

What exactly do you do?



I'm an engineer. I work for Foster and Partners. I work in a team that designs buildings.

I'm a manager. I work for HSBC. I manage workers at a call centre.



I'm a buyer. I work for Walmart. I buy the products that we sell to customers.

I'm a salesman. I work for IBM. I sell computers to companies.



C Other jobs

What	does	he she Jim Maria	do?
------	------	---------------------------	-----

a She's a computer programmer.

b He's a production worker.

c Jim's an industrial photographer.

d He's a construction worker.

e She's a company receptionist.

f Maria's a personal assistant.

What	do	they Linda and Pablo	do?
------	----	-------------------------	-----

They're in financial services.

Linda's a banker. Pablo's an accountant.

Note

You put a **i** in front of a consonant sound and an **in** in front of a vowel sound.

Note

When writing, don't forget the apostrophe (') in I'm in construction, She's a manager, etc.



1.1 Complete these sentences about the people in A and B opposite. Look at the example before you begin.

- 1 I'm in retail. I'm a buyer. I Walmart.
I the products that we sell to customers.
- 2 I'm in I'm a manager. I
HSBC. I workers at a call centre.
- 3 I'm in IT. I'm a I IBM.
I computers to companies.
- 4 I'm in I'm an engineer. I Foster and
Partners. I work in a team that buildings.

1.2 Look at C opposite. Match the pairs of words to make jobs.

1 computer 2 production 3 industrial 4 construction 5 company 6 personal

a worker b photographer c programmer d receptionist e assistant f worker

1.3 Look at A and C opposite. Complete these sentences with 'do' or 'does'.

- 1 What you do? 4 What Aiko and Matsuko do?
2 What she do? 5 What they do?
3 What Richard do?

1.4 Write the questions for these answers.

- 1 ? 3 ?
I'm a salesman. He's an oil worker and she's a receptionist.
2 ? 4 ?
He's an engineer. She's a banker.

1.5 Match the descriptions (1–6) with the people (a–f) in C opposite.

- 1 He works for Bouygues. He builds tall buildings.
2 He works for Jaguar. He makes cars.
3 She welcomes visitors. She works for Procter and Gamble.
4 She helps her boss. She works for Vodafone.
5 He works for Nestlé. He takes pictures of the company's factories.
6 She writes computer programs. She works for Microsoft.

1.6 Add some extra information for each of the people (1–6) in 1.5 above. Look at the example before you begin.

- 1 He's a construction worker in Dubai.
2
3
4
5
6

Over to you



- What do you do?
- Describe the jobs of three people you know. Who do they work for and what do they do?

2 Places and departments

A Places

Where do you work?

I work in a factory.

I work in Paris.



in an office



in a call centre



in a lab



at home



on a construction site



on an oil rig

Where	does	he	work?
	do	they	

He	works	in a shop.
She		at head office – the most important office.
They	work	in Shanghai.

B Departments 1

Which department	do	you	work in?
	does	he	
	do	they	

Note

Don't forget the third person s in the present simple of verbs, for example in He works in the training department.



I work in the production department. We make the company's products.

She works in the training department. She organizes training courses.

They work in the sales department. They sell the company's products.

C Departments 2

You can also talk about the department that people work in, like this:

- I'm in production.
- She's in training.
- They're in sales.
- He's in accounts. He gets the money from customers and pays everyone that the company owes money to.
- I'm in human resources (HR). I find new people to work for the company.
- She's in marketing. She looks after the company's website.
- They're in research and development (R&D). They find new products for the company to sell.
- He's in finance. He goes to banks to find the money that the company needs.

2.1 Look at A and B opposite. Match the pairs of sentences.

- | | |
|--|--|
| 1 I work in the production department. | a I'm in retail. |
| 2 I work in Shanghai. | b I make cars. |
| 3 I work in a call centre. | c I sell machines. |
| 4 I work in a shop. | d I'm an oil worker. |
| 5 I work on an oil rig. | e I talk to people all over the world. |
| 6 I work in the sales department. | f Our head office is there. |

2.2 Look at A and B opposite. Complete these sentences with 'in', 'at' or 'on'.

- 1 I work a lab.
- 2 I don't work a construction site.
- 3 I don't work home because I want to be with people all the time!
- 4 She works a factory.
- 5 He works the accounts department.
- 6 They work a call centre.
- 7 One day, I want to work head office. I want to be the boss!

2.3 Look at A and B opposite. Complete these questions.

1 Which department ?

I work in the training department.

2 Which department ?

She works in the human resources department.

3 Which department ?

He works in the production department.

4 Where ?

I work at home.

5 Where ?

They work on an oil rig.

2.4 Look at C opposite. Complete these sentences.

- 1 I interview people who want to work for the company. I'm in
- 2 She goes to visit customers. She's in
- 3 She organizes English courses for people working in the company. She's in
- 4 They decide how much money the company needs to borrow. They're in
- 5 We organize the company's advertising. We're in
- 6 I work on the machines that make our products. I'm in
- 7 I phone people who haven't paid. I'm in
- 8 He works on new products that the company can sell. He's in

Over to you



Think of three people you know. Describe the places where they work and the departments that they work in.

3 Types of work

A Jobs and work

A Marks and Spencer (M&S) manager talks about the company:

'I **work for** Marks and Spencer. In our shops, we have **employees** – people who work for our company – who have **full-time jobs**. Full-time employees usually work around 40 hours /aʊəz/ a week, but they can also do **overtime** – where they work longer and get more money.

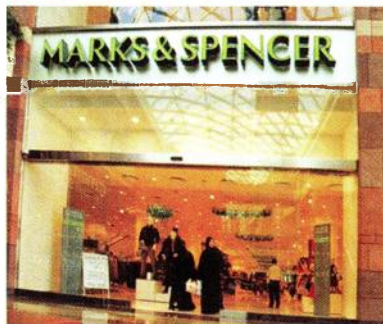
'Some employees have a **part-time job**. For example, some people work 20 hours a week.

'Most people at M&S have a **permanent job** – they have no finish date.

'Some people here do **temporary work** for a short period.

'Every employee has a **contract** – an agreement about how long they work, when they work, etc.'

employer /ɪm'plɔɪə/
employee /ɪm'plɔɪi/



B Stopping work

'When employees at M&S are 65, they **retire** – stop work because of their age. They receive a good **pension** – payment for people who retire.

'If someone leaves the company, for example to move to another company, they **resign** /rɪ'zaɪn/ – tell the company they are leaving.

'We **make** people **redundant** if we don't have work for them or if we have financial problems.

'If someone has done something wrong or stupid, then we **dismiss** or **fire** them – ask them to leave the company.'

C I work with ...



I work **with people**.

I work **with customers** – people who buy our products.

I work **with computers**.

I like my **colleagues** /'kɒli:gz/ – people that work with me.

I don't work **with suppliers** – companies that we buy products from.

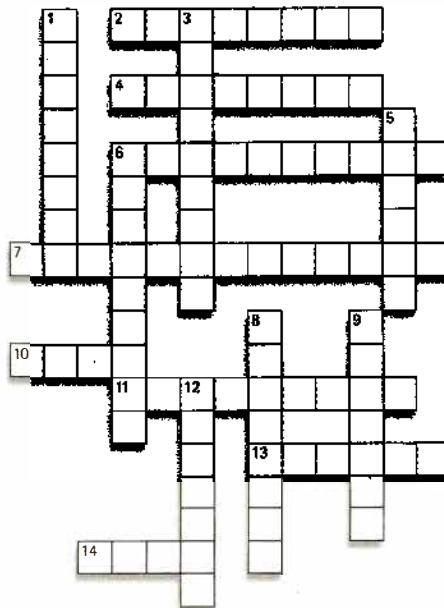
3.1 Complete the crossword with the correct form of words from A, B and C opposite.

Across

- 2 Someone who buys your products (8)
- 4 Someone who works for a company (8)
- 6 People who work with you (10)
- 7 My job only lasts two months: it's
(9,4)
- 10 and 14 People who only work part of the day or week have part-..... (4,4)
- 11 If a company doesn't need employees any more, it makes them (9)
- 13 If you leave your job to move to another one, you (6)
- 14 See 10 across

Down

- 1 When you work more than the normal hours, you do (8)
- 3 Companies who sell products to others (9)
- 5 When you stop working because of your age, you (6)
- 6 You can't work without these nowadays (9)
- 8 An agreement about how much you work, what you do, etc. (8)
- 9 Money you get after you stop work (7)
- 12 To tell someone to leave their job, for example because they have made a mistake: to them (7)



3.2 Complete the tables with words from B opposite.

Verb	Noun
	retirement
	resignation /ˌreɪzɪɡˈneɪʃən/
	dismissal

Noun	Adjective
redundancy	

3.3 Complete these sentences with the correct forms of words from 3.2 above.

- 1 There was no more work at the factory, so my company made me
- 2 I don't like what the company is doing, so I'm going to and find another job.
- 3 Pedro took money from the company, so they had to him.
- 4 In most countries, you can't until you're 65.

Over to you



Think about your job or one that you would like to have. Is it a full-time job or a part-time job? Is it permanent or temporary?

4 Work and numbers

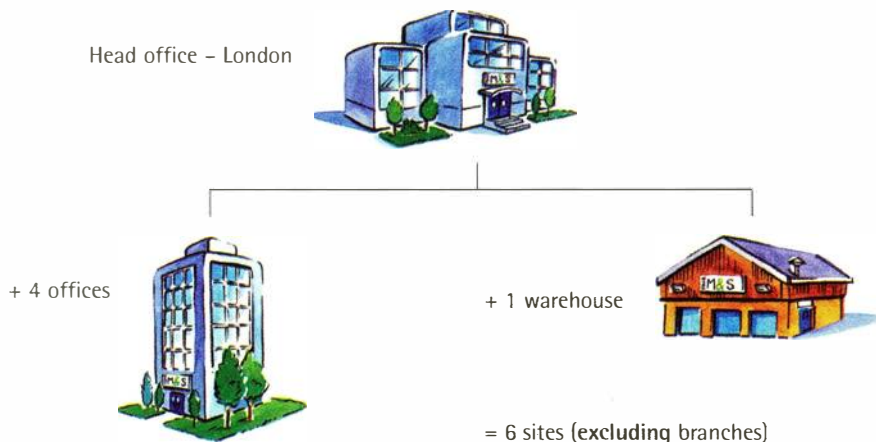
A How many employees are there?

- Interviewer: How many employees are there at M&S?
- M&S manager: Approximately 75,000.
- Interviewer: And how many branches – shops – are there?
- M&S manager: There are 600 shops in the UK and about half that number in the rest of the world. I think the exact figure is 295.
- Interviewer: Is there one in China?
- M&S manager: Yes, there is. There's one in Shanghai.
- Interviewer: Are there many offices?
- M&S manager: There's one head office and there are four other offices in the UK.
- Interviewer: And how many hours a week do the employees work?
- M&S manager: In the UK, full-time employees work 42 hours a week on average, including overtime – some work 40 hours a week and some work 44.



B Sites

- Interviewer: Where is M&S's head office?
- M&S manager: M&S's head office is in London. About 1,000 people work there. Most of the top managers work there, of course.
- Interviewer: How many other sites – places with buildings – are there in the UK?
- M&S manager: Well, we have the head office, the other offices, the store branches and our warehouse. We keep the products there before they go to the stores.
- Interviewer: So how many sites are there altogether?
- M&S manager: There are five offices including the head office. Then there's the warehouse, so there are six sites altogether.



To learn more about numbers, see Units 8, 9, 16 and 17.

Note

You don't use 'There is' with plural nouns. For example, you don't say 'There is six sites.'



4.1 Look at these sentences with expressions from A and B opposite. They are about El Corte Inglés. Choose the correct word.

- 1 El Corte Inglés has 61 shops
(altogether / approximately). There are 59 shops in Spain and two in Portugal.
- 2 It has about 100,000 employees – I think the
(average / exact) figure is 100,421.
- 3 At one shop, there are about 300 employees
(including / approximately) three managers.
- 4 Some employees work 46 hours a week, some work 44, and some 42 – so that's 44
(altogether / on average).

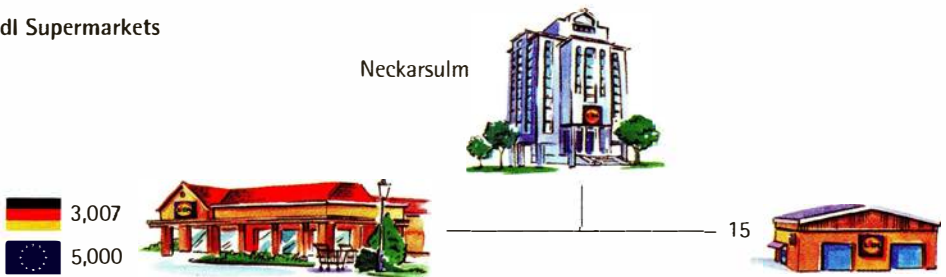


4.2 Complete this interview with an employee from El Corte Inglés with expressions from A and B opposite.

- Interviewer: (1) people work for El Corte Inglés?
 Employee: It's not a big company. There are (2) 100,000 employees in Spain and Portugal – the (3) is 100,421.
- Interviewer: And (4) branches are there?
 Employee: (5) 59 branches in Spain and two in Portugal, so there are 61 (6)
- Interviewer: (7) two head offices – one in Madrid and one in Lisbon?
 Employee: No, (8) only one head office. It's in Madrid.
- Interviewer: How many (9) do you work?
 Employee: Sometimes 40, sometimes 42, so (10) I work 41 hours a week.

4.3 Look at A and B opposite. Then look at the diagram and complete the sentences.

Lidl Supermarkets



- 1 Lidl Supermarkets is an international company with its in Neckarsulm, Germany.
- 2 They have a total of 3,007 where they sell their products in Germany and more than 5,000 in the rest of Europe.
- 3 There are also 15 where they keep the products before they take them to the stores. The company has 16 altogether, stores.

Over to you



Find out about another supermarket company. Where is its head office? How many stores are there?

5 Getting to work

A Ways of getting to work

How do you get to work – go to work?

I You We They	go by get the take the	metro/underground/subway. train. bus. tram/streetcar.
	drive. walk. cycle.	

He She	goes by gets the takes the	metro/underground/subway. train. bus. tram/streetcar.
	drives. walks. cycles.	



A tram

Note

BrE: underground; AmE: subway;
BrE and AmE: metro
BrE: tram; AmE: streetcar

Note

You use go + by with types of transport: I go to work by bus, by car, by train.

B The city centre and the suburbs



New Delhi, India

Mehrauli

Ghaziabad is a **town** outside New Delhi. Connaught Place is in the **city centre**. Mehrauli is a **suburb** of New Delhi.

Note

In some cities, the centre is called the **central business district (CBD)**.

C Commuting

Anita lives in Ghaziabad, but she works in the city centre, in an office near Connaught Place. Every day, she **commutes** /kə'mju:t/s/ by train **from** Ghaziabad **to** New Delhi. She's a **commuter**. She likes **commuting** because she can do a lot of work on the train.

Vijay lives in Mehrauli. He also commutes to the city centre. He takes the bus.

Daljit lives in Mehrauli too, but she doesn't commute. She works in a **business park** near where she lives.

When you talk about commuting, you can say:

I leave home at 7.45 am and I get to work at 9.00.

Vijay leaves home at 7.30 am and he gets to work at about 8.30.

Daljit leaves work at 6.30 pm and she gets home at 6.45.

To learn more about time, see Unit 16.



A business park

Note

The pronunciation of business is /'biznɪs/.

5.1 Look at A opposite. Match the two parts of what these people say about how they get to work.

- | | |
|---------------------------|--|
| 1 I get the train. | a I enjoy the fresh air. |
| 2 I walk. | b I can listen to music on the radio. |
| 3 I take the tram. | c It's dangerous and I don't like it when it rains. |
| 4 I don't cycle. | d It stops just outside my house. |
| 5 I drive. | e It's hot down there in the summer! |
| 6 I take the underground. | f I read on my way to work and the station is near my house. |

5.2 Look at B and C opposite. Are these sentences true or false?

- 1 A suburb is part of a city.
- 2 Ghaziabad is a suburb of New Delhi.
- 3 It's not usual to find business parks in city centres.
- 4 There are a lot of offices in the central business district of a city.
- 5 If you live and work in the same suburb, you commute.

5.3 Look at C opposite. Complete these sentences with the correct verb forms. Use Irregular verbs on page 142 if necessary.

- a Aleksandr (get) home at about 7 pm.
- b He (not get) to work before 9.30 am.
- c He never (leave) work before 6.30 pm.
- d He (go) home by metro. On the metro, he (read) *Kommersant*.
- e On his way to work, he (stop) at a café for a coffee.
- f Aleksandr (walk) to work. He likes the fresh air.



5.4 Put the steps in 5.3 above in the correct order.

- 1 2 3 4 5 6

Over to you



Where do you live? How do you get to work? Do you commute? What time do you leave home? What time do you get to work?

Business travel 1: at the airport

A Getting to the airport

John Cheng, a Hong Kong businessman, is on a **business trip** to meet customers in different cities in Africa. He booked his **flights** on a **travel site** on the Internet. He is in Nairobi and he is going to fly **business class** to Lagos.

- He gets a taxi to the airport.
- But the road is very busy and he gets **stuck** in **traffic** – his taxi moves very slowly.
- He gets to the airport an hour **late**. But, luckily, his flight is **delayed**, so he doesn't miss it.
- He checks in at the check-in desk. He checks in one item of baggage and gets his boarding card.
- He goes through passport control and shows his passport.
- He goes through security.
- He goes to the **duty-free** shops.
- He goes to the **departure lounge** next to the gate.
- He **boards** his flight and finds his seat.
- The plane takes off.
- Three hours later, Mr Cheng **lands** in Lagos.



Note

to reserve BrE and AmE; to book BrE only
to make a reservation BrE and AmE;
to make a booking BrE only

B Airport announcements

- a Would Mr Cheng, passenger on flight KQ932 to Lagos, please proceed immediately to gate 14 where his flight is ready to depart?
- b Kenya Airways **announce** that flight KQ932 to Lagos is ready for **boarding**. Would all passengers please proceed to gate 14?
- c There are great special offers at our duty-free shop. You can **purchase** all French perfumes at 20 per cent off the normal price.
- d Only one item of **hand baggage** is **permitted**. All other baggage must be checked in.
- e If you have a laptop computer, please **remove** it from its bag.

C Travel adjectives

- The flight was **delayed**.
- The plane is **full**.
- Mr Cheng always flies business class. The seats are very **comfortable**.
- The **service** is very **efficient**. The **flight attendants** are very **friendly** and **helpful**.
- The food is **delicious**.
- The **in-flight entertainment** is very **varied**.
There are lots of different music and film channels.

Note

The spelling is helpful,
not 'helpfull'.



6.1 Complete the table with words from A and B opposite.

Verb	Noun
travel	
fly	
check in	
	departure
	take-off
	boarding
	announcement

6.2 Write the infinitive of verbs in A and B opposite that mean the following.

- 1 want to tell you about
- 2 leave by plane from an airport
- 3 get on (a plane, etc.)
- 4 go
- 5 allow
- 6 buy
- 7 arrive by plane at an airport
- 8 take out

6.3 Look at B opposite. Match what Mr Cheng thought (1–5) when he heard each announcement (a–e).

- 1 I must get some for my wife.
- 2 That's me. I must get to the gate.
- 3 Going through security is always so slow, but it's necessary.
- 4 That's my flight, but I've got plenty of time.
- 5 Oh no, I have two bags. I must put one inside the other.



6.4 Complete these sentences with words from C opposite.

- 1 The flight wasn't We left on time.
- 2 The in-flight entertainment was very I didn't know what to choose.
- 3 There were lots of empty seats. The plane wasn't
- 4 The food was much better than most airline food. It was
- 5 The seats were very , with lots of room for my long legs.
- 6 The flight attendants were very and They didn't just stand and talk to each other the whole time!

Over to you



Describe a bad flight that you have taken.

A Checking into a hotel

Welcome to the Otuwa Hotel, Lagos

Dear Guest,

All **guest rooms** are equipped with a **full range of facilities**¹: **tea- and coffee-making facilities**, **minibar** and **satellite TV**. All rooms have a large **safe**².

The Africa Lounge on the first floor **serves breakfast** from 7 until 11. The Horizon Rooftop Restaurant serves lunch from 12 till 3 and dinner from 6 till midnight.

Food is **available** in your room at any time, of course. Just **dial 8** for **room service**³.

And there's a **gym** and a **pool** on the ground floor where you can **work out**⁴.

At **reception**, our **receptionists** are here to help make your stay as pleasant as possible.

And when you leave, we have an **express check-out service** – under two minutes.

Have a nice stay!

¹complete equipment/
services

²strong box for
valuable things

³you can get food
brought to your room

⁴take exercise

B Making contact 1

John Cheng phones his **business contact** in Lagos, Daniel Achebe, from his hotel room.

John Cheng: It's John Cheng here. I've **just got in** and I'm at the Otuwa Hotel.

Daniel Achebe: **Welcome to Lagos**, Mr Cheng.

John Cheng: Thanks. It's **nice to be here**.

Daniel Achebe: How was your flight?

John Cheng: It was **delayed** two hours, but the flight itself was OK.

Daniel Achebe: **What about dinner** this evening?

John Cheng: That's **very kind**, but I'm **rather tired** after the flight.

I'd prefer to stay here and rest instead. What about tomorrow evening, after our meeting?

Daniel Achebe: OK, I'll let you get some rest. I'll send a driver round to pick you up tomorrow morning and bring you to our offices. **What about meeting** at 8.30? It'll take about an hour to get to our office. The traffic in Lagos is very heavy, especially at that time of day.

John Cheng: That would be **great**. 8.30 is **fine**. I look forward to seeing you tomorrow.

Daniel Achebe: Me too. Goodnight.



C Making contact 2

Daniel Achebe: Ah, Mr Cheng, good morning. **Very nice to meet you**. How are you feeling this morning? **What's your hotel like**? Did you have a good rest?

John Cheng: Yes, thanks. The hotel's **very comfortable** and the **room service** is very efficient. I had something to eat in my room and then I slept very well.

Daniel Achebe: Yes, the Otuwa Hotel has an **excellent reputation** – people say a lot of good things about it. **Let's have some coffee**, and then we'll get down to business.

Note

You don't use 'to' after Let's.
For example, you don't say 'Let's
to have some coffee.'



7.1 Look at A opposite. Complete these sentences about the Otuwa Hotel.

- 1 If you want to go swimming, you can go to the
- 2 If you want to have dinner in your room, you can call
- 3 If you want to make a cup of tea in your room, you can use the
- 4 If you want to check out in the morning without waiting for a long time, you can use the
- 5 If you want to stop people from stealing your money, you can put it in the
- 6 If you want to have a cold drink in your room, you can use the
- 7 You can watch CNN in your room because there is

7.2 Look at B opposite. John Cheng is on another business trip. What does he say when he phones his business contact, Phoumi Li? Look at the example before you begin.

John Cheng: Hello, Mr Li. I've just got into Vientiane. I'm at the Mercure.

Phoumi Li: Hello, Mr Cheng. Welcome to Vientiane!

John Cheng: 1 (Thank.) *Thank you. It's nice to be here.*

Phoumi Li: Did you have a good flight?

John Cheng: 2 (not delayed – but awful food and no in-flight entertainment)

Phoumi Li: Sorry to hear that. What's your hotel like?

John Cheng: 3 (comfortable – but slow room service)

Phoumi Li: Would you like to go out for dinner?

John Cheng: 4 (tired – want to stay in and rest – suggest meeting in the morning)

Phoumi Li: OK. How about eight o'clock?

John Cheng: 5 (Suggest nine instead.)

Phoumi Li: OK, nine is fine. See you then, in reception.

John Cheng: 6 (Agree and thank.)

7.3 Look at C opposite. What can you say in these situations?

- 1 You want to start talking about business.
- 2 You want to know how someone is in the evening, after they said in the morning that they were ill, tired, etc.
- 3 You ask your visitor about the hotel they are staying at.
- 4 You ask your visitor if they slept well.
- 5 You suggest having some tea.

Over to you



Describe a good hotel that you have stayed at.

8 Numbers and years

A Zero to ninety-nine

0	zero, nought /noʊt/, oh		
1	one	6	six
2	two	7	seven
3	three	8	eight
4	four	9	nine
5	five	10	ten
11	eleven	16	sixteen
12	twelve	17	seventeen
13	thirteen	18	eighteen
14	fourteen	19	nineteen
15	fifteen	20	twenty
21	twenty-one	43	forty-three
30	thirty	50	fifty
32	thirty-two	54	fifty-four
40	forty	60	sixty
65	sixty-five	87	eighty-seven
70	seventy	90	ninety
76	seventy-six	98	ninety-eight
80	eighty		

Note

Nought and oh:
BrE only

B Larger numbers

100	one hundred	120	one hundred and twenty
		200	two hundred
1,000	one thousand	1,250	one thousand two hundred and fifty or twelve hundred and fifty
		12,000	twelve thousand
		55,000	fifty-five thousand
1,000,000	one million	1,350,000	one million three hundred and fifty thousand
1,000,000,000	one billion	3,000,000,000	three billion

Note

In BrE, you can also use a instead of one. In AmE, you don't use 'and' in numbers.

Note

For 1,000 and above, you put commas to separate the figures into groups of three, starting from the right (for example 10,000,000). You don't use spaces, full stops or other punctuation.

C Years, decades and centuries

1800	eighteen hundred	2008	two thousand and eight
1805	eighteen oh five	2011	two thousand and eleven
1969	nineteen sixty-nine	2015	two thousand and fifteen
2000	two thousand	2020	two thousand and twenty

Apple was founded in
nineteen seventy-six.

The Olympic Games will
be in Rio in twenty sixteen.

The world economy had big
problems in two thousand and nine.

Note

There are different ways to say
years like 2011.

BrE: twenty eleven

BrE: two thousand and eleven

AmE: two thousand eleven

A decade is a period of ten years, for example the **nineteen-eighties** (1980–1989).

A century is a period of 100 years, for example the **twenty-first century** (2000–2099).

The **first decade of the twenty-first century** is 2000–2009. Some people refer to these years as the **noughties**, but others dislike this expression. There is no generally accepted name for the decade 2010 to 2019, but 2020–2029 is the **twenty-twenties**, 2030–2039 the **twenty-thirties**, etc.

To learn more about: work and numbers, see Unit 4;
numbers and time, see Unit 16; numbers and money,
see Unit 25.

Note

You don't put commas or
other punctuation in years.



8.1 Look at A and B opposite. Write the next number in each series.

- 1 three, six, nine, twelve, fifteen,
- 2 nine, twenty, thirty-one, forty-two,
- 3 eight, sixteen, twenty-four, thirty-two,
- 4 one hundred and one, two hundred and two, three hundred and three,
- 5 twelve hundred, fourteen hundred, sixteen hundred,
- 6 twelve thousand six hundred, eighteen thousand nine hundred, twenty-five thousand two hundred,
- 7 seven hundred and fifty thousand, one million five hundred thousand, three million,
- 8 five hundred million, seven hundred and fifty million, one billion,

8.2 Look at C opposite. Write these years in words.

- 1 Kenzo Takada – born 1939
- 2 Went to Bunka Fashion College, Tokyo – 1958
- 3 Moved to Paris – 1964
- 4 First fashion show – 1970
- 5 LVMH bought Kenzo's company – 1993
- 6 Kenzo left the company – 1999
- 7 Started to design furniture – 2005



8.3 In which decades were the years in 8.2 above? Write the decades in words. Look at the example before you begin.

- 1 the nineteen-thirties
- 2
- 3
- 4
- 5
- 6
- 7

Over to you



Answer the questions. Write the years in figures and in words.

- When were you born?
- When did you go to your first school?
- When did you start at the school where you study now or the organization where you work now?

Ordering numbers, parts of numbers

A Ordering numbers

When you talk about the order of numbers, you use:

1st	first	6th	sixth	11th	eleventh	16th	sixteenth
2nd	second	7th	seventh	12th	twelfth	17th	seventeenth
3rd	third	8th	eighth	13th	thirteenth	18th	eighteenth
4th	fourth	9th	ninth	14th	fourteenth	19th	nineteenth
5th	fifth	10th	tenth	15th	fifteenth	20th	twentieth
21st	twenty-first	40th	fortieth	80th	eightieth		
22nd	twenty-second	50th	fiftieth	90th	ninetieth		
23rd	twenty-third	60th	sixtieth	100th	(one) hundredth		
30th	thirtieth	70th	seventieth	120th	(one) hundred and twentieth		

Note

Note that first, second and third are not formed from the numbers one, two and three, and that they don't end in th.

This is my second week in my first job. I work in an office on the thirty-fourth floor. The building is on Fifth Avenue.

To learn more about numbers and dates, see Unit 18.

Note

BrE: ground floor
AmE: first floor

B Parts of numbers

When you talk or write about parts of numbers, you can use decimals, fractions or percentages.

Decimals

0.3	(zero / nought) point three	3.142	three point one four two
2.5	two point five	65.39	sixty-five point three nine

Note

(zero) point three:
BrE and AmE;
nought point three:
BrE only

Note

You say point and you write a dot (.) in a decimal number. You don't use a comma (,).

Fractions

$\frac{1}{4}$	a quarter, one quarter	$\frac{1}{2}$	half, a half, one half	$\frac{3}{4}$	three quarters
$1\frac{1}{4}$	one and a quarter	$2\frac{1}{2}$	two and a half	$8\frac{3}{4}$	eight and three quarters

$\frac{1}{3}$	a third, one third	$\frac{3}{5}$	three fifths
$\frac{2}{3}$	two thirds	$\frac{9}{16}$	nine sixteenths

A fifth of the world's population live in China.

Note

BrE: $\frac{1}{4}$ = a quarter
AmE: $\frac{1}{4}$ = a fourth

Percentages

10%	ten per cent	17.5%	seventeen point five per cent	99.99%	ninety-nine point nine nine per cent
-----	--------------	-------	-------------------------------	--------	--------------------------------------



decimal 0.9 = point nine

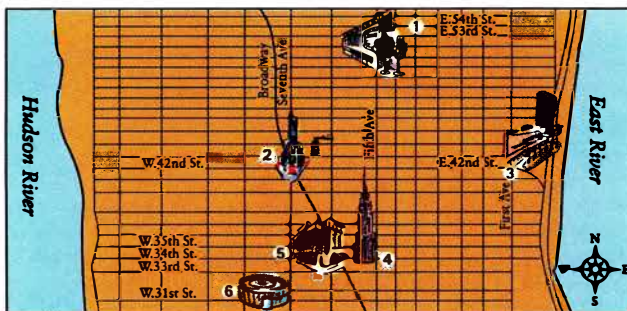
fraction $\frac{9}{10}$ = nine tenths

percentage 90% = ninety per cent

9.1 Look at A opposite. Complete these sentences. Look at the example before you begin.

- Office deliveries
- Alain Leblanc - 3rd: He works on the third floor.
- Birgit Svenson - 17th: She works on the floor.
- Charlie Brand - 29th: He works on the floor.
- Davina Lees - 33rd: She works on the floor.
- Eddie Parker - 41st: He works on the floor.
- Francesca Bonetti - 56th: She works on the floor.

9.2 Look at A opposite. Then look at the map and complete the sentences. Look at the example before you begin.



- ¹Museum of Modern Art
²Times Square
³United Nations building
⁴Empire State Building
⁵Macy's
⁶MSG Arena

- 1 The Museum of Modern Art is between East Fifty-third and Fifty-fourth Street.
- 2 Times Square is at the junction of Broadway, Avenue and Street.
- 3 The United Nations building is on Avenue.
- 4 The Empire State Building is on the corner of Avenue and Street.
- 5 Macy's is between West and West Street.
- 6 The MSG Arena is between West and West Street.

Look at B opposite. Complete the table.

9.3

	Percentage	Fraction	Decimal
1	seventy-five per cent	three quarters	
2		(a/one) half	(nought/zero) point five
3	twenty-five per cent	a/one	
4		a/one fifth	
5	ten per cent	a/one	

Over to you

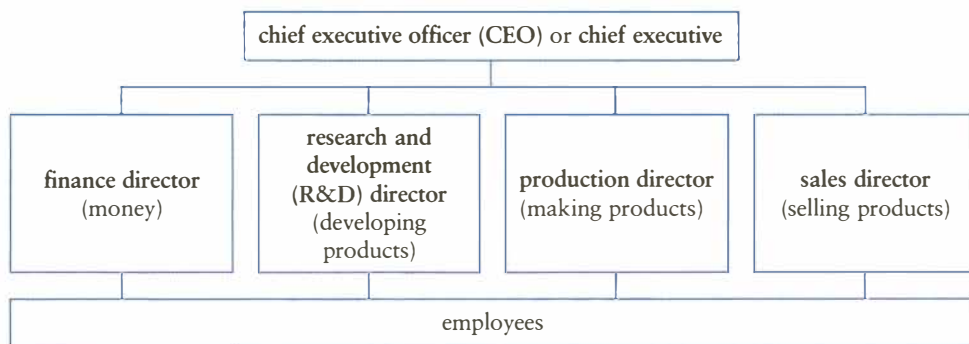


Think about the floors in the building where you work. Which floor do you work on? Which floors do your colleagues work on?

10 Who's the boss?

A Managers and employees

This is part of the **organization chart** for Exquifoods, an Asian company that makes food products. The **managers** are **responsible** for different activities. For example, the research and development director is **in charge** of developing products.



Note

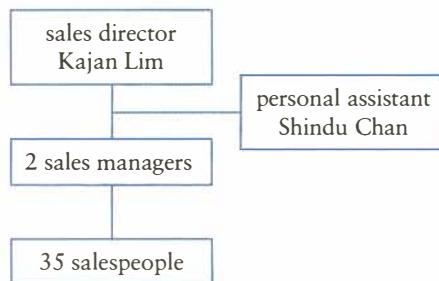
formal: chief executive, manager
informal: boss

Note

chief executive officer
/tʃi:f iɡ,zekjʊtɪv 'ɒfɪsə/

B Managing departments

Kajan Lim is the **sales director** at Exquifoods – he is the **head** of the sales department. There are 38 people who **work under** Kajan – 2 **sales managers**, 35 **salespeople** and his **personal assistant** (PA), Shindu Chan. Shindu helps Kajan with his work. For example, Shindu is **responsible** for organizing Kajan's meetings.



Note

singular: salesperson, salesman, saleswoman
plural: salespeople

Note

The spelling is **responsible**, not 'responsable'.



10.1 Correct these statements about expressions from A and B opposite.

- 1 You can use the word 'boss' in a formal report.
- 2 The person in charge of sales in a company is the selling director.
- 3 If you work under someone, you are that person's boss.
- 4 PA stands for professional assistant.
- 5 Someone in charge of a department can be referred to as its header.

10.2 Look at A opposite. Who is in charge of the following? Look at the example before you begin.

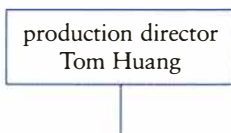
- 1 making the products the production director
- 2 getting the money to develop the products
- 3 running the whole company
- 4 finding customers for the products
- 5 thinking of new ideas for products

10.3 Now write sentences with the same information as in 10.2 above, using 'responsible for'. Look at the example before you begin.

- 1 The production director is responsible for making the products.
- 2
- 3
- 4
- 5

10.4 Look at B opposite. Then draw an organization chart for the production department at Exquifoods based on this information and write sentences to describe it.

- Tom Huang – production director
- 6 production engineers
- a personal assistant – Steve Tsai
- 125 production workers



Tom Huang is in charge of production.

Over to you



Draw an organization chart for your department or a department that you know about.

Ways of working

A Office work

The salespeople at Exquifoods share a big office. Each salesperson has a PC /ˈpiːˈsiː/ – personal computer. All the PCs are **connected** together on a **network** so that the salespeople can work with each other and **work online**.

But today **the network is down** – it isn't working. Some of the salespeople are out **with customers**, but those who are **in the office** can't **do their paperwork** – for example, they can't work on or **print their sales reports** for the month. However, they can make **photocopies** using a **photocopier**.

They can't **access data** – information – in the **database** /ˈdeɪtəbeɪs/ – the central place for this on the network. And they can't **send emails** to **communicate** /kəˈmjuːnɪkeɪt/ with customers and colleagues.

Of course, **communication** with others – sending and receiving information – is very important. Each salesperson can make **conference calls** with three people or more on different phones. They sometimes communicate with people in other places with **videoconferencing** (see Units 52 and 59), but they can't do this today as it also depends on the network and access to **the Internet**.



B Factory work

At Exquifoods, the **production workers** **make** or **produce** thousands of food products every month. The **production line** is **automated** /ˈɔːtəmeɪtɪd/ which means that many of the **tasks** are done **automatically** by **machines**. In addition, some of the work is done **manually** /ˈmænjuəli/ or **by hand**. Today, **production workers** in the factory are working **normally** – as usual. The **production line** is working **smoothly**. But there can be problems if a machine **breaks down** and stops working.

C Laboratory work

In the research and development (R&D) department at Exquifoods, there is a special **laboratory** or **lab**. The researchers or **research workers** work on new food products. They **do research into** new foods. Today they are **testing** one of the foods to see if it tastes good, will last a long time, etc.

D Out of the office

When the salespeople are travelling, they use their **mobile phones**. They use their **laptops** or **notebook computers** to access the Internet, using either **mobile Internet** on a **mobile phone network** or **Wi-Fi** /ˈwaɪfaɪ/ **networks** – ones where you don't need a cable to connect – in **cafés**, **hotels**, etc.



Note

BrE: mobile phone or mobile
AmE: cellphone or cell

Note

Laptop is more frequent than notebook. Owners usually use the first expression and manufacturers use the second.



11.1 Replace the underlined words and expressions with words and expressions from A opposite.

- 1 It's very difficult to work when this is down.
- 2 They are our main form of communication with customers and colleagues.
- 3 Doing all this – sales reports and so on – is boring, but it's an important part of our work.
- 4 We are trying to reduce the number of copies that we make with this machine.
- 5 We try to inform the people in other departments about the things that we are doing.
- 6 These give information about the products that have been sold.
- 7 The people who buy our products are more important than anyone else.
- 8 Giving information to customers and colleagues, and receiving it from them is a key part of what we do.

11.2 Complete the table with words from B opposite.

Adjective	Adverb
automatic	
manual	
normal	
smooth	

11.3 Now complete these sentences with adverbs from 11.2 above.

- 1 He writes down the information using pen and paper.
- 2 My job is to make sure that the business system runs and that all our projects are successful.
- 3 There were technical problems, but now the factory is running
- 4 Production planning is done overnight by computer.

11.4 Find expressions in B, C and D opposite which match these phrases.

- 1 a place where you find research workers (2 expressions)
- 2 someone who makes something in a factory
- 3 something that is used to make something
- 4 the American name for what is called a mobile in British English (2 expressions)
- 5 work to find new products, new ways of making things, etc.
- 6 two ways of connecting to the Internet when you are travelling
- 7 a computer that you can carry easily (2 expressions)
- 8 someone who works to find new ways of making things (2 expressions)
- 9 the place in the production department where things are made

Over to you



The biggest problem for the salespeople at Exquifoods is when the network is down.
What is the biggest problem in your department or school?

12 Getting to the top

A Getting to the top 1

Mary Wu is the chief executive of Exquifoods. This is her profile.

Mary Wu – chief executive, Exquifoods

Her father and mother **were** both office workers.

She **was born** in Singapore in 1955. She **went** to school there.

She got very good **grades** – results – at **secondary school**. Then, in 1973, she **got into** the National University of Singapore to study **psychology**. In 1979 she **joined** Asiasavours, another food company, as a **trainee** – learning her job as she did it.

In 1991, she **left** Asiasavours and **moved** to Exquifoods. She **got a job** working in the human resources department.

In 1999, she **became** head of the human resources department.

In 2009, she became the chief executive of Exquifoods.

In 2015, she's hoping to buy another food company.



B Getting to the top 2

Here are some questions and answers about Lee Kuo, head of research and development at Exquifoods, and his career.

- What did his parents do?
They were both farmers.
- Where was he born?
He was born in Hong Kong in 1964 and went to school there.
- When did he leave school?
He left school in 1982 and went to the University of California.
- What did he study at university?
He studied chemistry.
- What did he do next?
In 1985, he went to Harvard University to do an MS in food chemistry.
- Which company did he join after that?
In 1987, he joined a soft drink company in the US and worked in the research department.
- When did he go back to Asia?
He went back to Asia in 2003 and joined Exquifoods as head of research and development.

For more on qualifications, see Unit 14.



Note

You don't say, for example, 'He was born in Belgrade and went to school in there'. You say He was born in Belgrade and went to school there.



- 12.1** Look at A and B opposite. Complete the table. Use Irregular verbs on page 142 if necessary.

Infinitive	Past simple
be	was/were
become	
get	
go	
	joined
leave	
move	
	studied

- 12.2** Look at A and B opposite. Complete this interview with Mary Wu using correct forms of the verbs.

Interviewer: Where were you born?
 Mary: I was born in Singapore.
 Interviewer: And where did you (1) to school?
 Mary: I (2) to school there too.
 Interviewer: What (3) your father and mother do?
 Mary: They were both office workers. They (4) in a government office.
 Interviewer: When did you leave school?
 Mary: In 1973. I (5) into the National University of Singapore in that year.
 Interviewer: When did you (6) Asiasavours?
 Mary: I (7) Asiasavours in 1979 as a trainee.
 Interviewer: And when did you (8) to Exquifoods?
 Mary: When I (9) a job in the human resources department in 1991.
 Interviewer: And when did you (10) chief executive of Exquifoods?
 Mary: I (11) chief executive in 2009.
 Interviewer: How are things going?

Over to you



Write a profile of yourself with some key dates and events. Where did you go to school?
 What did you do next?

13 Skills

A Are you good with people?



- Mary is very good with people.
- She is good with figures.
- She isn't very good with languages.



- Lee is very good with figures.
- He is good with computers.
- He isn't very good with people.

Note

You use **good** or **very good** in affirmative sentences and not **very good** with negatives.

B Skills

- Mary **has people skills** – she is very good with people.
- She **doesn't have language skills** – she isn't very good with languages.

Mary also has very good:

- **management skills** – she's a very good manager.
- **listening skills** – she listens carefully to what people say.
- **presentation skills** – she explains things very clearly.

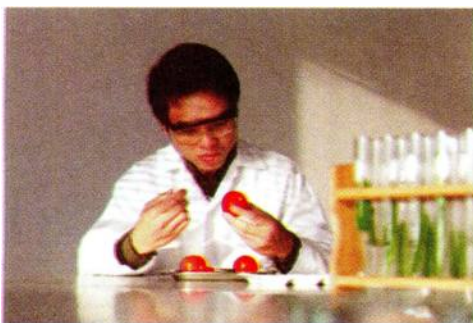
- Lee **has computer skills** – he is good with computers.
- He **doesn't have people skills** – he isn't very good with people.

Lee also has very good:

- **problem-solving skills** – he finds an answer to every problem.
- **negotiating skills** – he is good at discussing things when people don't agree.
- **language skills** – he grew up speaking Cantonese, and he also speaks very good English and Japanese.

C Skilled and unskilled workers

At Exquifoods, there are a lot of **skilled workers** – people with special skills, sometimes called **specialists** or **experts**, for example **production specialists** and **research workers**. There are also **unskilled workers** – people without special skills, for example **production workers** and **cleaners**.



A skilled worker



An unskilled worker

13.1 Look at A opposite. Read the sentences about Ricardo and Fabia, and decide what they are (not) (very) good with. Look at the example before you begin.

- 1 Ricardo likes computers and he knows how they work.
He's (very) good with computers.
- 2 When Fabia uses a computer, she has problems.
- 3 When employees are unhappy, Fabia can help them.
- 4 When employees are unhappy, Ricardo can't help them.
- 5 Ricardo speaks Chinese and Japanese very well.
- 6 Fabia doesn't speak any other languages.
- 7 When Ricardo looks at the company's figures, he knows how to make them better.
- 8 When Fabia looks at the company's figures, she doesn't understand them.

13.2 Look at B opposite. Now describe the skills of the people in 1–6 in 13.1 above. Look at the example before you begin.

1 He has computer skills.

2

3

4

5

6

13.3 Answer the questions with expressions from B opposite. What skills do employees need if a company wants to do the following?

- 1 sell to countries where they speak another language
- 2 find answers to their problems
- 3 tell people clearly about their ideas and products
- 4 sell products at the right price when the customers don't want to pay that price
- 5 understand what people want
- 6 manage the company well

13.4 Look at C opposite. Are these sentences true or false?

- 1 A specialist is someone without skills.
- 2 Cleaners are unskilled workers.
- 3 Research workers in laboratories are unskilled.
- 4 Experts have skills in a particular area.
- 5 All production workers are production specialists.
- 6 Skilled workers are usually paid less than unskilled ones.

Over to you



- What are you (very) good with? What are you not very good with?
- Think of a colleague. What skills does he or she have?

A

Qualifications

Look at Lee Kuo's business card. He is a research and development director. This is his job title. He holds – has – an MS. This is one of his **qualifications**.



Lee also has a BS, but this isn't mentioned as he has a **postgraduate** degree too.

University course	Degrees	AmE abbreviation	BrE abbreviation
three or four years	Bachelor of Arts Bachelor of Science	BA BS	BA BSc
one more year	Master of Arts Master of Science Master of Business Administration These are all Master's or postgraduate degrees.	MA MS MBA	MA MSc MBA

B

Training

Training is teaching or learning for a specific job. For example, you can **train** as a doctor, an architect, an accountant, an engineer or a lawyer.

You can go on a **training course** to **gain**, **get** or **learn** specific skills in computers, management and other areas – subjects.

A lot of people now have **on-the-job training** – they go on courses which are organized by their company. And they **gain experience** and learn things while they are working.



In this context, you talk about your **experience** (uncountable noun), not your 'experiences'.



14.1 Look at A opposite. Read the sentences and complete the business cards.

- Her name is Rosalia Castro.
- She studied computer science for three years at a US university.
- She is an information systems manager.

Minnesota Computing

5300 East Lafayette Road,
Saint Paul, MN, United States

Tel: (651) 124-6670 Fax: (651) 124-6690

Email: rosalia.castro@minncomp.com

(Computer Science)



- His name is Roger Quinn.
- He studied French for three years at university. He then did another year to get a Master's degree in business administration.
- He is in charge of the sales department.

CAMBRIDGE ADVANCED PLASTICS

Fen Business Park, Cambridge, CB5 9TE

Tel: +44 1223 970 200

Fax: +44 1223 970 205

Email: roger.quinn@cap.co.uk

14.2 Use expressions from B opposite to complete this interview with Olivia, an Italian car designer. You can use some expressions more than once.

Interviewer: Olivia, how many cars have you designed?

Olivia: More than 20.

Interviewer: So you have a lot of (1) _____!

Do you use English in your work?

Olivia: Yes, I do. But I trained (2) _____ a designer in the 1970s and English wasn't so important then.

Interviewer: So what did you do to (3) _____ (3 expressions) English language (4) _____?

Olivia: I went on short courses at work – you know, (5) _____ language training.

Interviewer: Was that enough?

Olivia: No, it wasn't. So I decided to go on a three-month (6) _____ in the US a few years ago to get these skills. Now, people tell me that I speak English very well!



Over to you



Think of your job or one you would like. Are qualifications needed? Is training important?

15 E-learning

A Types of training

Olivia went on a **full-time** course to study English in the US – she studied for 35 hours per week. Some people study **part-time** – they go to **evening** courses one or two evenings a week, for example.

Some companies run **in-house training**, using **trainers** in the company or from outside the company.

Some companies are famous for the quality of their training. For example, Nestlé is well known for its training and has six **training centres** in Switzerland, France, the UK, Spain, Mexico and Brazil. Nestlé employees from all over the world go to Switzerland for **seminars** and **training courses**.



B E-learning

When there are people together in a room with a trainer, the training is **face-to-face**. But you can do more and more courses **at a distance** – for example, you can get a degree with **distance learning** by studying **online**. You don't have to go to the university: you study **on the Internet**. This is **e-learning** /'i:lɜ:nɪŋ/ – electronic learning.

On the Internet, you can:

- **download materials** to your computer and **upload assignments** – written work – that you have done for your **tutor** /'tju:tə/ – teacher – to read. You can do this **by email**, for example.
- watch and listen to **lectures**
- talk to your tutor **via** – with – a **webcam**

Note

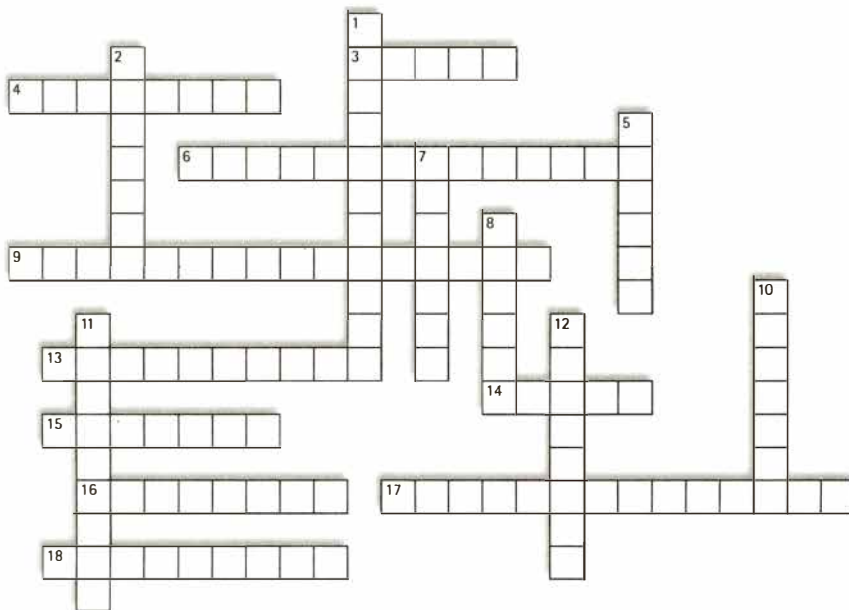
Teachers typically work in schools. Lecturers work in universities, giving lectures to large numbers of students. Tutors work in one-to-one situations, like online learning. Trainers work in companies.



C Lifelong learning

The idea that you can learn all through your life, not just at school and university, is called **lifelong learning** or **continuing education**.

15.1 Complete the crossword with the correct form of words from A, B and C opposite.



Across

- 3 A one-to-one teacher (5)
 4 and 11 down When you obtain things to learn from on the Internet, you (8,9)
 6 When you learn for 30 or 40 hours per week, you are on a (4-4,6)
 9 When you learn all your life (8,8)
 13 When you learn with a trainer in a classroom, you learn (4-2-4)
 14 A way of sending written work (5)
 15 A talk to university students about their subject (7)
 16 This is very useful for distance learning (8)
 17 When you learn 10 hours a week, you are on a (4-4,6)
 18 Learning electronically (1-8)

Down

- 1 When you learn away from a university, etc., you learn (2,1,8)
 2 and 12 down When you go on a course in your company, you're on (2-5,8)
 5 You use it on a computer to see another person (6)
 7 A course after you finish work is in the (7)
 8 When you study on the Internet, you study (6)
 10 Someone who teaches in a company (7)
 11 See 4 across
 12 See 2 down

Over to you



- What are two advantages and two disadvantages of online learning?
- Have you ever done any e-learning? How did you find the experience?

Learner training B: Pronunciation

A Pronunciation symbols

The **phonetic alphabet** is used to show the **pronunciation** of words – how you say them.

The alphabet is made up of **vowels** and **consonants**. Vowels are the sounds usually shown by the letters *a, e, i, o, u* in English words. Consonants are all the other sounds.

Some words have **silent letters** – letters that you don't say – like the *h* in *hour*.

Here are the **pronunciation symbols** in the phonetic alphabet. These symbols are used in most dictionaries and in the Index of this book.

Vowels			Consonants		
ɪ miss	ʊ full	ɑ: park	b become	k kind	s site
e head	ə about	ɔ: board	d do	l land	t task
æ bank	i study	u: too	f first	m make	v varied
ʌ bus	u: commute	ɜ: work	g go	n nice	w walk
ɒ job	i: week		h hotel	p point	z zero
			j you	r rest	
ei train	au how	uə poor	dʒ join	θ third	ʒ baggage
aɪ buy	ɪə here	aɪə fire	ŋ meeting	ʃ shop	tʃ check
ɔɪ join	eə there	auə hour	ð the		
əʊ show					

B Stress

The **phonetic transcription** of words also shows where you put the **stress** – which part of the word you say the most strongly.

For example, the stress for the noun *produce* is different from the stress for the verb *produce*. For the noun, you **emphasize** the first part. For the verb, you emphasize the second part.

produce (noun)

produce (verb)

Phonetic transcriptions include a small line before the part that you emphasize.

/ˈprɒdju:s/ (noun)

/prədˈju:s/ (verb)

Some long words and word combinations have both **primary stress** /ˈ/ and **secondary stress** /ˌ/. You emphasize the primary stress the most. You also emphasize the secondary stress, but less than the primary stress.

Note the stress marks in 'qualifications' and 'business card'.

/ˌkwɒlɪfɪˈkeɪʃənz/

/ˈbɪznɪs ˌkɑ:d/

These stress marks are used in most dictionaries and in the Index of this book.

- B1** Match the words (1–8) from Units 1 to 14 with their phonetic transcription (a–h). Look at the example before you begin.

1–d

1 branch	a /flaɪt/
2 drive	b /dʒɒb/
3 fire	c /draɪv/
4 flight	d /brɔːnʃ/
5 job	e /seɪlz/
6 safe	f /θɜːd/
7 sales	g /faɪə/
8 third	h /seɪf/

- B2** Read the phonetic transcriptions. Find the words in A and B opposite. Look at the example before you begin.

1 /letəs/	letters
2 /sɪmbəʊl/	
3 /stres/	
4 /emfəsaɪz/	
5 /saɪlənt/	
6 /ælfəbet/	
7 /prənʌnsɪeɪʃən/	
8 /fənetɪk/	

- B3** Underline the silent letter(s) in these words. Use the phonetic symbols to help you. Look at the example before you begin.

1 answer	/ɑːnsə/
2 night	/naɪt/
3 know	/nəʊ/
4 listen	/lɪsən/
5 talk	/tɔːk/
6 two	/tuː/
7 would	/wʊd/
8 write	/raɪt/

- B4** Underline the primary stress in these words from Units 1 to 15. Look at the example before you begin. Use the Index to help you.

1 available	5 department
2 colleague	6 office
3 customer	7 proceed
4 degree	8 traffic

- B5** Mark the primary stress in these words from Units 1 to 15. Look at the example before you begin. Use the Index to help you.

1 /'rɪːteɪl/	5 /pə'sentɪdʒ/
2 /dɪz'aɪn/	6 /ɪm'plɔɪiː/
3 /faɪnəns/	7 /netwɜːk/
4 /ʌndə'graʊnd/	8 /lekt'ʃərə/

16 Numbers and time

A Talking about the time

What's the time? or What time is it?



It's two o'clock.



It's two fifteen.
It's quarter past two.



It's two thirty.
It's half past two.



It's two forty-five.
It's quarter to three.



It's three o'clock.



It's three ten.
It's ten past three.



It's three forty.
It's twenty to four.
/twenti to fo:/



It's three fifty-five.
It's five to four.



It's four o'clock.



It's four oh two.
It's two minutes
past four.



It's (twelve) noon.
It's (twelve) midday.



It's (twelve) midnight.

Note

twenty-five past eight: BrE and AmE; twenty-five after eight: AmE only
twenty to nine: BrE and AmE; twenty of nine: AmE only

B Start and finish times

You can talk about start and finish times like this:

The company's research laboratory
opens at eight and closes at six.

The company's reception area is open
from eight until one and from two
until seven.

I work from eight fifteen to four thirty.

C Morning, afternoon, evening, night

The training session started at eight thirty in the morning (8.30 am) and finished at four in the afternoon (4.00 pm).

The conference call will be at seven in the evening (7.00 pm).

The company's offices are closed at night.

16.1 Look at A opposite. Complete the sentences using words only.

1



It's

It's

3



It's

It's

5



It's

It's

2



It's

It's

4



It's

It's

6



It's

It's

16.2 Look at B and C opposite. Complete the gaps in this information by matching the sentences with the signs.

1 It's open seven thirty to
four

2 It opens nine thirty
and closes at

3 It's open nine to

4 It opens eight fifteen
and closes at It doesn't open again
..... the next day.

a

Call centre operates
Monday – Saturday 9.00 – 6.30

c

Bank
9.30 am to 3.30 pm

b

British Consulate
Business Section
Monday – Thursday,
8.15 – 13.45

d

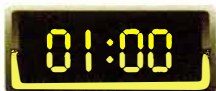
Office opening hours
7.30 am to 4.00 pm

Over to you

- What time is it now?
- What time do you go to work? What time do you get home?

A Timetables

Timetables – information about times of trains, planes, etc. – use the twenty-four hour clock.



oh-one-hundred (hours)



oh-seven-oh-five



fifteen hundred (hours)



eleven twenty



twenty-three hundred (hours)



twenty-three fifty-nine

Note

You use the 24-hour clock mainly for timetables. You don't use it to talk about times for meeting friends, etc.

Note

BrE: timetable; AmE: schedule /'skedju:l/
Schedule is used in BrE, pronounced /'fedju:l/, to talk about programmes of work, etc. with the different steps involved (see Unit 21).

Look at this train timetable.

Leaves Barcelona	08:15
Arrives in Lleida	09:17
Leaves Lleida	09:20
Arrives in Ciudad Real	12:00
Leaves Ciudad Real	12:01
Arrives in Cordoba	13:04
Leaves Cordoba	13:05
Arrives in Seville	13:52



The train leaves Barcelona at 08:15.

It arrives in Seville at 13:52.

It's a direct train. You don't change trains.

B Travel times

When What time	does	the train it	leave arrive in	Barcelona? Seville?
-------------------	------	-----------------	--------------------	------------------------

It leaves at 8.15 am. It arrives at 1.52 pm.

It leaves Barcelona at 8:15 am.

oh-eight-fifteen.

It stops in Ciudad Real at 12 noon.

twelve hundred (hours).

It arrives in Seville at 1:52 pm.

thirteen fifty-two.

Note

With 12.00, don't use 'am' or 'pm'. Write/Say 12 noon or 12 midnight.



How long	does	the journey from Barcelona to Seville it	take?
----------	------	---	-------

It takes

five hours thirty-seven minutes.
about five and a half hours.

17.1 Look at A opposite. Complete the figures using the 24-hour clock.

1 oh-six-thirty



3 eighteen fourteen



5 twenty-one twelve



2 sixteen forty-five



4 twenty hundred



6 twenty-two forty-three



17.2 Look at A and B opposite. Look at this timetable and complete the gaps in this conversation between a passenger (P) and an assistant at the railway station (A).

Leaves Paris	09:42
Arrives in Lyon	11:39
Leaves Lyon	11:44
Arrives in Aix	13:02
Leaves Aix	13:05
Arrives in Marseille	13:28



P: When does the train leave Paris?

A: 1 It Paris 09:42.

P: 2 Is it a train?

A: 3 Yes, it is. You don't trains.

P: When does the train arrive in Lyon?

A: 4 It Lyon

P: 5 time it Lyon?

A: 6 It Lyon

P: 7 When Marseille?

A: 8 Marseille 13:28.

17.3 Look at B opposite. Ask and answer questions about these train journeys. Look at the example before you begin.

1 New York to Washington 3.5 hours

3 Singapore to Bangkok 25.5 hours

2 Tangier to Marrakesh 11 hours

4 Moscow to Beijing 6 days, 5 hours

1 How long does the journey from New York to Washington take?

It takes three and a half hours.

2

3

4

Over to you



Write three questions and answers about a journey that you know.

18 Days and dates

A Months and seasons

January /'dʒænjuəri/	February /'februəri/	March	April	May	June /dʒu:n/
July /dʒu'laɪ/	August /'ɔ:gəst/	September	October	November	December

In Hong Kong, the financial year begins in April.

I often have to do more overtime in winter.

spring summer autumn winter

Note
BrE: autumn
AmE: fall

B Days and dates

Look at this calendar:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
MARCH		1	2	3	4	5	6
	7	8	9	10	11	12	13
	14	15	16	17	18	19	20
	21	22	23	24	25	26	27
	28	29	30	31			

		Say ...	Write ...
1st	first	the first of March, March the first	1 March, 1st March, 1/3
2nd	second	the second of March, March the second	2 March, 2nd March, 2/3
3rd	third	the third of March, March the third	3 March, 3rd March, 3/3
4th	fourth	the fourth of March, March the fourth	4 March, 4th March, 4/3
5th	fifth	the fifth of March, March the fifth	5 March, 5th March, 5/3

Note
AmE: You usually say March first and you always write March 1 or March 1st or 3/1.
In informal writing, BrE: 1/3; AmE: 3/1.

Be careful with:

20th	twentieth	22nd	twenty-second	30th	thirtieth
21st	twenty-first	23rd	twenty-third	31st	thirty-first

In many countries, Monday to Friday are **weekdays**, and Saturday and Sunday are the **weekend**.

The meeting is on Monday the seventh of March.

The training course starts on March the twenty-third.

C Public holidays

Some days are **national holidays** or **public holidays** when many businesses are closed. For example: New Year's Day is on 1st January and 1st May is a national holiday in many countries.

Many countries (but not the UK) have a **national** or **independence day**. For example, 28th October is the Czech Republic's national day.

Note
In BrE, public holidays are also called bank holidays.

- 18.1** Look at A, B and C opposite. Write each of these dates for national or independence days in one of the ways you can say it. Look at the example before you begin.
- 1 26 Jan (Australia) the twenty-sixth of January OR January the twenty-sixth
OR January twenty-sixth
- 2 6 Feb (New Zealand)
- 3 10 Jun (Portugal)
- 4 14 Jul (France)
- 5 7 Sept (Brazil)
- 6 9 Nov (Cambodia)

- 18.2** Look at B opposite. Then look at this information about a hotel's conference centre. Use the information to write out the days and dates of the meetings in full. The dates in the notes are in British English. Look at the example before you begin.

May						
Mon	Tues	Wed	Thurs	Fri	Sat	Sun
28	29	30	31	1	2	3
June						
Mon	Tues	Wed	Thurs	Fri	Sat	Sun
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24

- 1 IBM sales team meeting 30/5 4 Sun finance team meeting 12/6
2 Google technical meeting 31/5 5 Oracle networks technical day 21/6
3 Apple new products meeting 2/6

- 1 The IBM sales team meeting is on Wednesday 30th May.
2
3
4
5

- 18.3** Look at A, B and C opposite. Complete the sentences with the correct prepositions.
- 1 Her birthday is 29th February.
2 In Russia and Greece, Christmas is January.
3 The office is too hot summer and too cold winter.
4 I usually go on holiday July.
5 The national day in Thailand is 5th December – the king's birthday.

Over to you



Write down the spoken and written form of three dates that are important for you.

19 Time expressions

A Early or late?

I arrived I was	at the meeting	early – before the start time. half an hour early. 30 minutes early. on time – just before or at the start time. late – after the start time. three quarters of an hour late. 45 minutes late.
--------------------	----------------	--

Note

You can't say 'half of an hour', 'half of one hour', or 'three quarters of one hour'.



B Word combinations with 'time' and quantities of time

Infinitive	Past simple		
spend	spent	time	use time in a particular way
lose	lost	30 minutes	use more time for something than you planned
waste	wasted /'weɪstɪd/	three days	use time in a way that is not useful
save	saved	four weeks	use less time for something than you planned
		two months	

C Adverbs of frequency



always



usually



often



sometimes



hardly ever



never

I	always usually often sometimes hardly ever never	get to work late.
---	---	-------------------

How often do you arrive at work on time?

I usually arrive at work on time.

Note

Usually and sometimes can also go at the beginning or end of sentences, but the other adverbs can only go before the verb.

- 19.1** Look at A opposite. The things below happen every week in a company. Look at the times that they usually start and the times that they started last week. Complete the sentences. Look at the example before you begin.

		Usual time	Time last week
1	Production meeting	Monday 10.00 am	10.20 am
2	Presentation by R&D of its new product ideas	Tuesday 9.45 am	9.30 am
3	Information meeting for new suppliers	Wednesday 2.15 pm	1.45 pm
4	Conference call with the Boston office	Thursday 4.30 pm	4.45 pm

- 1 Last week the production meeting started 20 minutes late.
- 2 Last week the presentation by R&D started
- 3 Last week the information meeting for new suppliers started
- 4 Last week the conference call with the Boston office started

- 19.2** Look at B opposite. Match the two parts of these sentences.

- | | |
|---------------------------------------|---|
| 1 I lost a lot of time when my | a because the office was closed for holidays. |
| 2 They wasted three days in London | b the product was very good! |
| 3 We saved a lot of time | c colleagues didn't come to the meeting. |
| 4 They spent a lot of time planning - | d after we bought faster computers. |

- 19.3** Look at C opposite. Rewrite the sentences, replacing the underlined words with adverbs of frequency. Remember to put the adverbs in the correct position. You can rewrite two of the sentences in three different ways. Look at the example before you begin.

What do you do at lunchtime?

- 1 I go shopping about three times a week.
I often go shopping.
- 2 Most days I eat in the company restaurant.
- 3 Once or twice a year I have a big lunch with customers in a smart restaurant.
- 4 I eat sandwiches at my desk every day.
- 5 Once or twice a week I keep working.

Over to you



Talk about what you do at lunchtime, as in 19.3 above, using the adverbs in this unit.

20 Do you have time?

A I don't have time

Look at this diary /'daɪəri/:

Can we meet on Monday?

No, I'm afraid I don't have time to meet on Monday. I'm busy. I'm going to a sales meeting in the morning and I have an appointment with the dentist in the afternoon.

What are you doing on Tuesday?

I'm

going to a sales meeting.
going to the dentist/doctor.
meeting a customer.
working at the office.
seeing my manager.
playing tennis.
having lunch with a customer.



May



Mon 11

am

10.00 Sales meeting



pm

2.30 Appointment with dentist



Tues 12

am

9.15 Visit customer



pm

2.00 Work in the office



Wed 13

am

10.15 Visit customer



pm

2.00 Work on customer orders



Thurs 14

am



pm



Fri 15

am

9.30 See manager



pm



B Are you free on Friday?

Are you free on Friday?

Yes, I'm free on Friday afternoon. Where shall we meet? When shall we meet?

Let's meet	at	my/your office. a restaurant for lunch. a café
	for	a coffee.

How about	12.30?
What about	three o'clock?
	3.30?
	after work?

- 20.1** Look at A and B opposite. Then look at Martin's diary and complete what he says about each day. Look at the example before you begin.

September

20 Monday

am 11 am
Go to a production meeting

pm 2 pm
Work on production plans

21 Tuesday

am 10.15 am
Visit a supplier

pm 2 pm
Go to R&D to see new product plans

22 Wednesday

am 9 am
Work at the plant

pm 2.45 pm
Visit Altex Ltd

23 Thursday

am 8 am
See the production manager

pm 1.45 pm
Appointment with the doctor
Then go back to office

24 Friday

am 9.45 am
Visit Mr Smith

pm 2 pm
Play golf with Mr Smith
5 pm
free

25 Saturday

26 Sunday

- 1 On Monday I'm going to a production meeting in the morning. I'm working on production plans in the afternoon.
- 2 On Tuesday I'm
- 3 On Wednesday I'm
- 4 On Thursday I'm
- 5 On Friday I'm

- 20.2** Look at A and B opposite. Complete this conversation.

Sebastian: Are you free for a coffee on Wednesday afternoon?
 Tina: I'm afraid I'm (1) on Wednesday afternoon. I'm seeing a customer.
 Sebastian: Can we (2) on Thursday?
 Tina: Yes, I'm (3) on Thursday.
 Sebastian: Where (4) we meet?
 Tina: Let's meet (5) Pierre's café.
 Sebastian: (6) shall we meet?
 Tina: (7) (2 expressions) about four o'clock?
 Sebastian: See you there at four.

Over to you



Look at your diary. Talk about four things that you are doing next week.

Project management

A We must finish on time

Josh Damon is a building engineer with a construction company:

'I'm working on an important **project** at the moment, a very big office building. I **manage** the project. I'm the **project manager**.

'The building must be **completed** by December next year. It mustn't be **late**. We must **finish on time**. Any **delay** would be bad. Projects must not take **longer than planned**. This is one of the most important things in **project management**.'



B The schedule

This is the **schedule** for the project.

	Year 1				Year 2			
	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec
Build the foundations	x							
Build floors 1-20		x	x					
Build floors 21-40				x	x			
Build floors 41-60						x	x	
Put in the electricity							x	
Painting							x	x
Completion								x

It is now January in Year 1. Look at the different **stages** of the project.

For example, building the **foundations** – the part under the ground – **will take** three months, from January to March in Year 1.

Building floors 1-20 is **going to take** six months, from April to September in Year 1.

Josh explains:

'If we **finish on schedule**, the building will be completed in December next year. In other words, the **deadline** is December next year. It would be great if we **finish ahead of schedule** – before the time planned – or **on schedule** – at the time planned. We don't want to **get behind schedule** – finish after the time planned.'

C We're behind schedule

Look at what really happened to the building project.

	Year 1				Year 2				Year 3			
	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec
Build the foundations	x	x										
Build floors 1-20			x	x	x							
Build floors 21-40						x						
Build floors 41-60							x	x	x	x		
Put in the electricity										x	x	
Painting											x	
Completion												x

Instead of taking three months, building the foundations took six months. So, it took **three months longer than planned**.

Instead of taking six months, building floors 21-40 took three months. It took **three months less than planned**.

Note

Note the spelling of planned, not 'planned'.



21.1 Use expressions from A opposite to complete these sentences.

- 1 When something is planned to take six months and it takes a year, there is a
- 2 When you finish a project, you can say that it is
- 3 The person who manages a project is the
- 4 If something isn't finished on time, it is finished

21.2 Write sentences about the other stages in the project in B opposite, using the verb in brackets. Look at the examples before you begin.

- 1 Build foundations (will)
Building the foundations will take three months, from January to March in Year 1.
- 2 Build floors 1–20 (going to)
Building floors 1–20 is going to take six months, from April to September in Year 1.
- 3 Build floors 21–40 (will)
.....
- 4 Build floors 41–60 (going to)
.....
- 5 Put in electricity (will)
.....
- 6 Painting (going to)
.....

21.3 Look at C opposite. Write sentences to say what really happened in the building project. Look at the examples before you begin.

- 1 Build foundations
Instead of taking three months, building the foundations took six months.
It took three months longer than planned.
- 2 Build floors 1–20
.....
- 3 Build floors 21–40
.....
- 4 Build floors 41–60
.....
- 5 Put in the electricity
.....
- 6 Painting
.....

Over to you



Think about one of your recent projects. How long was it planned to take? How long did it take in the end?

A Spare time



Grace: What do you do in your spare time¹?
 Rita: I'm interested in music, so I go to a concert once a week².



Grace: Do you play an instrument?
 Rita: Yes, I play the piano, but not very often.



Rita: What about you? How do you relax³?
 Grace: I go swimming at the pool near my office and I play a lot of golf. I play at least twice a week⁴. Relaxation is very important.



Rita: Really. I play golf too. How about a game tomorrow after our meeting?
 Grace: Good idea. I can take a break⁵ in the afternoon.

¹when you are not working

²one time every week

³rest after working

⁴two times a week or more

⁵stop work for a short time

Note

Interested has a silent e in many varieties of English, so be careful with the spelling, not 'intrested'.



B Word combinations with 'have' and 'take'

have take	a break
	a coffee break
	a tea break
	your lunch break
have take	a day off
	the day off
	a long weekend – the weekend and Friday and/or Monday
	a holiday
	three days' holiday
	two weeks' holiday

Note

You have the day off if the company gives you the time, for example: 'I have four days off over Christmas.'
 You take the day off if you decide to take the time, for example: 'I took the day off to go to see a football match.'

C Going on holiday

Pierre works for a financial services company in Paris:

'I have five weeks' holiday a year. I take three weeks in summer and two weeks in winter. And I sometimes take long weekends too.'

'In summer, I don't stay in France. I go abroad – to another country. I like to go on holiday somewhere very hot.'

'In winter, I stay in France. I go skiing in the Alps.'

'Sometimes it's important to take it easy – relax.'

Note

BrE: holiday
 AmE: vacation

Note

Don't confuse abroad with aboard. You go abroad when you go to another country. If you go aboard a ship, plane, bus or train, you get on it.

22.1 Look at A and C opposite and put the expressions (a–h) in the correct box.

- a cycling c diving e golf g photography
b basketball d the drums f jazz h the trumpet

I go	running mountain climbing
	1

I like I'm interested in	modern art history
	3

I play	the guitar the saxophone
	2

I play	football tennis
	4

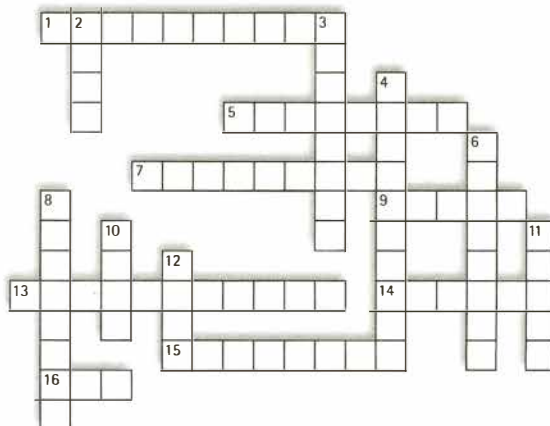


A saxophone player in a jazz band

22.2 Complete the crossword with the correct form of words from A, B and C opposite.

Across

- 1 I in the pool twice a week (2,8)
5 See 12 down
7 The same as *free time* (5,4)
9 To rest (5)
13 I can take 30 a year (4,7)
14 and 10 down To relax (4,2,4)
15 For my holidays, I leave this country and (2,6)
16 I'm not working today – it's my day (3)



Down

- 2 I play golf on Saturdays. I play a week (4)
3 I in the Rockies every winter (2,6)
4 I'm very in the theatre. I go to three plays a week (10)
6 When you stop work and drink tea, you have a (3,5)
8 American English for *holiday* (8)
10 See 14 across
11 I play a golf – I play every day (3,2)
12 and 5 across I usually stop work on Thursday evenings and start again on Monday. I take (4,8)

Over to you



How do you relax? How do your colleagues or friends relax?

23 Notes and coins

A Notes and coins

In Canada there are **notes** or **banknotes** for:

\$100 \$50 \$20 \$10 \$5

The Canadian dollar is **divided into** 100 cents. There are **coins** for:

\$1 50 cents 25 cents 10 cents 5 cents 1 cent

The notes and coins of a country are its **currency**.



A hundred-dollar note



A 25-cent coin

Note

You put the symbol (\$, £, €, etc.) before the number, not after.

Note

BrE: note, banknote
AmE: bill

Note

Things can cost 100 dollars or 25 cents (plural), but the singular form is used before note, e.g. a hundred-dollar note, and coin, e.g. a 25-cent coin.

B Changing money

Marion is going on holiday to Canada. To **change** or **exchange money**, she goes to a **bank** or **bureau de change** /ˌbjʊərəʊ də ˈʃuːnɪʒ/. She asks these questions:

1 What's the **currency** in Canada?

3 How much **commission** do you charge?

2 What's the **exchange rate**?
How **many** Canadian dollars are there to the euro /jʊərəʊ/?

4 If I have some Canadian currency at the end of my holiday, can I **change it back** into euros?

Note

Commission is the money that you have to pay when you change money. The spelling is not 'emision', 'ecommission' or 'eomission'.



C Abbreviations

Here are some countries' currencies and their **abbreviations**:

Country	Currency	Divided into	Abbreviation
China	renminbi or yuan	10 jiao	CNY
Japan	Japanese yen	—	JPY
Russia	ruble or rouble	100 kopeks	RRB
Switzerland	Swiss franc	100 centimes	CHF
the United Kingdom	pound (sterling)	100 pence	GBP
the United States	US dollar	100 cents	USD

23.1 Look at A opposite. Match the notes and coins of the euro countries (1–6) with their names (a–f).



a a two-euro coin
b a twenty-euro note

c a fifty-euro note
d a one-euro coin

e a fifty-cent coin
f a hundred-euro note

23.2 Match these answers (a–d) with the questions in B opposite.

- a There are about 1.6 Canadian dollars to the euro.
- b We charge 1 per cent commission.
- c It's the Canadian dollar.
- d Yes, you can change the notes back but not the coins.

23.3 Look at B and C opposite. Complete the dialogue with the correct expressions.

A: How was your business trip to Japan?

B: Great, thanks. I'm just going to the bank to (1)
the money I didn't spend.

A: What's the (2) in Japan?

B: It's the yen. Look – this is a (3)
It's worth about \$5.50.

A: Oh, it's very nice.

B: Yes. Did you know that the yen is not (4) into
other units? There are no cents, just yen.

A: What's the (5) for the yen?

B: It's JPY.



Over to you



Talk about the currency, notes and coins of a country that you have visited. What is or was the exchange rate with your currency?

24 Prices

A Talking about prices



Camry
\$19,395



Prius
\$22,000



Venza
\$24,975



Avalon
\$27,845

How much is the red one?
What's the price of this model?
How much does the Camry cost?

The red one is
The price of this model is
The Camry costs

\$19,395.

Note

Cost is an irregular verb. The past tense and past participle are **cost**, not 'eosted'.



B Tax

Sometimes you pay **tax** on the **basic price** – this gives the **total price**. Prices are shown **including tax** (inc. tax) – or **excluding tax** – (excl. tax).

In most states in the US, and in some other countries, you pay sales tax on some things that you buy. For example, in Mississippi, the rate of sales tax is 6 per cent.

This beautiful book is \$100.00 per copy. Mississippi residents **add sales tax** of \$6.00.

The basic price is \$100 and you add six dollars sales tax if you live in Mississippi.

In Europe and some other places, you pay **VAT** (**value added tax**) at a particular **rate** on some products and services. For example, the **standard rate** in Sweden on most things is 24 per cent and in the UK it's 17.5 per cent. There is sometimes a **reduced rate** on some products, like children's clothes.

Mountain Castle video game

Price: **£20.00** excl. VAT
£23.50 inc. VAT at 17.5 per cent.

We have to add £3.50 VAT onto the basic price of £20, so the price including VAT is £23.50.

C 'Value' and 'worth'

To talk about the price of something which is not for sale, you can use **value** or **worth** /wɜːθ/.



The **value** of the Sultan of Brunei's yacht is \$500 million.



Damien Hirst's diamond skull **is worth** \$50 million.



This Henry Moore sculpture was worth £3 million, but it was sold by thieves for £1,500.

24.1 Complete the dialogue with expressions from A opposite.

A: (1) is this one?

B: This one (2) \$500.

A: And what's the (3) that one over there?

B: That one is \$300.

A: And what about the black one? How (4) that one ?

B: That one (5) \$200.



24.2 Look at B opposite. Are the sentences true (T) or false (F)?

1 The basic price is the same as the price including tax.

2 VAT stands for 'Value added tax'.

3 The abbreviation for 'excluding' is 'excl.'.

4 The standard rate of VAT is the one for most products.

5 People in the US pay VAT.

6 People pay sales tax in all states of the US.

24.3 Look at C opposite and complete the sentences.

1 The value this house £250 million.

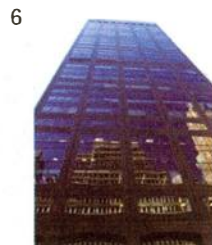
2 This helicopter worth \$5.9 million.

3 These figures worth \$3,000 each.

4 The value of dress €10,000,000.

5 This painting worth \$104 million.

6 The value this office building \$510 million.



Over to you



Is there sales tax or VAT in your country? If so, what is the standard rate and the reduced rate for different types of products?

A Amounts of money 1

You talk about exact **amounts** of money and write amounts on **cheques** like this:

\$12.99 twelve dollars (and) ninety-nine cents
 twelve dollars ninety-nine
 twelve ninety-nine

£211.53 two hundred and eleven pounds (and) fifty-three pence
 two hundred and eleven pounds fifty-three
 two hundred and eleven, fifty-three

€33,972.35 thirty-three thousand nine hundred and seventy-two euros (and) thirty-five cents
 thirty-three thousand nine hundred and seventy-two euros thirty-five
 thirty-three thousand nine hundred and seventy-two, thirty-five

Note

BrE: cheque
 AmE: check

Note

In BrE, you usually say *and* in numbers, but in AmE you don't usually say 'and' in numbers. To learn more about this, see Unit 8. Note the pronunciation of *and* here: /ənd/ or /ən/.

Note

Amounts of money are also called, formally, *sums of money*.

B Amounts of money 2

You can refer to large amounts of money like this:

£2,250,000 **two and a quarter** million pounds

£2.25 million £2.25 m

€6,500,000,000 **six and a half** billion euros

€6.5 billion €6.5 bn

¥19,750,000,000 **nineteen and three quarter** billion yen

¥19.75 billion ¥19.75 bn

To learn more about fractions, see Unit 9.

Note

You don't say '*nineteen and three-quarters billion yen*'.

C Approximate amounts

When you don't give an exact amount, but you want to give an idea of the size of a figure which is large in your opinion, you use **of**:

This camera costs **hundreds of euros**.

hundreds		pounds
thousands		thousands
hundreds of thousands	of	euros
millions		dollars
billions		yen

Note

You can't say '*five hundred of euros*' or '*five hundreds of euros*'.



When you give an exact **figure**, you do not use the word **of**. For example, you say:

This camera costs **five hundred and twenty-five euros**.

When you don't give an exact figure, you can also use:

The price of this house is	about around roughly approximately	£2,500,000.
----------------------------	---	-------------

Note

About, around and roughly are less formal than approximately.

These words show that the figure is not exact – it is near this amount, but may be higher or lower.

- | | | |
|---|---|--|
| 1 | Bank of Gozo
Pay <u>Gozo Resort Hotel</u>
<u>four thousand three hundred and</u>
<u>eighty-four euros and fifty-three cents</u> | Date _____
€ 4,384.53
<u>J Grech</u>
Signature _____
J. Grech
For Malta Travel Co. Ltd |
| 2 | National Regional Bank
Pay <u>Massey Construction Co.</u>
<u>pounds</u>
<u>pence</u> | Date _____
£ 10,036.81
<u>Yvette Irwin</u>
Signature _____
Yvette Irwin
For Residential Developments Ltd |
| 3 | Largo Bank
Pay <u>Jane Doe</u>
<u>dollars</u>
<u>cents</u> | Date _____
\$ 823.97
<u>M Hernandez</u>
Signature _____
M. Hernandez
For Azed Oil Co. |

Cheque number	Sort code	Account number
100538	20-05-54	10285878

Cheque number	Sort code	Account number
100132	12-03-24	106381639

Cheque number	Sort code	Account number
100386	15-07-62	104369217

- | | | | | |
|------------------|---|--|---|----------------------|
| 1 \$86,500 | a | eighty-six and a half thousand dollars | b | thousands of dollars |
| 2 £17,750,000 | a | | b | |
| 3 €8,500,000,000 | a | | b | |
| 4 ¥27,750 | a | | b | |

- 1 chateau – €9,950,000 (about)
The price of the chateau is about ten million euros.
- 2 villa – €705,000 (around)
- 3 flat – €299,500 (roughly)
- 4 studio – €50,500 (approximately)



Talk about prices of houses and flats in your area, using 'about', 'around', 'roughly' and 'approximately'. Talk about a big house, a small house, a big flat and a small flat.

A It's so expensive

Maricel has a small design company (three people) in Manila, Philippines:

'Buying **equipment** – the things we need – is very **expensive**. For example, we need powerful computers and they cost a lot of money – the **prices** are **high**.

'We don't have enough money, so we **can't afford** to buy new computers very often.

'We **spend** all the money that we make from sales paying our staff and buying equipment. It's difficult to **save** any – to keep and not spend it.'



Note

Equipment is uncountable.
You can't say 'equipments'.



B Careful with money

Maricel is talking to a friend, Rey:

Maricel: What's it like in your company? Are you **careful with money**?

Rey: Yes, we are. We try not to spend too much.

Maricel: How do you try to **save money**?

Rey: We don't have more employees than we need, and we buy things when there are **reductions** and **discounts** – lower prices than usual. We try not to **waste money** by buying things that we don't need.



C Loans

Maricel: Do you **rent** your offices – pay money to use a building that someone else owns – or are you buying them?

Rey: We're buying them. We **borrowed** 20 million pesos from the bank, but it's difficult to **repay** the loan. What about you?

Maricel: The bank **lent** us 30 million pesos and we have to **pay back** around 100,000 pesos **per month**.

Note

You can say '100,000 pesos **per month**' or '100,000 pesos **a month**'.

26.1 Complete the table with words from A, B and C opposite.

Verb	Noun
	cost
lend	
	repayment
	savings

26.2 Choose the correct word to complete each sentence.

- The bank (lent / loan) us £150,000 and we (repay / repayment) £550 a month.
- I got a (loan / lend) to buy a machine. The (repayments / repaid) for this are £320 per month.
- It (cost / costs) so much to buy new equipment these days.
- We have sales of £200,000 a month. We spend £180,000 on pay, equipment, etc. and try to (save / savings) £20,000 for the future.
- I (borrow / borrowed) £1,000 for a long holiday. Then I won some money, so I (repay / repaid) £500.

26.3 Look at A, B and C opposite. Complete the sentences.

- If you want to buy things at lower prices, you look for and
- If you don't have enough money to buy something, you it.
- If you spend more money than necessary, you money.
- If something costs a lot of money, it is
- If you pay money to live or work in a building owned by someone else, you it.



Over to you



Is your company careful with money? What equipment do you buy? How do you save money on equipment?

A

Wages

This is a job advertisement for Homegoods Stores. They are looking for new **staff** – the people who work for a company. The job advertisement tells you the **wages** /weɪdʒɪz/ – the money you get if you are paid every week. It tells you the **basic pay** you will **earn** – money you get for working the normal week. In this job, the normal week is 35 hours. The advertisement also tells you how much money **staff** are paid for **overtime** – working more than the normal week.

Homegoods Stores

We are looking for **staff** for our stores.
35-hour week.

Wages: Earn €7 per hour **basic pay**.
€9 per hour **overtime**.

Free meals: in the store restaurant.

Email personal details to
recruitment@homegoodsstores.com.



Note

Staff is uncountable.
You can't say 'staffs'.



B

Salaries

This is a job advertisement for a different company. It tells you the **salary** – the money you get if you are paid every month – and the **benefits** – the things you get in addition to money. One of the benefits of this job is a **company car** – a car owned by the company and used by an employee for work. You also get a **company pension** – money you get after you stop working, for example at 60 or 65 years old – and **free meals** – meals you don't pay for. The advertisement also tells you the **working hours** – the times in the week when an employee does the job or is at work.

Zany Consumer Products

Salespeople

We are looking for salespeople, based at our offices in Dubai.

Salary: 450,000 dirhams (about €90,000) per year.

Benefits

- 30 days' **holiday** per year
- **Company restaurant** with free meals
- **Company car** – we give you either a Jaguar or a BMW
- **Company pension**
- **Working hours:** Monday to Friday, 9 am – 5.30 pm

Email humanresources@zcp.com

27.1 Look at A and B opposite and match the two parts of these word combinations.

- | | |
|-----------|-----------|
| 1 basic | a hours |
| 2 company | b meals |
| 3 company | c pay |
| 4 free | d pension |
| 5 working | e car |

27.2 Two people are talking about their jobs. Complete what they say with word combinations from 27.1 above.

1 I get ,
but I don't like hamburgers.

2 The
are very long. I finish work very late.

3 The
is very bad, but the overtime is good.

4 It's great. I can sell my own car.
They're giving me a

5 They offer a
..... for when I get old.



27.3 Match the sentences or parts of sentences containing expressions from A and B opposite.

- | | |
|--|---------------------------------------|
| 1 I'm looking for a job with a better salary because | a You have to pay €2 for lunch. |
| 2 The company restaurant isn't free. | b I don't earn enough where I am now. |
| 3 I don't get much money, | c but I can always work overtime. |
| 4 The other staff are very friendly and | d that's six weeks! |
| 5 I get 30 days' holiday a year – | e For example, I have a company car. |
| 6 The benefits are excellent. | f I like everyone working there. |

Over to you



Write a job advertisement for a particular job using expressions from A and B opposite.

28 Company banking

A Accounts

Mr Kim is the finance director for a company in Korea:

'We're with HSBC Bank. We have a **cheque account** with a **cheque book** so we can **write cheques** – printed forms from a bank that you use to pay for things. Our customers **pay us directly into** our account.

'We also have a **deposit account** where we can put money for longer periods and **earn interest** – money the bank pays us.

'The bank sends us **statements** every month showing us the **balance** for each account – how much money we have in our accounts.'



Note

BrE: cheque, cheque account, current account
AmE: check, checking account

B Cards

'Each of our salespeople has a company **credit card**: MasterCard. HSBC is also our **credit card company**. Each card has a **limit** of 10 million won (about \$8,500) – that's the maximum amount they can spend. They use it to pay for hotels, restaurants and other **expenses**. They can also use the card to **withdraw** or **take out** money from an ATM when they need to **pay cash** for things – in other words, they can use it as a **cash card**. But there is a **charge** – an extra amount that we have to pay – for this.

'We **pay off** what we owe – need to pay back – every month. We don't want to **get into debt** /det/ with the credit card company. We don't want to have to pay interest.'



An ATM or a cash machine

Note

ATMs (automatic teller machines) are also called **cash machines**, especially in BrE.

Note

Withdraw is an irregular verb. The past simple is **withdrew** and the past participle is **withdrawn**. The related noun is **withdrawal** /wɪð'drɔːəl/: if you **withdraw** money, you make a **withdrawal**.

C Online banking

'We use **online banking** to access our accounts on the Internet on the HSBC website. We can **transfer money** between these accounts – we can **move money** from one account into the other.

'And we can use online banking to see how much our salespeople are **spending** on their credit cards.'

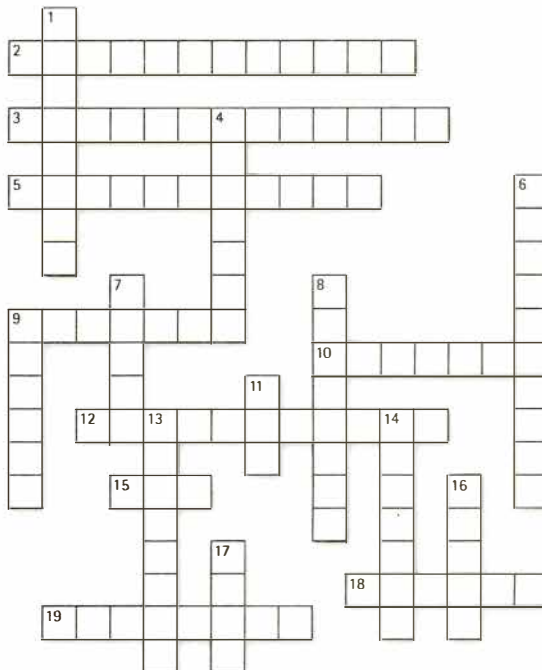
28.1 Complete the crossword with the correct form of words from A, B and C opposite.

Across

- 2 You on the money you have in a deposit account (4,8)
- 3 You can make payments from this (6,7)
- 5 You can get cash from this (4,7)
- 9 Another name for a cheque account: account (BrE) (7)
- 10 Another expression for *withdraw* (4,3)
- 12 If you spend more money than you have, you (3,4,4)
- 15 and 19 Our customers us into our account (3,8)
- 18 You can go into a bank, but it's easier to use banking (6)
- 19 See 15 across

Down

- 1 What you use at an ATM (4,4)
- 4 You can have a deposit (7)
- 6 American Express is a type of (6,4)
- 7 Please me a cheque (5)
- 8 Another expression for *take out* (8)
- 9 You write one of these to make a payment (6)
- 11 Another expression for *cash machine* (3)
- 13 To move money from one account to another (8)
- 14 Internet is when you can look at your account on a computer (7)
- 16 The maximum you can spend on a credit card (5)
- 17 If you have an account at a bank, you are that bank (4)



28.2 Complete the text with expressions from the box. Use one expression twice.

charge credit cards expenses interest pay off statements withdraw

The finance director at one company decided to give (1) to all its salespeople. They used them to pay (2) like hotels and meals when they travelled. For the first year, everything was OK. But then they started to use the cards to (3) money from cash machines. The company had to pay a (4) for this. After that, they started to use the cards for personal (5) When the (6) arrived, it was impossible to (7) the balance at the end of every month, so the company had to pay (8)

Over to you



Will online banking completely replace ordinary banks one day? Why? / Why not?

29 Companies and money 1

A 'To sell'

Companies sell things to other companies and to people. These things can be **products** or **services**. A business sells a product **at** or **for** a particular **price**.

Asus Kia Boeing Nikon Gap	sells / sell	computers. cars. aircraft. cameras. clothing.
---------------------------------------	--------------	---

Note

Sell is a verb. The past simple is **sold** and the past participle is also **sold**. There is no form '**sell**'.



Note

You can use the third person singular or the third person plural to talk about companies and what they sell. There is no difference in meaning.

B Sales

You can talk about the products that a company sells as its **sales**, for example:

computer car aircraft camera clothing	sales
---	-------

Note

formal: **clothing** /kləʊðɪŋ/
informal: **clothes** /klaʊðz/

Sales can go **up** or go **down**.

You can talk about **worldwide sales** or sales in a particular country or area, for example **European sales**.

And you can look at **sales figures** to see if sales are **good** or **bad** – to see if a company has sold a lot or not much.



C Costs

Every company has **costs**. For example, a company that makes products has:

salary equipment (raw) material /ˈrɔː məˈtɪəriəl/ component finance advertising	costs	employees' pay the machines, etc. that it buys metal, wood, plastic, etc. that it buys what it pays suppliers (see Unit 3) for parts interest on loans (see Units 26 and 28) what it spends on advertisements
--	-------	--

You can say that costs are **high** or **low**.

29.1 Look at A opposite and use the correct form of the verb 'sell' in brackets to complete the sentences. You can complete some of the sentences in two ways. In these sentences, write both verbs.

- 1 Dell (present simple) computers in shops, not just on the Internet.
- 2 Danone (present perfect) yogurt in the US for 50 years.
- 3 Häagen-Dazs (present simple) ice cream in 120 countries.
- 4 Rolls-Royce probably (future with 'will') aircraft engines worth \$14 billion this year.
- 5 Chanel (present simple) products in more than 200 shops around the world.
- 6 Real Madrid said that it (past perfect) one million Beckham shirts at €80 each by the end of that year.

29.2 Look at A opposite again. Match the two parts of these sentences.

- | | |
|---|--|
| 1 Shops are free to sell these products | a the people that they are selling to. |
| 2 Salespeople should know all about | b at the price they want. |
| 3 The <i>New York Times</i> sold | c €210 in France. |
| 4 Amazon sells the iPod Classic for | d its famous building for \$525 million. |
| 5 Microsoft is selling | e at \$34 per 100 cubic metres. |
| 6 Gazprom sells its gas | f Windows 7 to home users for \$119.99. |

29.3 Look at B opposite. What happens to sales of each product in these situations? Look at the example before you begin.

- 1 People want to travel abroad more. *Aircraft sales go up.*
- 2 Petrol becomes much more expensive.
- 3 Cold weather arrives.
- 4 Cameras become much easier to use.
- 5 Computers become cheaper.

29.4 The Korean car company Hyundai spends money on the following items (1–6). Match the items with the costs in C opposite.

- 1 its website
- 2 paint used on its cars
- 3 paying workers in its factories and offices
- 4 paying banks who have lent the company money
- 5 engines for its cars
- 6 robots – special machines – to make its cars

Over to you



What are the main costs for your company or one you would like to work for?

A Budgets

'I'm Tamsin Liu, **finance director** for Hong Kong Textiles (HKT). At the beginning of every year, I talk to each manager about what they plan to spend during the year. We set a **budget** /'bʌdʒɪt/ – decide the amount they can spend. This amount is shown in the **budget** for each department.

'When managers spend more than we planned, they go **over budget**. I get very angry if a manager does this and so does the chief executive.

'When managers spend less than planned, they are **under budget**. But they try not to do this because they know that their budget will be **cut** – reduced – next year.

'We use budgets to **control** /kən'trəʊl/ **costs** – to make sure that the company does not spend too much. This **cost control** is often one of my most important tasks. I don't want costs to **get out of control**.'



Note

Budget is also a verb. Managers **budget** for different things – plan how much to spend on them.

B Sales forecasts

'I'm Henry Bao, **sales manager** for HKT. One of my jobs is to say how many products we will sell in a particular period. This is a **sales forecast**.

'Of course, we may sell **more than forecast** or **less than forecast**. The numbers of products that we really sell are the **actual numbers**.'



Note

Forecast is also a verb. The past simple and past participle are **forecast** or **forecasted**.

C Results

Here is Tamsin Liu again, talking about **results**:

'**Profit** is the money that is left when we take away **costs** from **sales**. Of course, we want to **make a profit** – get more money from sales than we spend on costs. It's good to make a **big profit**, not a **small profit**. If we spend more than we get in sales, we **make a loss**. And if the money from sales is the same as the costs, we **break even**.

'There is **profit before tax** – before tax is paid to the government – and **profit after tax** – after tax is paid.

'The company's results show all these figures.'

Note

You can talk about the **profit** or **profits** for a particular period.

30.1 Use correct forms of expressions from A and B opposite to complete these sentences. Look at the example before you begin.

Last year at HKT ...

- 1 the marketing manager planned to spend HK\$2 million, but in fact she spent HK\$2.3 million: she went over budget.
- 2 the production manager planned to spend \$8 million, but in the end he spent \$7 million: he was.
- 3 as the production manager spent less than planned, his budget for next year will be
- 4 the sales manager expected sales of \$20 million: this was his
- 5 in the end, sales were \$24 million: these were the
They sold more
- 6 managers planned to spend \$15 million altogether, but in the end they spent \$19 million: costs got
- 7 the finance director told the other managers that
(2 expressions) was very important.

30.2 Look at C opposite. Then look at HKT's results below and decide if the sentences are true (T) or false (F).

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Sales	10	15	24	30	27	34
Costs	20	15	19	20	29	29

All figures in millions of Hong Kong dollars.

Tax on profits: 10 per cent. No tax paid if the company breaks even or makes a loss.

- 1 In year 1, HKT made a profit of \$10 million.
- 2 In year 2, it broke even.
- 3 In year 3, it made a profit before tax of \$4 million.
- 4 In year 4, it paid \$1 million in tax.
- 5 In year 5, it made a loss of \$2 million.
- 6 In year 6, it made a profit after tax of \$4.5 million.

Over to you



Find out about some companies that you are interested in. How much profit (or loss) did they make last year?

Learner training C: Learning vocabulary

Use a vocabulary notebook to write down new words and expressions. For difficult words, write the phonetic transcription (see Learner training B, page 42) in order to help you remember how to say them.

A Word combinations

You **do the exercises** in this book. Sometimes, you **make mistakes**.

Words used together are **word combinations**. To help you remember word combinations, write in your vocabulary book: **do an exercise** and **make a mistake**.

Word combinations show you which words can go before another word and which words can go after it. More examples of word combinations:

noun + noun: **sales department / training department / production department** (see Unit 2)

verb + preposition: I go to work **by train**. (see Unit 5)

verb + noun:

spend lose waste save	time (see Unit 19)
--------------------------------	--------------------

B Word groups

Write down related words in groups like these:

Word groups	Some words in the group
money	coin, note, currency, exchange rate
time	project, schedule, appointment, diary
workplaces	office, lab, factory, shop, call centre

You can also group grammatically related words with different endings:

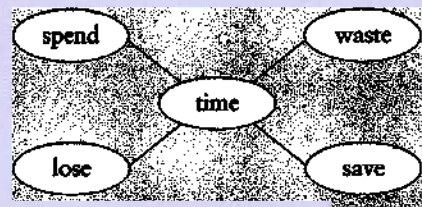
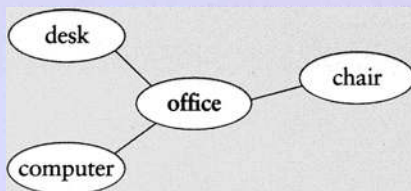
training/trainer

lecture/lecturer

employer/employee

C Diagrams

You can record word combination and word groups in diagrams like these. Add more words to the diagrams as you learn them.



D Types of English

You can record British and American words and expressions like this:

British English	American English
tram	streetcar
book	reserve

C1 Look at A opposite. Write words that can go in front of 'money'. Look at Units 23, 26 and 28.

1 b _ _ _ _	4 e _ _ _ _ _	7 o _ _	10 s _ _ _	13 w _ _ _ _
2 c _ _ _ _	5 l _ _ _	8 p _ _ _ _	11 s _ _ _ _	14 w _ _ _ _ _
3 c _ _ _	6 m _ _ _	9 r _ _ _ _	12 t _ _ _ _ _	

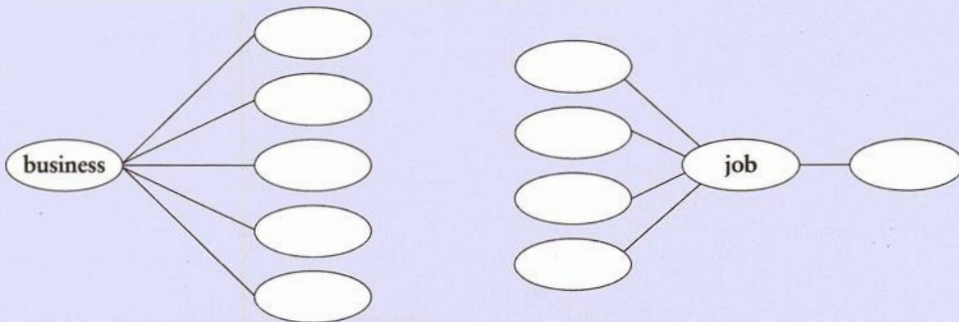
C2 Look at B opposite. Complete the table with the words in the box. Look at Units 3, 10 and 28 to help you.

balance	dismiss	interest	production	R&D	sales
charge	finance	pension	redundant	resign	statement

Word groups	Some words in the group
directors	
stopping work	
banking	

C3 Look at C opposite. Complete the diagrams with the words in the box.

card	contact	full-time	part-time	title
class	first	park	permanent	trip



C4 Look at D opposite. Then look at these words and expressions from Units 1 to 28 and decide if they are British or American. Then find the equivalent for each one in the other variety of English.

- schedule
- cellphone
- one quarter
- autumn
- vacation
- three hundred fifty
- It's twenty past three.
- banknote
- cheque
- checking account

British English	American English
timetable	schedule

A Dimensions

A journalist is talking to an expert on mobile phones about the Nokia N97.



Journalist: What is the Nokia N97 like? What does it do?

Expert: It's a mobile phone, but really it's also a small computer.

Journalist: What are its dimensions?

Expert: It's **rectangular**. It's 11.7 centimetres **long**, 5.5 centimetres **wide** and 1.6 centimetres **thick**.

Journalist: That's not very thick.

Expert: Yes, it's quite **thin**.

Journalist: How big is the screen?

Expert: The screen is 3.7 centimetres **wide** by 8 centimetres **long**. The **diagonal** dimension is 8.9 centimetres. But it's more usual to talk about the **diagonal** dimension in inches – it's 3.5 inches.

Journalist: How much does it weigh /wei/?

Expert: It's not **heavy** – it doesn't weigh very much. It's very **light**. In fact, it has a **weight** /weɪt/ of only 150 grams.



A rectangle

A square

Note

BrE: millimetre /'mɪli,mɪ:tə/, centimetre /'sentɪ,mɪ:tə/, metre
AmE: millimeter, centimeter, meter

B Features

The expert talks about the **features** /'fi:tʃəz/ – important points – of the Nokia N97.

Journalist: How fast is the Nokia N97?

Expert: As a computer, it's very **fast**. It works at very **high speeds**.

Journalist: What does it do?

Expert: You can use it to access /'ækses/ – use – the **Internet**. And it has all the usual features: email, phone book, etc.

Journalist: Is it **easy to use**?

Expert: Yes, very easy. You don't need to read the **manual** – the book that comes with it.

Note

Access is a verb and a noun. Be careful with its spelling, not 'aeess' or 'aeess'.



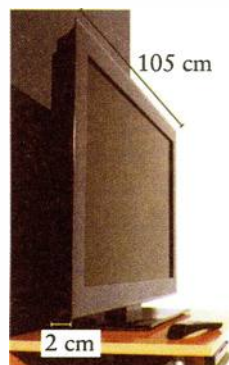
31.1 Look at A and B opposite. Complete the tables.

Adjective	Noun
long	length
	width
	thickness
square	square
	rectangle

Verb	Noun
	weight

31.2 Complete the description using the correct words from 31.1 above.

- 1 The screen is 105 cm The of the screen is 105 cm.
- 2 Its is 2 cm. It's 2 cm
- 3 It's not square. It's
- 4 It 7 kg. Its is 7 kg.



31.3 Look at B opposite. Complete the sentences.

1



Oh no. I paid €100 for this, but do?

2



Everything is clear. I understand. It's very

3



This computer isn't very It takes a long time just to send an email.

Over to you



Describe a product that you know, using expressions from this unit.

A

Comparative adjectives

Compare the Nokia N97 with the Apple iPhone.

	Nokia N97	Apple iPhone 3G S
Length	11.7 cm	11.5 cm
Width	5.5 cm	6.2 cm
Thickness	1.6 cm	1.2 cm
Screen (diagonal)	3.5 inches	3.5 inches
Weight	150 grams	135 grams

The N97 is (slightly) **longer than** the iPhone. The iPhone is **shorter than** the N97.

The iPhone is **wider**. The N97 is **narrower**.

The iPhone isn't **as thick as** the N97. The N97 is **thicker**.

The two screens are **the same size**. One isn't **bigger or smaller** than the other.

The N97 is **heavier**. The iPhone is **lighter**.

Which one is **more attractive**?

Which one is **easier** to use?

But which phone is **better**? Which one is **worse**?

Perhaps one is **as good as** the other. And neither is worse!



Note

You use **than** after comparative adjectives, not **'that'**.



B

Superlative adjectives

Now compare the Palm Pre with the two phones above.

	Palm Pre
Length	10 cm
Width	5.9 cm
Thickness	1.7 cm
Screen (diagonal)	3.1 inches
Weight	135 grams

The Palm Pre is **the shortest** /'ʃɔ:tɪst/ of the three phones.

The N97 is **the longest**.

The N97 is **the narrowest** /'nærəʊɪst/. The iPhone is **the widest**.

The Palm Pre is **the thickest**.

The Palm Pre's screen is **the smallest**.

The N97 is **the heaviest**.

But which phone is **the best**? Which one is **the worst**?

Which one is **the most attractive**?

Which one is **the easiest** to use?



- 32.1** Look at A opposite. Compare these two business jets, using the comparative form of the adjectives. Look at the example before you begin.

	Embraer Phenom	Bombardier Learjet 45 XR
Length (metres)	15.5	17.5
Cabin* width (metres)	1.5	1.4
Top speed (miles per hour)	450	535
Cost	\$6.65m	\$10.85m



*the 'room' where passengers sit

- 1 (long) The Learjet is longer than the Phenom.
 2 (short)
 3 (wide)
 4 (fast)
 5 (slow)
 6 (expensive)
 7 (cheap)

- 32.2** Now look at the information about this business jet. Use the superlative form of the adjectives in 32.1 above to write sentences about the three jets. Look at the example before you begin.

	Cessna Citation
Length (metres)	19.3
Height (metres)	6.2
Cabin width (metres)	1.7
Top speed (miles per hour)	527
Cost	\$15.35m

- 1 The Citation is the longest.
 2
 3
 4
 5
 6
 7

- 32.3** Look at A and B opposite. Complete the sentences with the comparative or superlative form of the adjectives.

- 1 My friends all have mobile phones. I think mine is (heavy) of them all.
 2 Using a computer is (easy) than writing a letter by hand.
 3 Your mobile is much (thin) than mine.
 4 These computers are all great, but I think this one is (good).
 5 I'm not very good at texting, but my colleague is even (bad) than me.
 6 The Canon Ixus is (attractive) than any of the other Canon cameras.

Over to you



Think of three products of a particular type that you like. Which is the best, and why?

A Service industries

Here are some examples of service industries:

- **tourism** – travel, hotels, etc.
- **telecommunications** or **telecoms** – companies that provide telephone and Internet services
- **distribution** and **retail** – taking products to shops, supermarkets, etc. and selling them there
- **financial services** – banks and other financial institutions



B Support services

Companies depend on **support services**. For example, they use **consultants** for **management advice**, **IT specialists** for advice on **computers** and **computing**, **translators** to change documents from one language into another and **accounts** – details of the money coming into and going out of a company. They need **lawyers** – people who are experts in the **law** – and they also need **logistics services**, including **transport** and **shipping** – delivering products etc. to other places. For fast deliveries, they use **couriers**.

Services

accountancy	services
cleaning	
consultancy	
IT (information technology)	
legal	
logistics	
translation	

Service providers

accountants
cleaners
consultants
IT specialists
lawyers
shippers and couriers
translators

Note

BrE: accountancy
AmE: accounting

We want to get our offices cleaned.

How long will it take?

When will it be done by?

C A service company

www.faithfultranslationservices.com

Japanese–English–Japanese translation services are our **speciality**¹.

Express service
Your documents are **turned round**² very fast. Email your documents by 6 pm. Our team of translators will work on them **overnight**³ and **return** them to you by 9 am the next day.

Standard⁴ service
Turnround 48 hours.

We treat your documents with the highest level of **confidentiality**⁵.

Our **charges** are **reasonable**⁶.

Note

BrE: speciality /ˌspeʃi'ælɪti/
AmE: specialty /ˈspeʃi'ælti/

¹ what we do best

² finished and sent back

³ during the night

⁴ normal, ordinary

⁵ the information is not given to anyone else

⁶ not expensive

33.1 Which service industry in A opposite deals with each of the following?

- 1 lending money
- 2 selling to consumers, rather than to businesses
- 3 selling holiday flights
- 4 providing mobile phone services (2 expressions)

33.2 Look at B opposite. Talk about different managers' problems using 'get'. Look at the example before you begin.

- 1 (I – offices – clean) *I want to get my offices cleaned.*
- 2 (he – accounts – prepare)
- 3 (she – documents – translate)
- 4 (we – products – deliver)
- 5 (they – legal problems – solve)
- 6 (the company – new computers – install)

33.3 Look at B opposite again. Which type of service provider could solve each problem above in 33.2?

- 1 *cleaners*
- 2
- 3
- 4 and
- 5
- 6

33.4 Look at B and C opposite. Correct the words in italics.

Miho: Faithful Translation Services. Good morning.

Raj: Hello. Do you do translations from English into Japanese? I'm going on a business trip to Japan and I want to have our company's product brochures (1) *translate* into Japanese.

Miho: When do you want to get the translations (2) *finish* by?

Raj: My trip is next week. It's getting rather late, I know ...

Miho: That's not a problem. You can use our express service and we can (3) *turned* them round fast. We can (4) *turn* them by email the next morning. Roughly how many pages do you need translated?

Raj: About 20. How much do you (5) *charging* for product brochures?

Miho: It's 15,000 yen a page. That's about 160 US dollars.

Raj: That's expensive.

Miho: Not really. When you think how important your product brochures are in selling your products, it's (6) *reason*.

Raj: OK, I'll email the brochures to you now. What's your email address?

Over to you



You are the boss of a small company. Write four things that you want to get done.

34 Services 2

A Service characteristics

Here are some ways of describing companies that provide services.

They're	so pretty very really extremely	flexible. reliable /rɪ'laɪəbl/. accurate. efficient. reasonable. safe and secure. convenient /kən'vi:niənt/.
---------	---	---

Note

The adverbs **very**, **really** and **extremely** have the same meaning; **pretty** means 'quite, but not extremely'. You can use all four adverbs with each of these adjectives.

Some people are talking about the service they have received.

They're **very flexible**. They can change easily depending on what is wanted.

They're **extremely reliable**. They always do what they say they're going to do.

They're **really accurate**.
They never make mistakes.

They're **so efficient**. They work without wasting time or energy.

They're **very reasonable**.
Their prices are not expensive.

They're **extremely safe and secure**. They won't lose our information or let other people have it.

They're **pretty convenient**. Their offices are in a good location, not far from ours.

B Problems with services

Raj (from 33.4) tells a colleague, Anita, about his trip to Japan.

Anita: Hi Raj. How was your trip?

Raj: A bit of a disaster, because of our brochures. I had them translated into Japanese. The translation company said they would do the translations overnight, but in the end they took three days.

Anita: That's really slow.

Raj: Yes, and **inconvenient** because I needed the brochures urgently. I found out later that they were using seven different translators for different brochures.

Anita: That's a very **inefficient** way of doing things.

Raj: Then they emailed the translations to someone in another company by accident. Their systems are pretty **insecure** and **unreliable**.

Anita: You're right. They are extremely **unsafe**.

Raj: And when I got to Japan, my Japanese contacts laughed at the brochures – they were full of mistakes. They were **inaccurate** – in fact, they were **full of inaccuracies**.

Anita: So the service overall was not good at all – in fact it was pretty **poor**. Did the translation company offer any sort of **compensation**?

Raj: I thought they were **unreasonable**. They just said they would give a 50 per cent reduction next time. They were very **inflexible** – they didn't want to offer anything else.

Anita: But I guess there won't be a next time.

Raj: That's for sure.



Note

Reasonable means 'not expensive', but **unreasonable** means 'not fair or acceptable'.

34.1 Complete the table with adjectives from A opposite and negative adjectives from B opposite.

Noun	Adjective	Negative adjective
accuracy		
convenience		
efficiency		
flexibility		
reliability		
safety		
security		
—	good	

34.2 Complete the sentences with words from 34.1 above, beginning with the letters shown.

- 1 Our accountants never lose our documents: their systems are very s..... and s.....
- 2 They do the work on time, as promised. They're extremely e..... and r.....
- 3 The figures in the accounts that they prepare are always correct. They always have a very high level of a.....
- 4 If we ask them to make changes to the way they do things, they are always f.....
- 5 Their charges are extremely r.....

34.3 Now use other words from 34.1 above to complete these sentences.

- 1 Our cleaners are terrible. The service they provide is very p.....
- 2 They never come at the time they promised and they waste a lot of time because they are badly organized. They're very unr..... and ine.....
- 3 When they leave, they sometimes leave the doors open. So at night, I always feel very ins.....
- 4 If we ask them to make changes to the way they do things, they never agree. They have no f..... at all.
- 5 Their charges are not at all reasonable. In fact they're pretty e.....

Over to you



Describe a service provider that you have known.

35 What's it made of?

A It's made of ...



wool



cotton



What's it made of?

It's made of

wool.
cotton.
silk.
nylon.

Materials like these **textiles** can have these **characteristics** or **qualities**:

a cool b easy to care for c shiny d warm

B Materials and their uses

These materials are used in **manufacturing** – making products – and **construction** – building.



Material (noun)	Adjective	Example	Characteristic	Used in ...
wood	wood or wooden	pine	easy to cut	furniture
glass	glass	clear glass	attractive, but breaks easily	bottles, windows
metal	metal	aluminium	strong but light	aircraft
plastic	plastic	PVC	light, easy to shape and cut	cars, bottles, carrier bags – the bags you get in supermarkets

C It's unbreakable

Materials can also have these **characteristics**:

- **artificial** /ˌɑːtɪˈfɪʃəl/ / **synthetic** / man-made – not natural
- **rigid** – difficult to bend
- **traditional** – describes something that has been used for a long time
- **fragile** – easily broken
- **attractive** – nice to look at
- **recycled** /ˌrɪːˈsaɪkld/ – made from materials that were used before

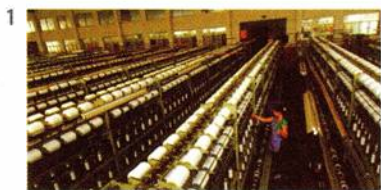
Note

BrE: aluminium /ˌæljʊˈmɪniəm/
AmE: aluminum /əˈluːmɪnəm/

- **natural** – comes from plants, etc., not a chemical process
- **flexible** – bends easily
- **modern** – new
- **unbreakable** – difficult to damage
durable /ˈdʒʊərəbl/ – lasts a long time

35.1 Match the textiles in A opposite with where they come from.

1 2 3 4



35.2 Now match each textile in 35.1 above with its main quality (a–d) in A opposite.

1 2 3 4

35.3 Match the two parts of these sentences containing expressions from B and C opposite.

- | | |
|--|---|
| 1 One of the most attractive features of the house is the wooden | a wine glasses, cups and plates for two people. |
| 2 They think polypropylene will replace traditional materials | b that cause health problems for children and old people. |
| 3 Graham Green produces a picnic backpack that includes plastic | c floors in all rooms. |
| 4 People use too many chemical products in the home, for example cleaning products | d but now our customers are only buying modern furniture. |
| 5 In the past we sold a lot of traditional brown wood furniture, | e to watch students at work. |
| 6 A large glass window will allow visitors | f such as metal, paper, wood and glass. |

35.4 Choose the correct adjective in brackets from C opposite to complete these sentences.

- Kevlar is a (natural / man-made) material invented by DuPont in 1965.
- Drinks cans are made from a strong but (rigid / flexible) metal.
- The cheaper bottles are made of (fragile / durable) glass which can break when dropped, but the more expensive ones are made of steel and are almost (breakable / unbreakable).
- Stanley Reed invented plastic coins that he said were (durable / natural) and washable.
- Estée Lauder uses tubes made from 80 per cent (recycled / attractive) aluminium and its gift boxes are now made from (rigid / recycled) paper.
- It's a (man-made / natural) product, made from plants.
- Carrier bags are made of (flexible / rigid) material.

Over to you



What is your favourite material for clothes for work? What don't you like? Why?

36 From producer to customer 1

A Manufactured products

Look at this Asus netbook computer. Where's it made?

It's				
It is	made	in a	factory	in Taiwan.
They're	manufactured		plant	
They are				



They're loaded into a container and shipped to the United States.



They're stored in a warehouse.



They're distributed to a retailer, where they're sold to customers.

Note

The past participle is used in passive forms of verbs. The passive is often used to talk about processes.

Note

When a past simple or past participle -ed ending follows t or d, it is pronounced /ɪd/, for example loaded: /'ləʊdɪd/.

See page 142 for the passive forms of irregular verbs.

B Industries and their processes

1 Farmers grow a crop, such as wheat.

- They pick or harvest the crop manually or by machine.
- Food producers process the wheat and use it to make bread and other products.



3 Miners extract ore, such as iron ore.

- They mine the ore from or from under the ground, usually by machine.
- Steel producers use iron ore to make steel.
- Manufacturers shape the metal to make components – parts.



2 Wood producers grow trees, such as pine.

- They cut them down.
- They treat the wood with chemicals.
- Furniture makers cut and shape the wood to make furniture.

4 Car manufacturers assemble components.

- They put them together, for example to make car engines.
- They install the engines in cars.

Note

Install is also spelled instal in BrE, but the past tense and past participle are always spelled installed.

36.1 Complete the table with the correct form of verbs from A opposite.

Verb	Past participle
distribute	
load	
make	
manufacture	

Verb	Past participle
sell	
ship	
store	

36.2 Find nouns in B opposite that mean the following.

- 1 makers of things (two words) _____ , _____
- 2 a hard, strong metal _____
- 3 people who produce crops _____
- 4 a piece of equipment _____
- 5 a series of steps to produce something _____
- 6 a substance used in industry to change other substances _____
- 7 people who take valuable substances from under the ground _____
- 8 something used as part of a bigger product _____

36.3 Look at B opposite. Complete the sentences using the passive of the verbs in brackets. Use Irregular verbs on page 142 to help you.

- a Wheat _____ (process) to make bread.
- b A car _____ (assemble) from over 20,000 components.
- c Before the wood is _____ (use), it is _____ (treat) with chemicals.
- d Many types of components _____ (make) from this metal.
- e Cars _____ (put together) in large factories.
- f Crops such as wheat _____ (grow) in Europe and North America.
- g Engines _____ (install) in each car towards the end of the manufacturing process.
- h This ore _____ (use) to make steel.
- i The wood can then be _____ (cut) and _____ (shape) to make furniture, for example.
- j Trees _____ (cut down) to make wood products.
- k Wheat _____ (harvest) using very big machines.
- l Iron ore _____ (mine) in many countries in Africa and elsewhere.

36.4 Now relate each of the sentences in 36.3 above to one of the four processes in B opposite. Look at the example before you begin.

- 1 a, f, k 2 _____ 3 _____ 4 _____

Over to you



Where were the different parts of your car made?

A Stages in the process 1

Coffee is **grown** in countries like Brazil, Colombia and Vietnam – these countries are some of the main **producers**. Coffee berries are the **raw material** for making coffee. Coffee is **processed** like this:



1	picking	First, coffee berries are picked or harvested manually.
2	sorting	Then , they are sorted – put into groups – by colour.
3	removal of outside	Next, the outside of the berry is removed , usually by machine .
4	soaking	After that , the beans are soaked in water to remove another layer of material on the bean that is not wanted .
5	washing	The beans are then washed with large quantities of water.
6	drying	Finally , the seeds are dried on special tables, or on the floor or in special machines.

B Stages in the process 2

The next step in the process is the **roasting** of the green coffee.

The coffee is usually **roasted** by the supplier. The actual **roasting** begins when the temperature inside the bean **reaches** 200 degrees C. The weight of the beans is **reduced** during roasting – there is a **reduction** in weight. Roasting **changes** the **flavour** of the beans – they taste different.

The roasted beans are **labelled** as light, medium light, medium, medium dark, dark or very dark.

Lightness and darkness is **measured** with a special device – machine.

The coffee is put into sacks. The sacks are loaded onto ships and **shipped** all round the world.

Note

BrE: labelled, labelling; AmE: labeled, labeling
BrE: flavour; AmE: flavor



C Stages in the process 3

The sacks are **unloaded** and stored in warehouses.

The beans are then **packaged**.

Most coffee in shops is already **ground**. Ground coffee is the **finished product**.

Packets of coffee are sold in **supermarkets** and other shops. They are **bought** /bɔ:t/ by customers all over the world.



37.1 Complete the table with forms of verbs from A, B and C opposite.

Verb	Past participle	Verb	Past participle
buy			reached
	changed	reduce	
dry		remove	
grind		roast	
grow		soak	
label	 (BrE) (AmE)	sort	
measure		unload	
package		want	
pick		wash	

37.2 Which of the past participles in the table above are pronounced /ɪd/ at the end? Which are irregular?

37.3 Look at A, B and C opposite. Complete the extract using correct forms of the verbs in brackets. Then put the sentences into the correct order. Look at the examples before you begin.

1 a 2 3 4 5 6 f

Apple production

- a The main apple producers are China, the US, Iran, Turkey and Russia.
- b Then they (load) into boxes and (ship) to processing centres, where they (unload) ready to be (process).
- c First they must be carefully (grow) and (pick) by hand.
- d Finally, only the best apples (sell) in supermarkets, where they must be perfect.
- e After that they (wash), (sort), (label) and (package).
- f The rest not (want) and so they (throw away) or (use) in other products.



Over to you



Describe a process using some of the vocabulary and structures in this unit. Use the Internet to find information if necessary.

A

Shops and stores



A trolley



A checkout

You can buy food, clothes and sometimes other products in a **supermarket**. You can use a **trolley** and you pay at a **checkout** or **till**.

A **convenience store** is a small shop that is open from very early to very late. In the UK, a **corner shop** is a convenience store on the corner of two streets.

A **chain store** is one of a number of shops with the same name. These shops are all part of a **chain** – group of stores owned by one company.

A **department store** is a large shop, usually in a city centre. It sells many types of goods in **departments** or **sections**, for example clothes, furniture, etc., on several **floors**.

You get different **ranges** of products in each of these types of shop. In some places, you get a lot of **choice**, in others much less.

A **mall** or **shopping mall** is a large building, usually outside a city with many shops and a big car park.

Note

BrE: shop; AmE: store
BrE: shopping trolley; AmE: shopping cart

Note

mall, shopping mall: BrE and AmE
shopping centre: BrE only
BrE: mall /mɔ:l/; AmE: mall /mɑ:l/



A department store

B

Direct sales

You can buy things by **mail order**. You choose from a **catalogue** and order by **post**, or **on** or **over the phone**.

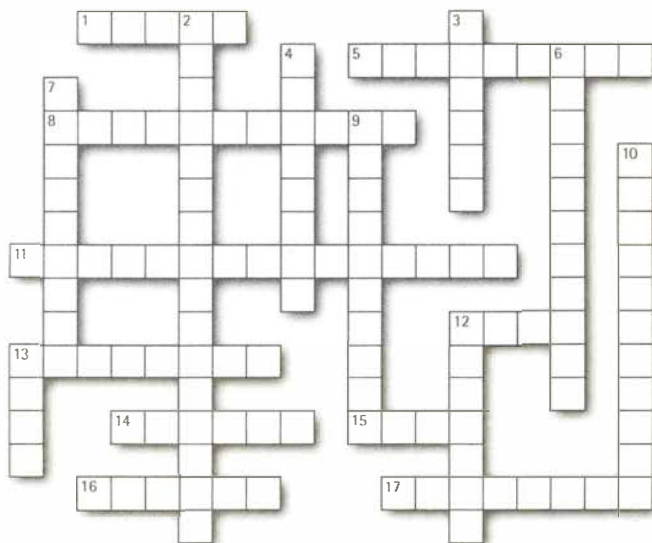
With **internet shopping** you buy things **on** or **over the Internet**, using the seller's site or **website**. Buying and selling like this is **e-commerce**.

Note

BrE: catalogue /'kætəlog/
AmE: catalog /'kætələ:g/



38.1 Complete the crossword with the correct form of words from A and B opposite.



Across

- 1 A group of shops with the same name (5)
- 5 Shopping by post (4,5)
- 8 A shop where you might buy something you've forgotten to buy elsewhere is a store (11)
- 11 A large shop with many different products (10,5)
- 12 Where you pay in a supermarket (4)
- 13 Large shops have many different (8)
- 14 With mail order, you can order (2,4)
- 15 Here you can find a lot of different shops, out of town (4)
- 16 A shop is a type of convenience store in the UK (6)
- 17 Another word for where you pay in a supermarket (8)

Down

- 2 When you buy things online (8,8)
- 3 The different levels of a department store (6)
- 4 With mail order, you can do your shopping on (3, 5)
- 6 Selling without shops (6,5)
- 7 Buying and selling on the Internet (1-8)
- 9 With mail order, you a catalogue (6,4)
- 10 Where you buy food, clothes and some other products (11)
- 12 British English for 'cart' (7)
- 13 A seller's 'place' on the Internet (4)

38.2 Complete the sentences with words from A and B opposite.

- 1 In a supermarket, you pay the checkout.
- 2 More and more books are sold (2 words) the Internet.
- 3 When you buy clothes mail order, you choose a catalogue.
- 4 You can order post or (2 words) the phone.

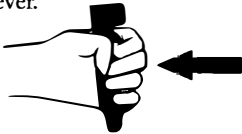
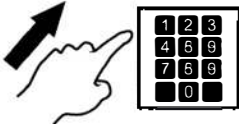
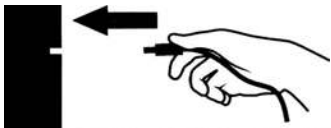
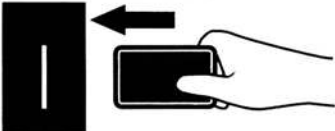
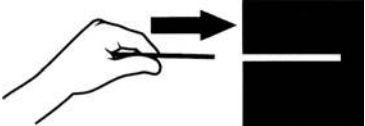
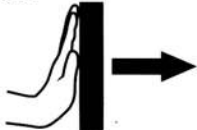
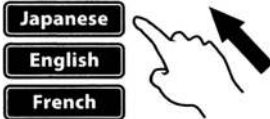
Over to you



Think about a national or international company which manufactures products. Where are its products sold?

A

Follow the instructions

1 Pull the lever. 	5 Turn the key to start. 
2 Key in your PIN number. 	6 Plug the cable into the socket. 
3 Put your ticket into the slot. 	7 Insert your card. 
4 Push the door. 	8 Select a language. 

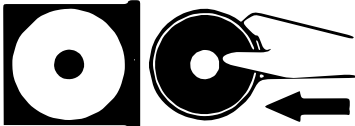
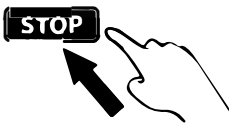
Note

These instructions use the imperative form of the verb.
The imperative is the same as the infinitive form.

B

Press the button

To play a CD:

1 To switch on, press the 'On' button. 	4 Then press the 'Play' button. 
2 Put the CD into the tray. 	5 When you have finished, press the 'Stop' button. 
3 Press the 'Close' button. 	6 Press the 'Eject' button and take the CD out of the tray. 

39.1 Match the instructions in A opposite with these products and machines.



a ticket barrier



c cash machine (3 instructions)



e office door



b orange squeezer



d car



f PC

39.2 Look at B opposite. Put these instructions for recording a DVD into the correct order.

1 2 3 4 5 6 7

a When you have finished, press the 'Stop' button.



e Press the 'Record' button.



b Put a blank DVD into the tray.



f Press the 'On' button.



c Select the TV station that you want to record.



g Press the 'Open' button.



d Push the tray to close it.



Over to you



Describe how to use an office photocopier.

A Faults

Antonia is having problems with her DVD player. She phones the call centre of the chain store where she bought it.

Assistant: Service department. How can I help?

Antonia: I have a problem with my DVD player. It stopped working last week.

Assistant: What make and model number is it?

Antonia: It's a Ruby DVD 7000.

Assistant: What exactly is the fault /fɒlt/ – what's the technical problem?

Antonia: When I press the button, the tray doesn't open.

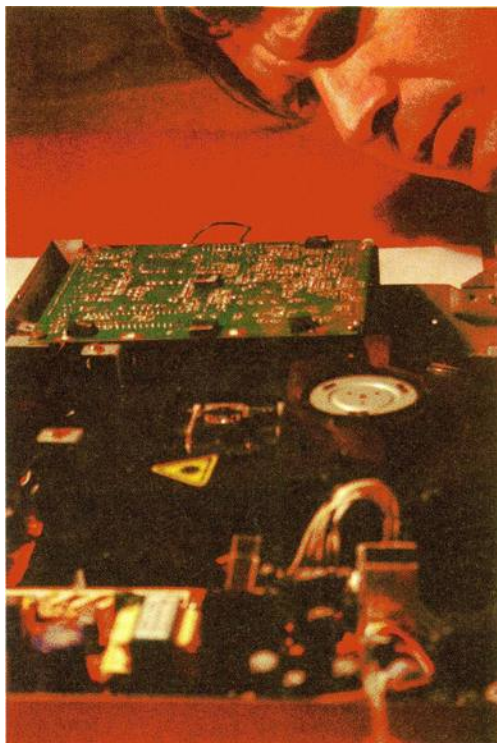
Assistant: How old is the DVD player?

Antonia: I bought it six months ago.

Assistant: OK, Ruby guarantee their products for two years. You can send it back by post for repair.

Antonia: That's difficult. I don't have the box.

Assistant: Don't worry. You can take it back to the shop. Where did you buy it?



B Guarantees

The company repaired the DVD player and returned it to Antonia, but it has stopped working again. She phones the centre again.

Assistant: Service department. How can I help?

Antonia: My DVD player broke down last month. You repaired it, but it stopped working again yesterday.

Assistant: What's the fault now?

Antonia: I can play DVDs, but I can't record.

Assistant: Is it still under guarantee?

Antonia: Yes, I only bought it last year.

Assistant: OK. Because it's happened again, we'll give you a brand new one as a replacement.

Antonia: That's great.



Note

Guarantee /,gə'ren'ti:/ is a noun and a verb. Note its spelling, not 'garantee'.



40.1 Look at A and B opposite. Match the two parts of these sentences.

- | | |
|---|---|
| 1 This product is brand | a with your new kitchen equipment, just give us a call. |
| 2 This car is still under | b working two days after I bought it. |
| 3 If you have a problem | c new. I bought it yesterday. |
| 4 My CD player stopped | d back to the shop. |
| 5 When my new computer stopped working, I sent it | e guarantee. It's less than three years old. |

40.2 Match the words in the box to make word combinations from A and B opposite. Look at the example before you begin.

back	centre	model	send	under
brand	department	new	service	working
call	guarantee	number	stop	

40.3 Complete the sentences with expressions from the box.

stops working	fault	repair	take it back
call centre	guarantee	replacement	under guarantee

Guarantee

- 1 We our products for two years.
- 2 If the product doesn't work,
..... to the shop where you bought it.
- 3 If the shop can't help you, phone our
- 4 If there is still a, send the product back to us. We will it.
- 5 If the product again while it is still
....., send it back to us and we will send you a

Over to you



Talk about a problem you had with a product. Did you a) send the product back for repair, or b) get a replacement product? What happened exactly?

A What can go wrong?

You want to purchase – buy – office **supplies** – products for your office – from a **supplier**. You do this by sending a **purchase order** – a document with details of the order – to the supplier.

These things can go wrong:

- The company **loses the order**.
- The company **supplies the goods**. It **ships the goods**, but they are **delivered** – sent – to the wrong place.
- The goods are delivered to the right place, but they are delivered late.
- The **wrong goods** are delivered. They are not the ones that you ordered.
- **On delivery**, you see that some of the goods are **damaged** – harmed or broken. Perhaps this happened when they were shipped.
- Other products **do not work properly** – correctly – because they are **faulty** – they have faults.
- The supplier's **invoice** – a document giving information about the goods that you have purchased – is wrong. There are mistakes in the invoice details – the **quantities** and/or **prices** are wrong. Perhaps the suppliers want to **charge too much** – they say the price is more than it really is. If this happens, they should **refund** – pay back – the difference.



Note

Purchase is more formal and less frequent than buy.



B Keeping customers happy

You work at the supplier's. In order to **keep customers happy** in different situations, you could:

- **apologize** – say that you're sorry.
- **give/offer a reduction or discount** – lower price – for the next order. The price will be reduced or discounted.
- send a truck to **pick up** the goods and deliver them to the right place.
- **take back** the wrong products and send the correct products.
- give or offer a **reduction or discount** for this order.
- **replace the faulty products**.
- **repair the faulty products**.
- send another invoice.

Note

apologize (verb)
apology (noun)

41.1 Complete the table with words from A and B opposite.

Noun	Verb
apology	
damage	
	deliver
	discount
	invoice
	order
purchase	
	reduce
refund	
replacement	
shipping	
	supply

41.2 Replace the underlined expressions with correct forms of expressions from 41.1 above.

- 1 Recently, when buying some goods for my company, I looked on the Internet to find the lowest prices.
- 2 We found the products were harmd when they were delivered, so I asked the supplier to send others.
- 3 As we asked for large quantities, we expected to get a lower price (2 expressions).
- 4 The goods were sent (2 expressions) to our head office, not to the factory where we needed them.
- 5 The document that the suppliers sent us when they asked us to pay was wrong, so we didn't pay.
- 6 The company that we ordered the supplies from has gone out of business.

41.3 Look at the ways of keeping customers happy in B opposite. What would you do in each of the situations in A opposite?

- 1 If we lost the order, we would apologize and ask the customer to send it again.
- 2 If we shipped the goods to the wrong place, we would
- 3 If the goods were delivered late, we would (2 expressions)
- 4 If we delivered the wrong goods, we would
- 5 If we delivered faulty goods, we would
- 6 If we sent an invoice with mistakes in it, we would

Over to you



What is the biggest problem in your organization when you order goods?

Learner training D: Using dictionaries

A What dictionaries do I need?

You should use two dictionaries: a good **bilingual dictionary** – in English and your own language – and a good **English–English dictionary**, like the *Cambridge Learner's Dictionary*.

A bilingual dictionary can be easier to understand, but an English–English dictionary can give you more information about a word or phrase. It's good to work in English as much as possible.

You can use the CD-ROM versions of these dictionaries, or **look up** – **find** – words **on the Internet**.

And, of course, there are more and more small **electronic handheld dictionaries** and **dictionary applications** for devices such as the iPhone.

B What information does a dictionary give?

Each **entry** gives you a lot of different information.

Pronunciation symbols show the **pronunciation** – the way that you say a word.

Grammar labels show that the word is a **noun**, **verb**, **adjective**, **adverb**, etc. Sometimes a word can have two different grammatical forms, e.g. noun and verb. Sometimes one grammatical form can have more than one **meaning**.

Many dictionaries indicate whether a verb is **transitive** [T] or **intransitive** [I]. This entry shows no past form for the verb, so this verb is **regular**. Entries also show whether a noun is **countable** [C] or **uncountable** [U]. If the noun is countable and has an **irregular plural**, this is also shown.

Example phrases or sentences show how the word is used.

Some entries give common **word combinations**, and expressions and words with the opposite meaning. Many dictionaries show the most important words to learn (in the *Cambridge Learner's Dictionary* these are blue and have a **ox** symbol), but remember that some other words are also important for you because they are business words.

invoice¹ /'ɪnvɔɪs/ **noun** [C] a list that shows you how much you owe someone for work they have done or for goods they have supplied
We'll send another invoice.

invoice² /'ɪnvɔɪs/ **verb** [T] to send someone an invoice

C How should I use my dictionary?

Here are some ideas to help you.

- Many words have more than one meaning. The first meaning is not always the one that you want. Look at all the different meanings.
- When you look up a word, put a ✓ next to it on the page in this book and in the dictionary. When you go back to the page later and see the ✓, check that you remember the word without looking at the meaning.
- If you see an unknown word in a text, continue to read. Use the **context** – the words around the unknown word – to try and work out its meaning. If you are still unsure, then use your dictionary to check its meaning.

D What can I read?

You can see how English is used in context. Look at the following:

- **business sections** of general newspapers and their websites: independent.co.uk, guardian.co.uk, telegraph.co.uk, timesonline.co.uk, global.nytimes.com
- **business websites**: ft.com, businessweek.com, money.cnn.com/magazines/fortune/

D1 Look at the entry for 'business'.

◦ **business** /'biznis/ *noun* **1** TRADE [U] the buying and selling of goods or services *The shop closed last year, but now they're back in business.* ◦ *We do a lot of business with China.* ◦ *His company has gone out of business* (= failed). **2** ORGANIZATION [C] an organization that sells goods or services *My uncle runs a small decorating business.* **3** WORK [U] work that you do to earn money *She's in Vienna on business* (= working). **4** a nasty/strange, etc. *business* an unpleasant/strange, etc.

situation **5** *be sb's (own) business* to be something private that other people do not need to know *What he does in his own home is his business.* **6** *be none of sb's business* If something is none of someone's business, they do not need to know about it, although they want to, because it does not affect them. **7** *mind your own business* used to tell someone in a rude way that you do not want them to ask about something private ⇨ See also: **big business**, **show business**

- 1 Is it a noun, a verb, or an adjective?
- 2 How many meanings does it have?
- 3 What other entries are there either at the end of the entry, or after it, that contain the word 'business'?

D2 Look at the entries relating to the words below and answer the questions.

◦ **cost**² /kɒst/ *verb* past **cost** **1** MONEY [T] If something costs a particular amount of money, you have to pay that in order to buy or do it. *How much do these shoes cost?* ◦ [+ to do sth] *It costs \$5 to send the package by airmail.* ◦ [+ two objects] *It's going to cost me a lot of money to buy a new car.* **2** LOSE [+ two objects] to make someone lose something *His lazy attitude cost him his job.*

◦ **increase**¹ /ɪn'kri:s/ *verb* [I, T] to get bigger or to make something bigger in size or amount *Eating fatty food increases the risk of heart disease.* ◦ *Exports of computers have increased by 15% since January.* ◦ *increased demand/competition* ◦ *Her anxieties are shared by an increasing number of women.* ⇨ Opposite **decrease**

◦ **including** /ɪn'klu:dɪŋ/ *preposition* used to show that someone or something is part of a larger group, amount, or process *Fourteen people, including a prison warden, were killed.* ◦ *It's £24.99, including postage and packing.*

- 1 Is the verb 'cost' regular or irregular?
- 2 What example sentences are there for 'including'?
- 3 Use the structure from one of the examples for 'including' to write a sentence with these words: 'office supplies – €12 – VAT'.
- 4 What is the second example for 'increase' as a verb? Use the same structure to talk about an increase of 10 per cent for mobile phones.

D3 Look up these words from 41.1. Use an English–English dictionary, like the *Cambridge Learner's Dictionary*.

invoice	order	supply	discount	ship
deliver	damage	replacement	reduce	refund
delivery	purchase	replace	shipping	

- 1 Put the words in alphabetical order.
- 2 What is the number of the meaning for 'order' (noun) as it is used in Unit 41?
- 3 What is the plural of 'supply' (noun)?
- 4 What are the different meanings for 'purchase' when used as a verb and a noun?

Socializing 1: nice to meet you

A At the airport

- Rebecca: Excuse me. Are you Kate Thomas?
I'm Rebecca Melesi.
- Kate: Hello. Nice to meet you.
- Rebecca: Hello. Nice to meet you too. How was the flight?
- Kate: Very good, thanks. No problems at all.
- Rebecca: I'll take you to your hotel and then we'll go out to dinner.
- Kate: Thank you. That would be nice.



B At the office

- Rebecca: Good morning, Kate. How are you?
- Kate: Very well, thanks. And you?
- Rebecca: Fine, thanks. Take a seat. Would you like something to drink?
There's coffee, tea and orange juice.
- Kate: Juice, please.
- Rebecca: Here you are.
- Kate: Thank you.
- Rebecca: Steve, this is Kate Thomas from Adventure Travel in London. Kate, this is Steve Smith, our marketing manager.
- Kate: Hello, Steve. Pleased to meet you.
- Steve: Nice to meet you, Kate. Have you been to Botswana before?
- Kate: No, this is my first time.
- Steve: Where are you staying? What's it like?
- Kate: At the Intercontinental. It's very comfortable, thanks.



Note

You say Have you been to Botswana before?, but you don't say 'Have you been to here before'. You say Have you been here before?



C Saying goodbye

- Steve: It was nice meeting you, Kate.
- Kate: Nice meeting you too, Steve.
- Steve: Have a good trip back to London.
- Kate: Thanks. I'll be in touch soon.
- Steve: I look forward to seeing you next time.
- Kate: Yes, me too. Bye.
- Steve: Goodbye.

Note

You say Nice to meet you when you meet someone for the first time, and Nice meeting you when you say goodbye.

42.1 Look at A, B and C opposite. Choose the correct response (a or b) in each of the exchanges (1–7).

- | | |
|--|-----------------------------------|
| 1 Nice to meet you. | a Nice to meet you too. |
| | b Fine, thanks. |
| 2 How was the flight? | a That would be nice. |
| | b Very good – no problems at all. |
| 3 I'll take you to your hotel and then we'll go out to dinner. | a Fine, thanks. |
| | b Thank you. That would be nice. |
| 4 Would you like something to drink? | a Coffee, please. |
| | b Here you are. |
| 5 Have you been to Botswana before? | a No, this is my first time. |
| | b Pleased to meet you. |
| 6 This is my first time. | a Where are you staying? |
| | b Where are you living? |
| 7 This is Adrian from Ginnel Studios in York. | a Nice meeting you. |
| | b Pleased to meet you. |
| 8 It was nice meeting you. | a Very well, thanks. |
| | b Nice meeting you too. |

42.2 This conversation is between a visitor to a company and two people who work there. Complete what they say with expressions from B opposite.

- 1 Leslie: Take a Would you like , to drink?
..... coffee, tea and apple juice.
- 2 Leslie: Brian, is Georgina Osborne from SPL in Dublin. Georgina, this is Brian, our production manager.
- 3 Brian: Nice to meet you, Georgina. you to Melbourne before?
- 4 Brian: are you staying?
- 5 Brian: What's it ?

42.3 Look at B opposite and match Georgina's answers with the questions in 42.2 above.

- a At the Hilton.
- b Pleased to meet you.
- c Tea, please.
- d Very comfortable, thanks.
- e Yes, I was here about ten years ago.

Over to you



A visitor comes to your office. You introduce the visitor to a colleague. Write the conversation.

A Choosing and ordering



Rebecca: That's fine.

(Rebecca and Kate look at the menu.)

Kate: What do you recommend?

Rebecca: The fish is very good. Do you like fish?

Kate: No, I'm not keen on seafood – I don't like it very much. What are you going to have?

Rebecca: I think I'll have the risotto. That's a type of rice with vegetables.

Kate: That sounds good. I'll have the same.

Waiter: Are you ready to order?

Rebecca: Yes, I think so.

B Small talk

Small talk is when people talk in a friendly way about things that are not important.

Rebecca: Do you live in London?

Kate: No, I live in Brighton, on the south coast, about an hour from London. I commute.
What about you?

Rebecca: I commute too. It takes about 20 minutes by car. Do you mind commuting?

Kate: It's OK if the train isn't late. I read and I listen to music. And you?

Rebecca: It's fine if there isn't too much traffic. What do you do in your spare time?

Kate: I play a lot of golf.

Rebecca: Really? I play golf too. How about a game tomorrow after our meeting?

Kate: Good idea.

C Thanking

Kate: That was delicious.

Rebecca: I'm glad you liked it. Would you like a dessert?

Kate: No, thanks. I'll just have a coffee.

Rebecca: Two coffees, please. And could we have the bill?

Waiter: Certainly.

(The bill arrives.)

Rebecca: I'll get this.

Kate: Thank you.

Rebecca: My pleasure.

43.1 Look at A opposite. Put this conversation into the correct order. Look at the examples before you begin.

1 a 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7 g

- a Roxanne: What do you recommend?
 b Francesca: I think I'll have a salade niçoise.
 c Francesca: It's a type of salad with vegetables, eggs and tuna in it.
 d Francesca: The steak is very good. Do you like meat?
 e Roxanne: I'm not keen on meat. What are you going to have?
 f Roxanne: What's that?
 g Roxanne: That sounds good. I'll have the same.

43.2 Look at B opposite. Match the questions (1–4) with the answers (a–d).

- | | |
|--------------------------------------|---|
| 1 Do you live in Tokyo? | a Good idea. |
| 2 Do you mind commuting? | b No, I live in Yokohama, about 30 minutes from Tokyo on the coast. |
| 3 What do you do in your spare time? | c It's OK. I do a lot of work on the train. |
| 4 How about a game this evening? | d I play squash. |



43.3 Look at C opposite. Then write the conversations.

- Alain: 1 (Ask Bengt if he wants a dessert.) _____
 Bengt: 2 (Say you would like ice cream.) _____
 Alain: 3 (Ask the waiter for two ice creams.) _____
 Bengt: 4 (Say you liked the meal.) _____
 Alain: 5 (Reply.) _____
 Alain: 6 (Ask for the bill and tell Bengt that you will pay.) _____
 Bengt: 7 (Thank Alain.) _____
 Alain: 8 (Reply.) _____

Over to you



You are at a restaurant with a visitor to your country. Write a conversation between yourself and the visitor.

Socializing 3: networking

A Business or pleasure?

Rebecca and Kate are at the golf club.

- Kate: Thanks for the game. It was great.
 Rebecca: I enjoyed it too. Hi, Charlene, how are you? I haven't seen you for some time!
 Charlene: Rebecca, hi. I'm fine, thanks.
 Rebecca: Charlene, this is Kate. She's here from England.
 Charlene: Hello, Kate.
 Kate: Nice to meet you, Charlene.
 Charlene: Are you here for business or pleasure?
 Kate: Business, actually. I'm in the travel business, like Rebecca.
 Rebecca: I have to get back to the office. I'll see you later, Kate. Bye, Charlene.
 Kate: Bye. See you later.
 Charlene: Bye.



B Here's my card

- Charlene: Have you been to Botswana before?
 Kate: No, this is my first time. The weather's better than in London, that's for sure.
 Charlene: Yes, spring is a nice time of year here. What do you do?
 Kate: Our company sells African adventure trips. I wanted to see things for myself – the country, the hotels ...
 Charlene: That's interesting. I'm in the hotel business. My company owns ten hotels in Botswana and South Africa.
 Kate: Really?
 Charlene: Here's my business card.
 Kate: And here's mine. Perhaps we can do business together. It's great to have the chance to do some networking like this!
 Charlene: Yes, I'm sure there are some great opportunities for us to work together.

For more on business cards, see Unit 14.

C Saying the right thing

Asking the right questions and giving the right sort of answer are important.

a What was summer like this year here?

Pretty wet – not really beach weather!

b Do you have children?

c How's business?

d Do you play tennis?

e Do you come here often?

44.1 Match the two parts of these exchanges.

- | | |
|--|---|
| 1 Thanks for the game. | a No problem. Do you have any questions? |
| 2 Thank you for the meal. | b It's nice to get out of the office to a café sometimes. |
| 3 Thanks for the coffee. | c It was great, but you play better than me. |
| 4 Thank you very much for your presentation. | d I'm glad you liked it. The food here is always good. |

44.2 Look at A opposite. Put this conversation into the correct order. Look at the examples before you begin.

1 j	2	3	4	5
6	7	8	9	10 h

- a Bunzo: Bye. See you later.
 b Bunzo: I'm fine thanks.
 c Bunzo: Nice to meet you. Are you here for business or pleasure?
 d Carlos: Bunzo, this is Graciela. She's here from Brazil.
 e Carlos: I have to get back to the office. I'll see you later, Graciela. Bye, Bunzo.
 f Carlos: My pleasure. I enjoyed it too. ... Hi, Bunzo, how are you? I haven't seen you for some time!
 g Graciela: Business, actually. I'm in the oil business, like Carlos.
 h Graciela: Bye.
 i Graciela: Hello, Bunzo.
 j Graciela: Thanks for the meal, Carlos. It was delicious.

44.3 Look at B opposite. Choose the appropriate response (a or b) in each of the exchanges (1–5).

- | | |
|---|--|
| 1 Have you been here before? | a No, and I don't want to come back.
b Yes, I was here about 20 years ago when I was a student. It's changed a lot! |
| 2 The weather's better here than at home. | a Yes, the summers here are very nice, not too hot.
b Yes, the weather here is much better than anywhere else in the world. |
| 3 What do you do? | a I'm in the construction business.
b Why do you want to know? |
| 4 I'm in the advertising business. | a I know nothing about advertising.
b That's interesting. |
| 5 Perhaps we can do business together. | a I'm sure there are some opportunities to work together.
b I don't think so. |

44.4 Relate the questions in C opposite to these subjects.

- | | | |
|-----------|----------------------------------|--------------|
| 1 Family | 3 The person's company | 5 Spare time |
| 2 Weather | 4 The place where the people are | |

Over to you



Charlene and Kate talk about the weather. Which of these subjects is it acceptable to talk about when you meet someone: a) for the first time, and b) when you know them better?

- politics
- the economic and business situation in general
- your families

Telephoning 1: starting and ending

A Starting informal calls



Hello.

Is that Jessica? / Is Jessica there?

Speaking.

Hi Jessica, it's Miguel here.

Hello, Miguel.
How are you?

Note

Speaking means 'Yes, it's me'. You can't say 'It's me' or 'That's me' when someone asks for you on the phone.



B Starting formal calls



Good morning. Yamada Hanako's office.

Hello.

Could
Can

I speak to

Ms Hanako,
please?

Who's calling, please?

My name's John Wang. I'm
calling from JW Consultants
in Hong Kong.

I'll put you through.
One moment, please.

Note

Ms is used instead of Miss or Mrs for a woman when you don't know if she is married. Mr is used for all men.

Thank you.

Good morning, Ms
Hanako. My name's ...

Yamada Hanako
(speaking).



C Ending calls

I'll phone
call you again next week.

I think we've covered everything.

Good
Nice to talk to you.

See you
on Thursday.
at the meeting.
in Bangkok.

Thanks
Thank you for calling.
phoning.

Goodbye.

Bye.

Note

Cover something means 'talk about something'. I've/We've covered everything means 'I've/We've talked about everything that I/we needed to talk about'.

45.1 Look at A opposite. Put the conversation in the correct order.

1 2 3 4 5

a Speaking.

b Is that Nouriel?

c Hi Nouriel, it's Maynard here.

d Hi Maynard. How are you?

e Hello.

45.2 Look at B opposite. Complete the conversation.

(1)
Any Petrovsk's office.

(2)
Ms Petrovsk, (3) ?

Who's (4)
..... ?

(5)
Morgan Delgado.

I'll (6)
..... One moment, please.

Thank you.

45.3 Complete the conversation with expressions from C opposite.

Right, so we've covered everything, I think.

Yes, that's it. (1)
..... in Warsaw.

So, you'll be in touch next week to fix the exact details?

Yes, I'll (2)

It was very nice talking to you.

Yes, (3)
too. Thanks (4)

Goodbye.

(5)

Over to you



- When you answer the phone at work, what do you say?
- Write the beginning of a phone conversation at work: a) with someone you know, and b) with someone you don't know. Write two short dialogues.

Telephoning 2: spelling and numbers

A Telephone alphabet

When spelling a word on the phone, it can be difficult to hear the difference between these letters:

- B and P ■ B and V ■ D and T ■ F and S ■ I and Y ■ M and N

Make sure you learn the English names for these letters:

- A and R ■ E and I ■ O and U ■ I and Y ■ C and S ■ G and J
- K and Q ■ V and W

This list shows you:

- how to say the names of the letters.
- the **telephone alphabet**.

If you want to spell a word, you can say **A for Alpha**, **B for Bravo**, etc.

A /eɪ/ Alpha	H /ertʃ/ Hotel	O /əʊ/ Oscar	V /vi:/ Victor
B /bi:/ Bravo	I /aɪ/ India	P /pi:/ Papa	W /'dʌblju:/ Whiskey
C /si:/ Charlie	J /dʒeɪ/ Juliet	Q /kju:/ Quebec	X /eks/ X-ray
D /di:/ Delta	K /keɪ/ Kilo	R /ɑ:/ Romeo	Y /waɪ/ Yankee
E /i:/ Echo	L /el/ Lima	S /es/ Sierra	Z BrE: /zed/ AmE: /zi:/ Zulu
F /ef/ Foxtrot	M /em/ Mike	T /ti:/ Tango	
G /dʒi:/ Golf	N /en/ November	U /ju:/ Uniform	

B Spelling

Who's calling, please?

My name's Anil Singh.

Can you spell your surname, please?

Yes, it's Singh: S for Sierra, I for India,
N for November, G for Golf, H for Hotel.
I'm calling from Dillon Gupta, in Mumbai.

Is that one L or two?

Two. D for Delta, I-double L
-O-N; new word, Gupta.

Sorry, but how do you spell Gupta?

G-U-P-T-A.

C Numbers

When you say **telephone numbers**, your voice goes up for each group – except for the last group, when your voice goes down.

00 ↗ Double oh (BrE)	44 ↗ double four	20 ↗ two oh	9422 ↗ nine four double two	5483 ↘ five four eight three
00 ↗ Zero zero (AmE)	1 ↗ one	212 ↗ two one two	131 ↗ one three one	6544 ↘ six five four four

- 46.1** Look at A opposite. You are talking on the phone about these numbers and letters. Correct the other person.



Is that V for Victor?
No, B for Bravo.



Is that T for Tango?

2

Is that N for November?



Is that F for Foxtrot?

MA005FB/A iPod nano 4G
Designed by Apple in California
Assembled in China Model No. A1

- 46.2** Look at this telephone list for a company's staff around the world.

- a Spell the names. Use the telephone alphabet in A opposite.
b Use arrows as in C opposite to show how your voice goes up and down when saying the telephone numbers.

1 Mr Caire 00 33 1 9422 5122
C for Charlie, A for Alpha, I for India, R for Romeo, E for Echo.

2 Professor Fanshaw 00 44 131 946 9821

3 Ms Petersson 00 46 8 487 5044

4 Mr Hanks 00 1 918 324 6622

5 Doctor Tanawa 00 81 42 975 2349

6 Ms Dos Santos 00 55 61 648 7785

- 46.3** Look at B opposite. Match the expressions with the answers.

- | | |
|---------------------------------------|---|
| 1 Who's calling, please? | a No, C-O-double L-I-N-S. |
| 2 Can you spell that, please? | b John Collins and Associates. |
| 3 Which company are you phoning from? | c T for Tango, A for Alpha, N for November, Y for Yankee, A for Alpha; new word, H for Hotel, U for Uniform, double L for Lima. |
| 4 Is that C-O-L-I-N-S? | d Tanya Hull. |

Over to you



- Spell your name, your home address and your company address. Use the telephone alphabet.
- What are your phone numbers – at home, at work and on your mobile? Remember to say them with the correct intonation.

Telephoning 3: checking information

A Showing understanding



I'm phoning from AIE in Dubai.

Could you ask Lia to email the details?

It's very important.

Right.

OK. I'll do that.

I understand.



B Checking and confirming information

My name's Gatarra.

I'm sorry. My - name - is - Gatarra. One T and two Rs. G-A-T-A-double R-A. The company is Roehampton.

Sorry, I can't hear you.
Could you speak up, please?

The number is 6975 0012.

Yes, of course. The number is 69-75-double 0-12.

Sorry, I didn't get that. Could you speak more slowly, please?

That's it.
right.

So, that's 6975 0012.

I'm calling from Leopardo in Bogotá.

Yes, it's Leopardo.

Can	you	repeat the company name, please?
Could		say that again, please?

John Gatarra

john.gatarra@roehampton.org.sg

My email address is John dot Gatarra at roehampton dot org /ɔ:g/ dot s g.

47.1 Look at A and B opposite. What do you say in the following situations?

- 1 You understand what the caller is saying. (3 expressions)
- 2 The other person is speaking too fast.
- 3 You can't hear the other person.
- 4 You're not sure how to write a name.
- 5 You want someone to say the word again.
- 6 You confirm some information. (2 expressions)

47.2 Complete the conversation with expressions from B opposite.

- A: My name's Carras.
B: Sorry, I didn't get that. Could you (1) more slowly, please?
A: Yes, of (2) My - name - is - Carras.
B: Is (3) one R or two?
A: (4) C-A-double R-A-S.
B: What's your email (5) ?
A: Spiros dot Carras at Athina dot G-R.
B: Sorry, I can't hear you. Could you speak (6) , please?
A: I'm (7) Here it is again. Spiros dot Carras at Athina dot G-R.
B: Spiros dot Carras at Athina dot G-R.
A: That's (8) Thank you very much.
B: No problem. Goodbye.

47.3 Look at B opposite. Write the conversation

- Taro: 1 (Give your number.)
Wang: 2 (Say you can't hear.)
Taro: 3 (Repeat your number.)
Wang: 4 (Confirm the number.)

Over to you



Write a short conversation in which you ask someone for their email address. Check the information.

48 Telephoning 4: messages

A When you receive a call

I'm afraid he's on another call.
sorry, she's not here at the moment.

Can I take a message?

Who's calling, please?

Which company are you calling from?



B When you make a call

Can I leave a message?
Could

Can you ask him to call me back tomorrow?
Could her phone as soon as possible?

C Leaving a message

Jose Oliveira's office.

I'm sorry, he's in a meeting.
Can I take a message?

Can I have your number?

00 49 89 ...

97 45 21. So, that's
00 49 89 97 45 21.

Of course, I'll give
him the message.

Goodbye.

Hello. Can I speak to
Mr Oliveira, please?

Yes, please. My name's
Angela Braun.

I'm phoning from Germany.
So it's 00 49 89 97 45 21.

... 97 45 21

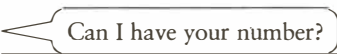
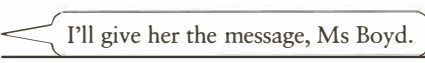
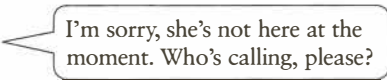
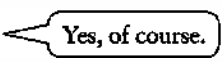
That's right. Could you ask him
to call me back? It's very urgent.

Thank you very much. Goodbye.

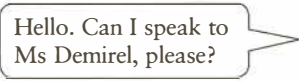
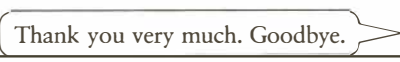
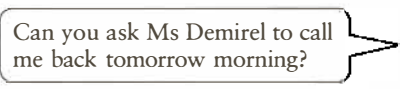
48.1 Look at A and B opposite. Then put this conversation into the correct order. Look at the example before you begin.

1 <u>d</u>	4	7	10	13
2	5	8	11	
3	6	9	12	

Receptionist

- a  So, that's 00 1 212 233 5644.
- b  Can I have your number?
- c  Goodbye.
- d  Melissa Demirel's office.
- e  I'll give her the message, Ms Boyd.
- f  I'm sorry, she's not here at the moment. Who's calling, please?
- g  Yes, of course.

Caller

- h  Hello. Can I speak to Ms Demirel, please?
- i  Thank you very much. Goodbye.
- j  That's it. It's very urgent.
- k  My name's Gaynor Boyd. Can I leave a message?
- l  Can you ask Ms Demirel to call me back tomorrow morning?
- m  I'm phoning from New York. It's 00 1 212 233 5644.

48.2 Use the information from the call in 48.1 above to complete this message form.

 **TELEPHONE MESSAGE** 

Message for: _____

Name of caller: _____

Will call again ☐ Please call ☐

Phone number: _____

Urgent ☐ Not urgent ☐

Over to you



Think of the last phone message that you left. What did you say? Practise saying the message in English.

49 Telephoning 5: the wrong number

A Wrong number

Caller

Can I speak to Terry Connolly, please?

973 5589.

I'm sorry.

Bye.

Person who answers

(I think) you've got the wrong number. What number did you want?

This is / My number's 973 5598.

That's alright.

Goodbye.

B Wrong department

I'm phoning about a television that I bought on your website. It's stopped working, but it's still under guarantee.

OK.

Thank you.

You've come through to the wrong department. This is the sales department. You want after-sales service.

I'll try to put you through.

After-sales department.
How can I help you?

C Wrong person

Caller

Hello. Can I speak to Serena Jones in the advertising department, please?

Is that Serena Jones?

Thank you.

Receptionist

I'll put you through.

Person who answers

Hello.

No, this is Sarah Jones. You've got the wrong extension. I'll try to put you through to the right one.

Sarah Jones tries to put the caller through to the right extension, but the line goes dead. The caller is **cut off**. So, he phones again and, this time, he **gets through** to Serena Jones.

49.1 Look at A opposite. Correct five mistakes in this conversation.

A: 1 Can I speak through Terry Connolly, please?

B: 2 You've get the wrong number. What number do you want?

A: 4955 2381.

B: 3 This was 4955 2318.

A: 4 I'm excused.

B: 5 That's correct.

49.2 Look at B opposite. You make four calls from your company. Write two lines of dialogue for each of the situations (1–4). Look at the example before you begin.

	Organization that you call and the reason for your call	1st department	2nd department
1	bank – cheque that hasn't been paid	personal banking	business banking
2	newspaper – advertisement that you want to put in the paper	finance department	advertising department
3	computer company – order that you want to make	research and development department	sales department
4	tax office – tax that your company has forgotten to pay	personal taxes department	corporate taxes department

1 A: I'm phoning about a cheque that hasn't been paid.

B: You've come through to the wrong department. This is the personal banking department. You want business banking.

2 A:

B:

3 A:

B:

4 A:

B:

49.3 Look at C opposite. The caller gets through to Serena Jones and explains what happened to her. Complete the dialogue using the correct form of the verbs in brackets.

Caller: I (1) (phone) just now, but the receptionist
(2) (put) me through to the wrong Ms Jones.

Serena Jones: Who did she (3) (put) you through to?

Caller: Sarah Jones in advertising.

Serena Jones: Oh, Sarah, she's a friend of mine. Was she helpful?

Caller: Yes, she (4) (try) to (5) (put) me through to you, but we (6) (cut) off. The line
(7) (go) dead. So I (8) (call) again and this time I (9) (get) through to you.

Over to you



Think of the last time that it was difficult for you to get through to someone on the phone. What happened?

A Ways of communicating

send	something	to	someone Nicola Trent Media	by	fax post/mail email courier (for example FedEx or DHL)
------	-----------	----	----------------------------------	----	--

I'll send it to you by email.

email post/mail fax	something	to	someone Wang Ruby
---------------------------	-----------	----	-------------------------

I'll email it to you.

write	an email a text (message) / an SMS – a mobile phone message a fax a letter	to	someone Akio Claudia
send			
receive/get		from	
read reply to			

I received the fax yesterday.

I get over 50 emails a day.

Please reply to this message as soon as possible.

email fax text	someone Alexander Rachel
----------------------	--------------------------------

I texted Alexander to say that I was on my way to see him.

B Formal and informal

If you know someone well, you use an **informal** style. If you don't know the person or the communication is very serious or official, you use a **formal** style. You need to think about the level of formality when you begin writing.

C Beginning emails and texts

Writing an email to one person

More formal				Less formal
Dear Mr Quinn		Dear Jim	Hello Jim	Hi Jim
Dear Ms Dee, Dear Mrs Dee		Dear Ann	Hello Ann	Hi Ann

If you know someone very well, you can just use **Hello** and **Hi** without the person's name, or you can use just the person's name without **Hello** or **Hi**.

Writing an email to several people

More formal		Less formal
Dear all	Hello, everyone	Hi, everyone

Writing to an email address without a person's name

When writing to an address such as 'info@adventuretravel.co.uk' or 'humanresources@havajet.com' you can write:

More formal		Less formal
Dear Sir or Madam		Hello

Or, you can just start the email with no expression at the beginning.

Texts are informal. You usually just start with no expression at the beginning, or just **Hi** and/or the person's name.

See Unit 47 for how to say email addresses.

- 50.1** Look at A opposite. Choose the correct form of the right verb to complete these sentences.
- 1 I've (write / send) five faxes this morning, but I haven't sent them yet.
 - 2 I (reply / receive) her letter yesterday.
 - 3 There's no need to (read / reply) to this email.
 - 4 I (get / post) this email from Rebecca.
 - 5 I've (write / read) your text, but I haven't (reply / send) to it yet.
 - 6 I'll (fax / reply) the information to her.
 - 7 He (text / receive) me to say he was on the train.
- 50.2** Look at B opposite. Kay Lumsden receives these emails and texts. Are they formal or informal? Look at the example before you begin.
- 1 A journalist who has never met Kay writes to ask her for an interview. *formal*
 - 2 A colleague texts Kay to ask if she's free for lunch.
 - 3 A supplier that Kay doesn't know writes to ask her for a meeting.
 - 4 A friend emails Kay and asks if she's free for a game of tennis.
 - 5 Someone that Kay doesn't know writes her an email to ask for a job.
 - 6 A customer who has spoken to Kay once on the phone sends her an email asking for information about a product.
- 50.3** Look at B and C opposite. Write the beginning of each message in 50.2 above. If there is no beginning, just write '-'. Look at the example before you begin.

- 1 Dear Ms Lumsden
- 2
- 3
- 4
- 5
- 6

Over to you



Write an email to a colleague in another department, asking for information about your company's products or services. Use contractions and abbreviations where appropriate.

Business writing: emails 1

A Starting the message

Thank you (very much) (Many) thanks	for	your email. your message. your invitation to ... inviting me to ... offering to ...
--	-----	---

I'm writing This (email) is	to	confirm the details of my trip. let you know about our plans. let you have my latest ideas about the project.
--------------------------------	----	---



B Attachments

An **attachment** is something that you send with an email. You can write:

Here is Please find attached I'm attaching	a file – information stored electronically. a document: for example, a catalogue – a list of products and prices; a report – a document about a particular subject; or a spreadsheet with numbers. a drawing, a photo or a map that I scanned – made a copy of words or pictures from paper onto a computer.
--	---

Note

BrE: catalogue
AmE: catalog

C Word combinations with 'email'

copy someone in on forward delete	an email	send a copy at the same time to someone else send an email that you have received to someone else remove an email from your computer
---	----------	--

D Requests

(Please) could you Would it be possible to	call/phone me next week? copy Ben in on all our emails? forward this email to your colleagues? let me know if you need anything else? send me the document as soon as possible?
---	---

Please (don't)	call/phone me next week. delete the emails that I send you. talk about our plans with your colleagues.
----------------	--

Note

You can use please with all the requests. This can also go at the end of the sentence, for example: Could you copy Ben in on all our emails, please? Don't put it in the middle of the sentence as this can sound rude: 'Could you please copy Ben in on all our emails?'



51.1 Look at A, B, C and D opposite. Complete this message.



To: rebecca.melesi@botswana-initiative.bw

From: kate.thomas@adventuretravel.co.uk

Subject: Arrangements for my trip

20 July

Dear Ms Melesi

(1) agreeing to see me next week.

(2) (2 expressions) confirm details of my trip: I'm flying from London on Thursday afternoon, 26 July, and staying at the Intercontinental in the centre of Gaborone. (3)

..... send me a map showing where your company is?

(4) attaching some information about my company, Adventure Travel. Please (5) if you need any more information about the company before the meeting.

And (6) copy my colleague Zoe

(7) all your emails? Many thanks.

Yours sincerely

Kate Thomas

51.2 Look at B opposite. Match the situations (1–6) with the sentences (a–f).

With an email, you want to send:

- 1 a drawing to help understand something
- 2 information about your company's products
- 3 a drawing to show your company's location
- 4 a document with detailed figures on costs
- 5 a document with information about a particular subject
- 6 copies of some letters received through the post

- a I've scanned the correspondence and am attaching it.
- b Please find attached a report.
- c I'm attaching a scan of something I drew quickly to show you what I mean.
- d I'm attaching a product catalogue.
- e Please find attached a map.
- f Here's a spreadsheet.

51.3 Look at C and D opposite. Complete these sentences with one extra word where necessary or write '—' if the sentence is already complete.

- 1 Could you call me next week?
- 2 Please could you copy my colleagues on any emails that you send?
- 3 Would it be possible to let me know if you need anything else?
- 4 I sent the wrong attachment just now. Please delete it.
- 5 Please forward the attached photos the sales team.

Over to you



Write a message to an important client who is visiting your company next week, attaching a map to show where your company is. Remember to use formal language.

A Good and bad news

It was	(very) nice great a pleasure	to meet you meeting you to see you seeing you	in Seoul yesterday. in Manila last week.
--------	------------------------------------	--	---

I'm	pleased delighted	to	let you know confirm	that	we agree to your plan. we would like to go ahead with – start – the project.
-----	----------------------	----	-------------------------	------	---

Unfortunately, we I'm sorry to say that we	cannot agree to your proposals – suggestions – because ... are unable to continue our discussions. have decided not to put money into this business idea.
---	---

B Ending emails

Please don't hesitate to	get in touch if you need more information. phone me if you would like to discuss things.
--------------------------	---

Looking forward to	hearing from you. getting the information. finalizing – finishing – the details. doing business with you.
--------------------	--

More formal	←	→	Less formal
Best regards	Regards	Best wishes	All the best
Yours sincerely			Best Yours

Note

BrE: Yours sincerely
AmE: Sincerely

Note

Be careful with the use of capitals and small letters.
Don't write 'Best *Regards*', '*yours* sincerely', etc.

C Email and text language

In emails and texts, many people use the following. They are a little informal.

abbreviations	doc – document; info – information; pls – please; v – very
contractions	I'll – I will; she's – she is; they've – they have
missing words	Pleased to hear – I am pleased to hear; Hope you got – I hope (that) you got

In texts only, many people use the following. They are very informal.

abbreviations	evry – every; in tch – in touch; agn – again
letters for words	B – be; CU – See you; BTW – by the way; AFAIK – as far as I know
numbers used for words or in words	2 – to, too; L8R – later

52.1 Complete the email with these expressions from A and B opposite.

Best cannot pleasure say sorry unable unfortunately

Dear Mr Takeshita

It was a (1) to meet you in Seoul last month to discuss the idea of working together with your company. We really liked your products. We have looked at the figures in more detail and we have decided that (2) it would be difficult to sell your company's products here in South Korea. I am (3) to (4) that we (5) agree to your proposals and we are (6) to continue our discussions.

However, I hope we may be able to do business together in the future.

(7) regards

Rae Woo

52.2 Use correct forms of expressions from A and B opposite to complete this email.

Dear Rebecca

It was very (1) (2) (2 expressions) you in Botswana last week. Thanks also for a great game of golf.

I have discussed your proposals with my colleagues, and (3) (2 expressions) to say that we have decided to (4) and look at them in more detail.

We would like to discuss your ideas for holidays in Botswana for UK customers starting next year. I'm attaching a spreadsheet with some figures – possible prices, numbers of customers, etc.

Also attached is some information about Adventure Travel. Please (5) to ask if you need any more information about the company.

Looking forward to (6) from you and to (7) business with you.

Yours sincerely

Kate Thomas

Sales director, Adventure Travel

52.3 Look at C opposite. Change these sentences from formal to informal. Look at the example before you begin.

- 1 I have posted the brochure to you. (contraction) I've posted
- 2 I enjoyed meeting you last week. (missing word)
- 3 I am so glad you had a nice trip back to Jakarta. (contraction)
- 4 They are very interested in working with you. (contraction)
- 5 Please be very careful not to tell anyone. (2 abbreviations, a letter and a number)

52.4 Look at C opposite. Change these sentences from informal to formal.

- 1 Arrive in NY on Mon.
- 2 It was v good 2 speak to you yesterday.
- 3 I'll be in tch agn soon.
- 4 CUL8R.
- 5 More info 2B sent L8R 2day.

Over to you

Write an email with an attachment a) to send to a colleague, and b) to send to a customer. Use formal and informal language.

Business writing: letters

A Beginning letters

When you don't know someone's name

Dear Sir/Madam
Dear Sir or Madam

When you know someone's name

Formal ← Informal

Dear Mr Quiroga	Dear Antonio
Dear Ms Rias Dear Mrs Rias	Dear Linda

B Letter layout

Adventure Travel Ltd
1190 Kensington High Street, London W8 7XZ
Tel. +44 (0)20 7355 9300, Fax +44 (0)20 7355 9350
Web: www.adventuretravel.co.uk Email: info@adventuretravel.co.uk

Ms Rebecca Melesi
Botswana Initiatives Pty.
973 Main Mall
Gaborone
Botswana

17 September 2010

Dear Rebecca

Our agreement

It was very nice seeing you in London. **Thank you for flying over so that we could discuss the details of our agreement** on travel by our clients to Botswana. I think we covered¹ **all the points** that we needed to talk about in order to **reach a deal**². **I have asked** our lawyers to **draw up**³ a contract for an agreement between our two companies. (Sorry that there was no time for a game of golf!)

Please find enclosed two copies of the contract. **Please could you sign** one copy and **send it back** to me by courier? Many thanks.

As agreed, the first clients will be travelling to Botswana the year after next, **so we must now work on the details** of the tours that they will go on.

If this agreement is **successful**, **we look forward to doing more business with you**.

Yours sincerely,

Kate Thomas

Kate Thomas
Sales director, Adventure Travel

¹talked about

²have an agreement

³write

Note

You discuss something; you don't 'discuss about something'.



C Ending letters

More formal ←

Yours sincerely

→ Less formal

Yours

Note

BrE: Yours sincerely; AmE: Sincerely
When you begin with Dear Sir/Madam, use
Yours faithfully (BrE only).

53.1 Read the letter in B opposite. Are these sentences true or false? Give reasons for your answer. Look at the example before you begin.

- 1 Kate does not know the name of the person that she is writing to.
false - She writes 'Dear Rebecca'.
- 2 Kate and Rebecca still have to work on the details of the tours.
- 3 Kate asked lawyers to write the contract.
- 4 Kate asks Rebecca to send the contract back by post.
- 5 Kate hopes to work with Rebecca on other projects.
- 6 Kate met Rebecca in Botswana just before she wrote this letter.
- 7 Kate tells Rebecca for the first time that the customers will start going to Botswana the year after next.
- 8 Kate uses abbreviations and contractions in her letter.
- 9 Kate uses an ending that you can also use in formal emails.

53.2 Correct nine mistakes in this letter. There is one mistake in each line.

- 1 It was very nice meeting you here again in Montevideo. Thank you to fly over so
- 2 that we could pass a deal on your company buying meat from our farms in Uruguay.
- 3 My colleagues and I have draw up a contract for an agreement between our two
- 4 companies, as I think we have now discuss all the points that we needed to cover.
- 5 Please find enclosed two examples of the contract. Could you please sign one of
- 6 these and courier it back to me by FedEx or DHL? Many thanks.
- 7 As agree, the first supplies of meat will be shipped from Uruguay next year, so we
- 8 must now work in the details of the arrangements for this.
- 9 If this agreement is succeeding, we look forward to doing more business with you.

Over to you



Write a letter to someone in another company about a business deal between your two companies.

Presentations 1: getting started

A Preparation

Naomi Usk is an expert in presentation skills. She gives this advice for presentations:

- Start to prepare – get ready – early.
- Think about your **audience** – the people who will be at your presentation.
- Write **notes**. Prepare slides, for example by using **Microsoft PowerPoint**.
- Prepare **handouts** – pages with information for the audience.
- Check the room – make sure the room is ready. Is there a **microphone** / a **projector** / a **flipchart** / a **whiteboard**? Is there an **interactive whiteboard** – a whiteboard connected to a computer, which the presenter controls using their finger or a special pen?



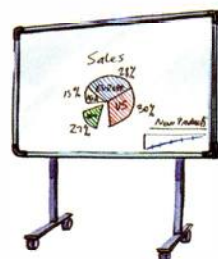
A microphone



A projector



A flipchart



A whiteboard

B Introduction

Introducing yourself and your subject

Good morning. My name's ...

Today I'm going to talk about ...

I work for Shell. I work in the research department.

Giving the plan

First, Then, After that, Next, Finally,	I'll I'd like to	talk about discuss look at say something about move on to	sales. our products.
---	---------------------	---	-------------------------

Talking about questions

If you have any questions,

please feel free to interrupt me – stop me while I'm talking. I'll be happy to answer them at the end.

54.1 Look at A opposite. Lisa Woo is the marketing manager at Ruby. She is going to give a presentation. What does she need in each case? Look at the example before you begin.

- 1 I want to be sure everyone can hear me. I need a microphone.
- 2 I want to write on paper so that everyone can see. I need a
- 3 I want to know if there are enough chairs. I need to
- 4 I want to use my computer to show information. I need a
- 5 The audience doesn't need extra information on paper. I don't need

54.2 Look at B opposite. Complete the gaps in these sentences from a presentation.

- 1 Finally, I'll say something the future – I'll talk about possible new products for the next ten years.
- 2 First, I'll look business-to-business products.
- 3 Hello. My name's Yukio Watanabe. I work research and development at Ruby, the electronics company.
- 4 Then, I'll move consumer products.
- 5 Today I'm going to talk our latest business-to-business and consumer products.

54.3 Look at B opposite. Lisa Woo starts her presentation. Put what she says into the correct order.

- 1 2 3 4 5 6 7
- a And to finish, I'll say something about how we can work with your company.
 - b First, I'll look at the technical side.
 - c I work for Ruby in the marketing department.
 - d If you have any questions, I'll be happy to answer them at the end of my presentation.
 - e My name's Lisa Woo.
 - f Then, I'll move on to the sales possibilities.
 - g Today I'm going to talk about a new product that we have developed.

Over to you



Write the introduction to a presentation and practise reading it aloud.

Presentations 2: the main part

A Starting the main part

Presentations are usually divided into sections – parts.

First (of all), Firstly,	let's I'd like to	look at	the products. the sales figures.
-----------------------------	----------------------	---------	-------------------------------------

B Moving between sections

That's	enough on all we have time for on all I have to say about	the products. the sales figures.
--------	---	-------------------------------------

(So)	second, secondly, third, now,	let's I'd like to	move on to turn to	the next	point.
(And)	finally,			the last	

C Slides and handouts

This slide/handout shows Let's (have a) look at What I'm showing you here is What you can see in this slide is	last year's sales. all our products.
---	---



D Ending and questions

Ending

That is the end of my presentation.

Thank you very much.

Thank you for
listening.
coming.

Questions

Are there any questions?

I'm sorry, but I didn't follow your
question. Please could you repeat it?

I'm sorry, but I can't give
you that information.

If you have any questions, I'll
be happy to answer them now.

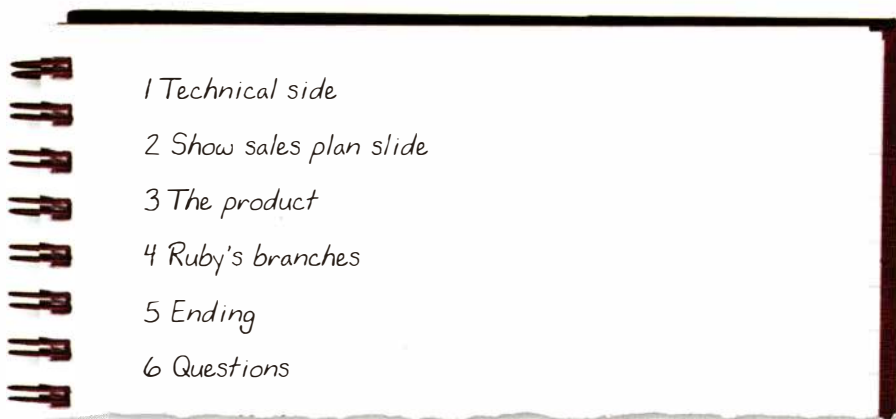
I'm sorry, but I don't know the answer to
that. Can I check and get back to you?

Note

The noun information is uncountable. You
can talk about bits, items or pieces of
information, but you can't say 'informations'.



- 55.1** Look at A, B and C opposite. Lisa Woo, Ruby's marketing manager, is making a presentation about the Ruby 800 mobile phone. Write down what she says at the beginning of each section.



1 First, I'd like to talk about the technical side.

2

3

4

5

6

- 55.2** Look at D opposite. What do you say in these situations? Look at the example before you begin.

1 You don't understand a question.

I'm sorry, but I didn't follow your question.

2 You can't answer a question because the information is confidential.

3 You are ready to answer questions.

4 You want someone to say the question again.

5 You don't know the answer.

6 You want to find some information and then answer a question.

Over to you

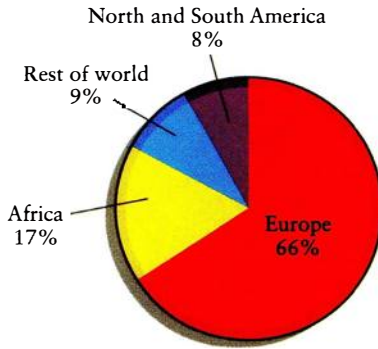


Write the beginning and the end of one of the main sections of the presentation that you started in Over to you in Unit 54.

Presentations 3: charts and graphs

A Pie charts

This pie chart shows where French people went abroad on holiday last year.



This segment
The orange segment
The yellow segment
The segment shaded blue

shows

that most people went to Europe on holiday – 66 per cent.
the proportion of people who went to Africa – 17 per cent.
the percentage of people who went to North and South America – 8 per cent.

B Graphs and bar charts



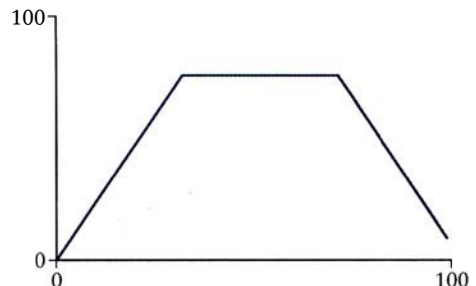
rise
go up
increase



stay the same
remain steady
level off



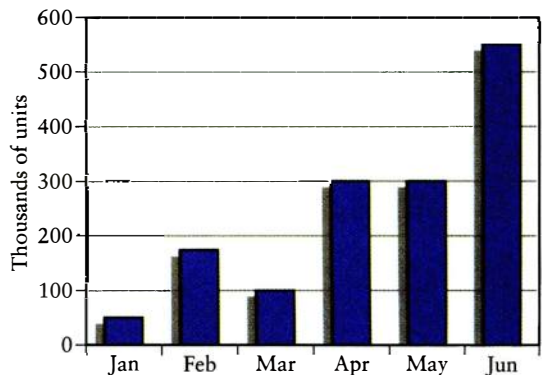
fall
go down
decrease



This **line graph** shows how figures/quantities/sales rose, stayed the same and fell.

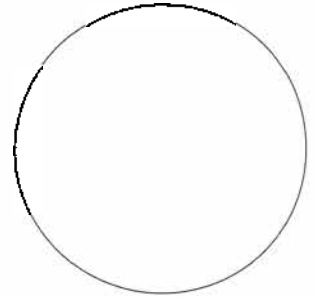
This **bar graph** or **bar chart** shows sales of Ruby phones from January to June last year.

In January last year, Ruby sold 50,000 phones. In February, sales **increased** to 175,000. Sales in March **decreased** from 175,000 to 100,000 units. In April, sales **went up** by 200,000 units to 300,000 units and in May they **remained steady**. Then in June, sales went up by 250,000 units to 550,000 units.



- 56.1** Look at A opposite. Complete and label the pie chart using the information below.

Hybrid (petrol plus battery) cars sold in the US last year	
Model	Percentage
Prius	60%
Camry	15%
Civic	11%
Highlander	7.5%
Escape	6.5%
Total	100%



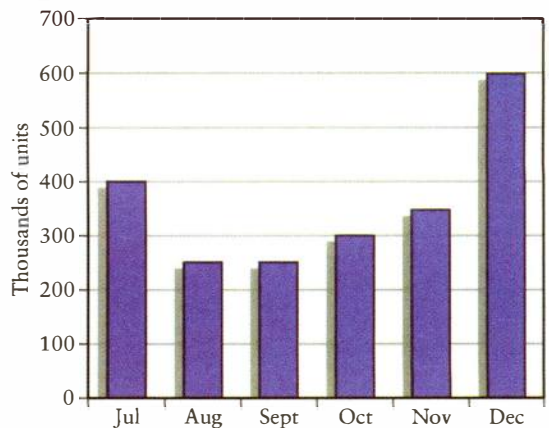
Now write a sentence about one of the segments.

- 56.2** Complete the table with verbs from B opposite. Look at Irregular verbs on page 142.

Infinitive	Past simple
	decreased
	fell
	went down
	increased
	rose
	stayed the same
	remained steady
	levelled off

- 56.3** Look at B opposite. Complete the description of this bar graph.

In July last year, Ruby sold 400,000 phones. In August, sales (1) to 250,000. Sales in September (2) In October, sales increased (3) 50,000 units to 300,000 units and in November they rose (4) 300,000 (5) 350,000 units. Then in December, sales went (6) by 250,000 units to 600,000 units.



Sales of Ruby mobile phones from July to December last year

Over to you

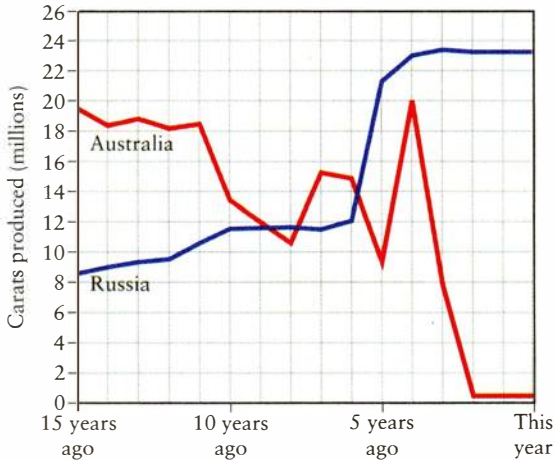


Describe the exports of a particular product from your country and the percentages exported to different places.

Presentations 4: comparing trends

A Graphs

This **line graph** shows world **production** of diamonds over the last fifteen years in Australia and Russia. Production is **measured in** carats. Fifteen years ago, Australia produced nearly 20 million carats, but production there has fallen **steeply** to **less than** 1 million carats this year. Production in Russia rose **steadily** for the first nine years, from 9 million carats to 12 million. It has increased **dramatically** since then, to **reach** 23 million carats today.



B 'Less', 'more' and 'the same'

Production	is	(much)	less	in X	than	in Y.
	has been	(slightly)	more		as	
	was	(about)	the same			

Note

You don't say '~~more that~~', '~~less that~~' or '~~the same than~~'.



C Adjective and noun combinations

There was a There has been a	fast steep dramatic rapid	rise. increase.
	slow gradual slight small	fall. decrease.

D Comparative adverbs

Adjective	Adverb	Comparative adverb
fast	fast	faster
slow	slowly	more slowly
gradual	gradually	more gradually

For comparative adjectives, see Unit 32.

57.1 Look at A opposite. Are these sentences true or false? Correct the false sentences.

- 1 The diagram is a bar chart.
- 2 It compares oil production in two countries.
- 3 Diamond production is measured in tons.
- 4 Diamond production in Australia was higher than in Russia 15 years ago, but today it is much lower.
- 5 Australian diamond production has fallen steadily and continuously for 15 years.
- 6 Russian production has risen fast over the whole period.

57.2 Look at B opposite. Correct the mistakes in these sentences.

- 1 Sales at General Motors last year were about the same than at Ford.
- 2 Sales at both companies were much least at the previous year's.
- 3 Both companies made a loss, but GM's loss was much bigger as Ford's.
- 4 The loss at Ford was much more big as the previous year's.
- 5 There are slightly more employees at GM that at Ford.

57.3 Look at C and D opposite. Then look at this information about Fabco. (We are at the end of year 3.) Are the sentences true or false?

		Year 1	Year 2	Year 3
1	Number of employees	48	65	130
2	Production	3,011 units	10,329 units	10,666 units
3	Sales	\$497 million	\$880 million	\$912 million
4	Profits	\$89 million	\$90 million	\$122 million
5	Taxes paid	\$15 million	\$22 million	\$9 million

- 1 The number of employees rose dramatically this year – more dramatically than before.
- 2 Production rose rapidly this year in relation to last year.
- 3 Sales have gone up this year, but more slowly than in the previous year.
- 4 Profits increased faster this year than last year – in fact they only rose slightly between years 1 and 2.
- 5 There was a steep increase in taxes from year 1 to year 2, but a dramatic fall in year 3. (We changed our accountants!)

Over to you



Find the profit figures for two companies for the past five years. Write six statements comparing them, using language from this unit.

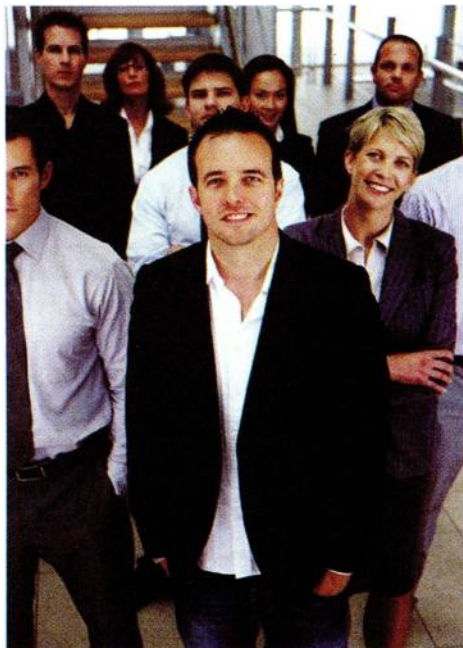
A Company sites

At Ruby's **main** – most important – site you can find:

- the **reception area** – where visitors arrive
- the **offices** – where people work on managing, planning, etc.
- the **factory or manufacturing plant** – where products are made
- the **R&D (research and development) department** – where people work on new ideas, products, etc.
- the **training department** – where employees learn how to do their work

B Introduction to the tour

Guide: Good morning, ladies and gentlemen, and **welcome to Ruby**. Today, we're going to see some of the departments on this site. We'll start here in the reception area, then I'll show you the main departments and finally we'll look at the production area. I'm afraid we don't allow photography during the tour.



C Guided tour

Guide: Let's now leave the reception area and move on to the offices. Come this way, please.

Here **on the left** you can see the marketing department and **on the right**, the finance department. **This is** our finance director, Cara Long.

Cara Long: Hello, everyone.

Guide: Follow me and let's go into the manufacturing plant. **This is** where we make our mobile phones. We make a million phones a year in this plant.

Right, let's continue now to the research and development department. I'm afraid **this area is restricted** – closed to the public. But as **you can see** through the window, we're testing new designs for our phones.

Now, finally, we can **have a look at** the training department. This is where we do all the company training. **In this room**, you can see some of our managers from the finance department on a course in advanced finance. **Can I ask you to keep your voices down** – speak quietly – **in this area**?

58.1 Look at A opposite. Match the places (1–5) with what the guide says (a–e) during the guided tour of a company.

- | | |
|---------------------------|---|
| 1 the factory | a We work on new ideas for our products here. |
| 2 the offices | b This is where people learn how to do their job. |
| 3 the training department | c This is where we make the products. |
| 4 the reception area | d This is where our managers work. |
| 5 the R&D department | e We welcome company visitors here. |

58.2 Look at B and C opposite. You are the guide on a company site tour. What do you say in these situations?

1 Ask your visitors to speak more quietly.

2 Tell them to follow you into the finance department.

3 Say that they cannot take photos.

4 Tell them that some of the company's machines are on the left.

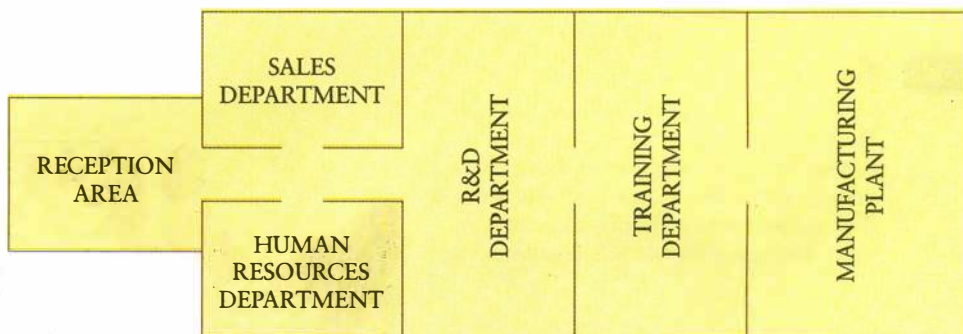
5 Explain that they cannot go into room 101.

58.3 Look at B opposite and the plan below. Complete the site tour commentary.

We'll start here in the reception area. Can I ask you to keep your voices (1) in this area? Let's now leave the reception area and (2) on to the offices. Come this (3), please. Here on the (4), you can see the sales department and on the (5), the human resources department.

Let's (6) now to the R&D department. This is where we design new computers. We can now have a (7) at the training department. This is where we do all the company training, including English classes for our employees.

I'm sorry, but we can't go into the manufacturing plant. It's (8) and closed to the public. Are there any questions?



Over to you



Write the beginning of a guided tour of your site. Welcome the people to the company and name the places you are going to visit. Then write what you say when you take them to the first place.

Meetings 1: organizing a meeting

A Word combinations with 'meeting'

arrange	a meeting	organize a meeting
chair		be in charge of a meeting
attend		go to a meeting
miss		not go to a meeting
postpone		change a meeting to a later time
cancel		not have a planned meeting

B Agendas

Here is an **agenda**. An agenda is a list of **items** or **points** – different things – to talk about at a meeting. It begins with the **date** and the **venue** – the place where the meeting will be.

Before the meeting, someone **sends out the agenda**.

If you cannot attend a meeting, you **send your apologies** – a message to say that you cannot be there. At the beginning, someone reads out these messages.

The **minutes** of a meeting are written notes of what is said and decided in the meeting. During the meeting, someone **takes the minutes** – writes down what is said and decided. After the meeting, someone **sends out the minutes** – sends copies to everyone.

The last item on the agenda is usually **AOB** (**any other business**) – other things that people want to talk about.

AGENDA

Staff meeting, 25 January

Venue: Meeting room 3

Apologies for absence

Minutes of the last meeting

- 1 Car parking
- 2 Company restaurant
- 3 Holiday dates
- 4 **AOB**

C Types of meeting

Most meetings occur **face-to-face**, with the **chair** – the person in charge – and the **participants** all in the same room. But there are also **virtual meetings**, with participants in different **locations** – places – connected by video link in a system of **videoconferencing**.



59.1 Look at A opposite. Choose the correct verb to complete these sentences.

- 1 She (missed / arranged) the meeting because she was late for work.
- 2 I decided to (cancel / arrange) the meeting because there was nothing to talk about.
- 3 We can (postpone / cancel) the meeting until next week if necessary.
- 4 I asked Jean to (arrange / miss) the meeting next week, but there were no rooms available.
- 5 They (attended / postponed) the meeting, but they didn't hear anything interesting.
- 6 This meeting is very important. Don't (miss / attend) it!

59.2 Look at A and B opposite. Complete this memo with expressions from the box.

agenda attend items minutes venue

MEMO

From: Chief Executive To: All managers

Please find enclosed the (1) for next week's meeting. Please make a note of the (2) : we are meeting in room 7. Please let me know if you are unable to (3)

Please find attached a copy of the (4) from the last meeting.

If you want me to add other (5) to the agenda, please let me know.

59.3 Look at A and B. Match these verbs and nouns. Then match the expressions with their meanings.

attend send send out take

your apologies the minutes the agenda a meeting

- 1 make the formal record of a meeting
- 2 say that you will not be able to come to a meeting
- 3 go to a meeting
- 4 give people a list of things to talk about at a meeting

59.4 Complete this text with correct forms of expressions from C opposite. Use some expressions more than once.

In our company, top managers based in different (1) no longer fly to (2) meetings with each other. Modern (3) systems give you the feeling that the other participants are in the same room with you. Of course, the chair can be in any (4) too. Meetings using a (5) mean that managers don't have to spend hours on international flights, and these (6) meetings are much cheaper and easier to organize.

Over to you



Write the agenda for a meeting in your organization. Show the date, the venue and the items to talk about.

Meetings 2: chairing a meeting

A Chairing



The chairman, chairwoman or chair – the person in charge of the meeting – opens, runs – manages – and closes the meeting.

Opening the meeting

Is everybody ready? Let's make a start.

James and Chris send their apologies.

Does everyone agree with the minutes of the last meeting?

Running the meeting

So, the first item is the company car park.

Let's move on to the next item: the company restaurant.

B Interruptions and how to stop them

Interrupting

Can	I	say something	here?
	Isabella	come in	

Can I say something here about the cost of all this?

Stopping interruptions

Just a moment.	I haven't finished ...
	Can I just finish?
	Let him/her finish.

Just a moment. I haven't finished talking about the plans.

60.1 Look at A and B opposite. Some of these sentences are incorrect. Correct the sentences where necessary.

- 1 Let's make to start.
- 2 Joanna sends her apologize.
- 3 Does everyone agree the minutes of the last meeting?
- 4 The first point is holiday dates.
- 5 Let's move in to the next item.
- 6 Pia, can you to say something here?
- 7 Just a moment. Can I just finish what I was saying?
- 8 Just a moment. Let Roberto to finish.

60.2 You are chairing a meeting. What do you say in these situations?

- 1 You want Val to let Yvonne speak.
.....
- 2 You want Val to let Yvonne finish.
.....
- 3 You start the meeting.
.....
- 4 You say that Tanya and Stefan are sorry that they cannot attend.
.....
- 5 You ask if everyone agrees with the minutes of the last meeting.
.....
- 6 You introduce the first item – the company's new restaurant.
.....



Over to you



Think about a recent meeting you attended. Write down what the chair said to open, run and close the meeting. Use some of the expressions in this unit and in Unit 59.

Meetings 3: opinions and suggestions

A Opinions, agreeing and disagreeing

An opinion is what a person thinks about an idea or subject. If you have the same opinion as another person, you **agree**. If you have a different opinion, you **disagree**.

Asking for opinions

What do you think	about ... ?
What's your opinion	of ... ?

Giving opinions

I think ...
In my opinion ...

Agreeing

I agree.
Exactly.
That's right.
I agree with Peter about that.

Disagreeing

I don't agree.
I'm afraid I disagree.
Yes, but ...

- Nadia: What's your opinion of the service in the company restaurant?
- Olivier: In my opinion, it's very bad!
- Pierre: I agree. It's so slow.
- Quentin: I'm afraid I disagree. I think it's quite good.

Note

You say I agree with ...
You don't say 'I am agree with ...'.



B Suggesting and explaining

If you make a **suggestion**, you tell people about an idea or plan for them to think about.

Making suggestions

How about ... ?

What about ... ?

Why don't we ... ?

I have an idea. Let's ...

Responding

That's a good idea.

Asking for explanation

Sorry, I don't understand. Do you mean that ... ?

Are you saying that ... ?

- Nadia: I disagree with Quentin about this. We need to find new people to work in the restaurant.
- Olivier: Can I come in here? I have an idea. Let's use a company from outside.
- Pierre: Sorry, I don't understand. Do you mean that the people working in the restaurant should not be employees of our company?
- Olivier: That's right. The restaurant company can be completely independent.
- Reina: That's a good idea.
- Quentin: I'm afraid I disagree. We'll lose control of the restaurant.

61.1 Look at A and B opposite. Complete this conversation by putting the phrases (a–g) in the correct places (1–7).

- a I have another idea.
- b I disagree with Ben
- c That's a good idea!
- d Yes, but
- e Do you mean
- f That's right.
- g What do you think

Anna: So, who's the best person for the job? (1) _____, Ben?

Ben: Lea Smith is very good. She has a lot of experience.

Charlene: (2) _____ about this. Malcolm Jones may be younger, but he has a lot of experience.

Ben: (3) _____ Lea can start work next week. Malcolm can only start next month.

Dan: Can I come in here? (4) _____ We can give them both a job as a sort of test for six months.

Ella: (5) _____ keep them both for six months and then give one of them the permanent job?

Dan: (6) _____

Anna: (7) _____ I hadn't thought of that.

61.2 Look at A and B opposite. Colleagues at Newcorp are talking about a new supplier, Partco. Put these expressions in the order they are used at a meeting.

1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7 _____

a I have an idea. Let's tell them we will order more products if they can make the delivery more reliable.

b I think Partco's products are very cheap.

c What do you think about Partco, Manuel?

d Is everybody ready?

e Yes, but they never deliver on time.

f That's a good idea.

g Can I say something here? I agree with Linda – deliveries from Partco are always late.

61.3 Match the different parts of the meeting (1–7) with the expressions (a–g) in 61.2 above.

1 Naomi interrupts and agrees with Linda.

2 Manuel gives his opinion.

3 Manuel makes a suggestion.

4 Linda disagrees with Manuel.

5 The chair, Chris, starts the meeting.

6 The chair asks for Manuel's opinion.

7 Chris responds.

Over to you



Think again about a recent meeting you attended. Write six lines of what people said to agree and disagree. Use some of the expressions in this unit.

Meetings 4: agreeing action and closing

A Action points

The person who takes the minutes also writes down **action points** – things that individual participants must do before the next meeting.

Minutes

Date: 1 March

Venue: Meeting room 3

Chair: Monica

Present: Nadia, Olivier, Pierre, Quentin

	Action	by
Apologies and minutes Ralph and Susan sent their apologies. N read the minutes of the last meeting and everyone agreed that they were accurate ¹ . O agreed to take the minutes for this meeting.		
1 CAR PARKING There was a lot of discussion ² about building a bigger car park. N, O and P were for this, but M and Q were against . It was decided to ask employees if they will support ideas to reduce car use, like leaving their car at home one day a week. There was a difference of opinion ³ between N and Q about this.	Nadia	15 Mar
2 STAFF RESTAURANT Q said that we must find exact costs of the restaurant today, compared to costs of possible outside suppliers. Q to research ⁴ the costs and report back ⁵ by email before the next meeting. We decided to set a target ⁶ of a 10 per cent reduction in costs for the company.	Quentin	10 Mar
3 STAFF HOLIDAYS We discussed what happened last year when too many people were away in August and customers complained. We decided that staff must take two weeks in winter and two weeks in summer. We voted on ⁷ this and the vote was unanimous ⁸ .	—	—

¹correct

²talking

³they disagreed

⁴find out about

⁵tell everyone about the results

⁶decide an objective

⁷said formally if we were for or against

⁸everyone voted the same way

B Closing

The chairman, chairwoman or chair **closes** the meeting. He/She **sums up** – repeats the main ideas – and **recaps** the action points – goes over them again. He/She might also ask individual participants to **follow up** their individual action points – do what they said they would do.

We must stop there.

To recap the action points, Nadia is going to ...

Can I sum up? We decided ...

Please follow up your individual action points.

I think that's all for today. Thank you for coming.
See you at the next meeting.

The next meeting is on ...

62.1 Complete the table with expressions from A and B opposite.

Verb or phrasal verb	Noun
	discussion
	follow-up
	recap
	report
	research
	vote

62.2 Use correct forms of the expressions in the box to replace the underlined expressions.

disagree with follow up recap report back research vote on

- 1 Can we just go over again who is going to do what?
- 2 Nadia didn't have the same opinion as Monica.
- 3 Olivier, can you get the information on this subject and tell us all about it at the next meeting.
- 4 OK. Let's show what we each think about this. Those for, raise your hands.
- 5 Please can you all do what you said you were going to do about the action points.

62.3 Look at A and B opposite. Some of these statements are incorrect. Correct the statements where necessary.

- 1 If you can't attend a meeting, you send your minutes.
- 2 If you have a difference of opinion with someone about something, you disagree about it.
- 3 If you offer to find out about something and talk about it at the next meeting, you offer to report backwards.
- 4 If you talk about something, you discuss about it.
- 5 If you vote on something and everyone else votes the same way, the vote is ambiguous.
- 6 If you are the chair and you go over the action points again, you research them.
- 7 If you ask people to do what they agreed to do, you ask them to follow up on their individual action points.

Over to you



Write the action points for a meeting that you attended recently.

Irregular verbs

Infinitive	Past tense	Past participle
be	was/were	been
beat	beat	beaten
become	became	become
begin	began	begun
bite	bit	bitten
break	broke	broken
bring	brought	brought
build	built	built
buy	bought	bought
catch	caught	caught
choose	chose	chosen
come	came	come
cost	cost	cost
cut	cut	cut
deal	dealt	dealt
do	did	done
draw	drew	drawn
drink	drank	drunk
drive	drove	driven
eat	ate	eaten
fall	fell	fallen
feel	felt	felt
fight	fought	fought
find	found	found
fly	flew	flown
forbid	forbade	forbidden
forget	forgot	forgotten
get	got	got
give	gave	given
go	went	gone
grow	grew	grown
hang	hung	hung
have	had	had
hear	heard	heard
hide	hid	hidden
hit	hit	hit
hold	held	held
hurt	hurt	hurt
keep	kept	kept
know	knew	known
lay	laid	laid
lead	led	led
learn	learnt (BrE only) learned	learnt (BrE only) learned
leave	left	left
lend	lent	lent

Infinitive	Past tense	Past participle
lie	lay	lain
light	lit	lit
lose	lost	lost
make	made	made
mean	meant	meant
meet	met	met
pay	paid	paid
put	put	put
quit	quit	quit
read /ri:d/	read /red/	read /red/
ride	rode	ridden
ring	rang	rung
rise	rose	risen
run	ran	run
say	said	said
see	saw	seen
sell	sold	sold
send	sent	sent
set	set	set
shake	shook	shaken
shine	shone	shone
shoot	shot	shot
show	showed	shown
shut	shut	shut
sing	sang	sung
sit	sat	sat
sleep	slept	slept
speak	spoke	spoken
spend	spent	spent
spread	spread	spread
stand	stood	stood
steal	stole	stolen
stick	stuck	stuck
swim	swam	swum
take	took	taken
teach	taught	taught
tear	tore	torn
tell	told	told
think	thought	thought
throw	threw	thrown
understand	understood	understood
wake	woke	woken
wear	wore	worn
win	won	won
write	wrote	written

Key

A2 1 c 2 a 3 b

A3 2 true
3 true
4 false – it's an adjective
5 false – it's an adverb

A4

Infinitive	Past simple	Past participle
find	found	found
hit	hit	hit
run	ran	run

A5

Noun	Verb	Adjective
desk	learn	low
office	lose	short
price	teach	slow
production	win	small

A7 2 plural 4 phrase
3 British English 5 an abbreviation

1.1 1 work for, buy
2 financial services, work for, manage
3 salesman, work for, sell
4 construction, work for, designs

1.2 1 c 3 b 5 d
2 a/f 4 a/f 6 e

1.3 1 do 3 does 5 do
2 does 4 do

1.4 1 What do you do?
2 What does he do?
3 What do they do?
4 What does she do?

1.5 1 d 2 b 3 e 4 f 5 c 6 a

1.6 (sample answers)

- He's a production worker at the Jaguar factory in Coventry.
- She's a receptionist at the Procter and Gamble office in Cincinnati.
- She's a personal assistant at their office in Reading.
- He's an industrial photographer. He travels a lot.
- She's a computer programmer. She works in Redmond, Washington.

Over to you (sample answer)

- I'm in construction. I work for Balfour Beatty. I'm an engineer.
- My friend Susana is a company receptionist. She works for a construction company. She welcomes visitors to their offices.
- Uwe is a production worker at a car company. He makes cars.
- Violeta is a computer programmer at a computer company. She writes computer programs.

2.1 1 b 2 f 3 e 4 a 5 d 6 c

2.2 1 in 3 at 5 in 7 at
2 on 4 in 6 in

2.3 1 do you work in 4 do you work
2 does she work in 5 do they work
3 does he work in

2.4 1 human resources
2 sales
3 training
4 finance
5 marketing
6 production
7 accounts
8 research and development / R&D

Over to you (sample answer)

- Ana works for a clothes company. She works in the marketing department.
- Bertil works for a bank. He's a call centre manager.
- Carla is a computer programmer. She works for a computer company.

3.1 Across Down
2 customer 1 overtime
4 employee 3 suppliers
6 colleagues 5 retire
7 temporary work 6 computers
10 time 8 contract
11 redundant 9 pension
13 resign 12 dismiss
14 jobs

3.2

Verb	Noun
retire	retirement
resign	resignation
dismiss	dismissal

Noun	Adjective
redundancy	redundant

3.3

- 1 redundant 3 dismiss
2 resign 4 retire

Over to you (sample answer)

I have a part-time job – I work in a shop. It's a permanent job, but I'd like a full-time job so I can earn more money!

4.1

- 1 altogether
2 exact
3 including
4 on average

4.2

- 1 How many 6 altogether
2 approximately 7 Are there
3 exact figure 8 there's
4 how many 9 hours a week
5 There are 10 on average

4.3

- 1 head office
2 branches
3 warehouses, sites, excluding

Over to you (sample answer)

Aldi Supermarkets has two head offices, in Essen (Aldi Nord) and Mülheim an der Ruhr (Aldi Süd). It has about 4,100 stores altogether in Germany and many more in other European countries.

5.1

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

5.2

- 1 true 4 true
2 false 5 false
3 true

5.3

- a gets d goes, reads
b doesn't get e stops
c leaves f walks

5.4

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

Over to you (sample answer)

I live in a small town about 30 kilometres from Warsaw. There's a business park in the town and I work there. I cycle to work in summer and I drive in winter. In summer, I leave home at 8.20 and get to work at 8.30!

6.1

Verb	Noun
travel	travel
fly	flight
check in	check-in
depart	departure
take off	take-off
board	boarding
announce	announcement

6.2

- 1 announce 5 permit
2 take off 6 purchase
3 board 7 land
4 proceed 8 remove

6.3

- 1 c 2 a 3 e 4 b 5 d

6.4

- 1 delayed
2 varied
3 full
4 delicious
5 comfortable
6 friendly, helpful (or helpful, friendly)

Over to you (sample answer)

My worst flight was one from London to New York. The airport bus got stuck in traffic and I almost missed the flight. The seats were very narrow and uncomfortable. The service was terrible – paper coffee cups and only one film to watch.

7.1

- 1 pool
2 room service
3 tea-making facilities
4 express check-out service
5 safe
6 minibar
7 satellite TV

7.2

- 2 The flight wasn't delayed, but the food was awful and there was no in-flight entertainment.
3 The room is very comfortable, but the room service is slow.

- 4 That's very kind, but I'm rather tired. I'd prefer to stay in and rest. How about meeting in the morning?
- 5 What about nine instead?
- 6 OK. See you at nine. Thanks. Goodbye.

- 1 Let's get down to business.
- 2 How are you feeling this evening?
- 3 What's your hotel like?
- 4 Did you have a good rest?
- 5 Let's have some tea.

Over to you (sample answer)

The rooms at the Hotel Principessa in Lugano, Italy are very comfortable. Room service is very efficient, the staff are very nice and the food is delicious. They have satellite TV, but there's so much to do, you never have time to watch it.

- 8.1**
- 1 eighteen
 - 2 fifty-three
 - 3 forty
 - 4 four hundred (and) four
 - 5 eighteen hundred
 - 6 thirty-one thousand five hundred
 - 7 six million
 - 8 one billion two hundred and fifty million

- 8.2**
- 1 nineteen thirty-nine
 - 2 nineteen fifty-eight
 - 3 nineteen sixty-four
 - 4 nineteen seventy
 - 5 nineteen ninety-three
 - 6 nineteen ninety-nine
 - 7 two thousand and five (BrE) / two thousand five (AmE)

- 8.3**
- 1 the nineteen-thirties
 - 2 the nineteen-fifties
 - 3 the nineteen-sixties
 - 4 the nineteen-seventies
 - 5 the nineteen-nineties
 - 6 the nineteen-nineties
 - 7 the first decade of the twenty-first century / the noughties

Over to you (sample answer)

- I was born in 1988 (nineteen eighty-eight).
- I went to my first school in 1993 (nineteen ninety-three).

- I entered Caracas University in 2006 (BrE: two thousand and six / AmE: two thousand six).

- 9.1**
- | | |
|----------------|---------------|
| 2 seventeenth | 5 forty-first |
| 3 twenty-ninth | 6 fifty-sixth |
| 4 thirty-third | |

- 9.2**
- 2 Seventh, Forty-second
 - 3 First
 - 4 Fifth, Thirty-fourth
 - 5 Thirty-fourth, Thirty-fifth
 - 6 Thirty-first, Thirty-third

9.3

	Percentage	Fraction	Decimal
1	seventy-five per cent	three quarters	(nought/zero) point seven five
2	fifty per cent	(a/one) half	(nought/zero) point five
3	twenty-five per cent	a/one quarter	(nought/zero) point two five
4	twenty per cent	a/one fifth	(nought/zero) point two
5	ten per cent	a/one tenth	(nought/zero) point one

Over to you (sample answer)

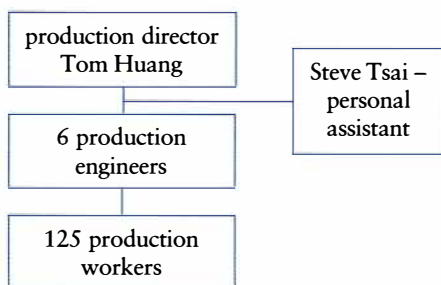
I work on the fifth floor. Ms Adams works on the eighth floor. Mr Bryant works on the nineteenth floor. Mrs Cass works on the twenty-third floor.

- 10.1**
- 1 You can't use the word 'boss' in a formal report. You must use 'chief executive' or 'manager', as appropriate.
 - 2 The person in charge of sales in a company is the sales director.
 - 3 If you work under someone, that person is your boss.
 - 4 PA stands for personal assistant.
 - 5 Someone in charge of a department can be referred to as its head.

- 10.2**
- 2 the finance director
 - 3 the chief executive officer / CEO / chief executive
 - 4 the sales director
 - 5 the research and development director / R&D director

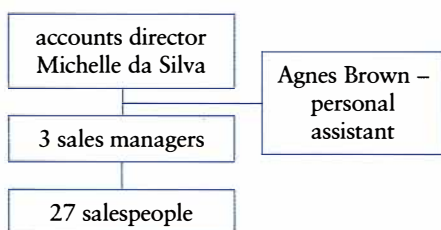
- 10.3**
- The finance director is responsible for getting the money to develop the products.
 - The chief executive officer is responsible for running the whole company.
 - The sales director is responsible for finding customers for the products.
 - The research and development director is responsible for thinking of new ideas for products.

10.4



Tom Huang is in charge of production. Approximately 130 people work under him – 125 production workers, six production engineers and his personal assistant, Steve Tsai.

Over to you (sample answer)



- 11.1**
- | | |
|-------------------|-----------------|
| 1 the network | 5 colleagues |
| 2 Emails | 6 Sales reports |
| 3 paperwork | 7 Customers |
| 4 the photocopier | 8 Communication |

11.2

Adjective	Adverb
automatic	automatically
manual	manually
normal	normally
smooth	smoothly

- 11.3**
- | | |
|------------|-----------------|
| 1 manually | 3 normally |
| 2 smoothly | 4 automatically |

11.4

- laboratory/lab
- production worker
- machine
- cellphone/cell
- research
- mobile Internet, Wi-Fi network
- laptop (computer) / notebook (computer)
- researcher / research worker
- production line

Over to you (sample answer)

The main problem in my office is when the photocopier breaks down.

12.1

Infinitive	Past simple
be	was/were
become	became
get	got
go	went
join	joined
leave	left
move	moved
study	studied

12.2

- | | |
|----------|-----------|
| 1 go | 7 joined |
| 2 went | 8 move |
| 3 did | 9 got |
| 4 worked | 10 become |
| 5 got | 11 became |
| 6 join | |

Over to you (sample answer)

I was born in 1975 in Auckland, New Zealand, and went to school there. I moved to Sydney, Australia, in 1998 when I joined Qantas. Then I left Qantas to join a small airline as finance director, still in Australia.

13.1

- She isn't very good with computers.
- She's (very) good with people.
- He isn't very good with people.
- He's (very) good with languages.
- She isn't very good with languages.
- He's (very) good with figures.
- She isn't very good with figures.

- 13.2** 2 She doesn't have computer skills.
3 She has people skills.
4 He doesn't have people skills.
5 He has language skills.
6 She doesn't have language skills.

- 13.3** 1 language skills
2 problem-solving skills
3 presentation skills
4 negotiating skills
5 listening skills
6 management skills

- 13.4** 1 false 3 false 5 false
2 true 4 true 6 false

Over to you (sample answer)

- I'm very good with computers and with figures, but I'm not very good with people.
- My colleague Jane has people skills – they always do what she asks them to do.

14.1

Minnesota Computing

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- 14.2** 1 experience 4 skills
2 as 5 on-the-job
3 gain/get/learn 6 training course

Over to you (sample answer)

In my job – I'm a company lawyer – qualifications are very important. But experience is also important. And I go on training courses about new areas of law.

- 15.1** Across
3 tutor 14 email
4 download 15 lecture
6 full-time course 16 Internet
9 lifelong learning 17 part-time course
13 face-to-face 18 e-learning
- Down
1 at a distance 8 online
2 in-house 10 trainer
5 webcam 11 materials
7 evening 12 training

Over to you (sample answer)

- Advantages: You can work when you want to, at your own speed.
You can learn in ways that you like.
- Disadvantages: You can feel lonely.
You don't see your trainer or teacher face-to-face, only on a webcam.
- I tried to learn Russian by e-learning, but it was very difficult.

- B1** 2 c 4 a 6 h 8 f
3 g 5 b 7 e

- B2** 2 symbols 6 alphabet
3 stress 7 pronunciation
4 emphasize 8 phonetic
5 silent

- B3** 2 night 6 two
3 know 7 would
4 listen 8 write
5 talk

- B4** 2 colleague 6 office
3 customer 7 proceed
4 degree 8 traffic
5 department

- B5** 2 /dr'zain/ 6 /ɪm'plɔɪi:/
3 /'fæmæns/ 7 /'netwɜ:k/
4 /'ændəgraʊnd/ 8 /'lektʃərə/
5 /pə'sentɪdʒ/

- 16.1** 1 three thirty / half past three
2 three forty-five / quarter to four
3 eleven thirty / half past eleven
4 four forty-five / quarter to five
5 seven fifteen / quarter past seven
6 ten thirty-seven / twenty-three minutes to eleven

- 16.2** 1 d – from, in the morning, in the afternoon
 2 c – at, in the morning, three thirty in the afternoon
 3 a – from, in the morning, six thirty in the evening
 4 b – at, in the morning, quarter to two, until

Over to you (sample answer)

- It's quarter past eleven in the morning.
- I go to work at half past seven in the morning and I get home at quarter to five.

- 17.1** 1 06:30 3 18:14 5 21:12
 2 16:45 4 20:00 6 22:43

- 17.2** 1 leaves, at 5 What, does, leave
 2 direct 6 leaves, at 11:44
 3 change 7 does it arrive in
 4 arrives in, at 11:39 8 It arrives in, at

- 17.3** 2 How long does the journey from Tangier to Marrakesh take?
 It takes eleven hours.
 3 How long does the journey from Singapore to Bangkok take?
 It takes twenty-five and a half hours.
 4 How long does the journey from Moscow to Beijing take?
 It takes six days, five hours.

Over to you (sample answer)

- 1 What time does the train leave Mumbai?
 It leaves at 11:40.
 2 When does it arrive in Ernakulam?
 It arrives in Ernakulam at 14:05 the next day.
 3 When does it arrive in Trivandrum?
 It arrives in Trivandrum at 18:40.

- 18.1** 2 the sixth of February / February the sixth / February sixth
 3 the tenth of June / June the tenth / June tenth
 4 the fourteenth of July / July the fourteenth / July fourteenth
 5 the seventh of September / September the seventh / September seventh
 6 the ninth of November / November the ninth / November ninth

- 18.2** 2 The Google technical meeting is on Thursday 31st May.
 3 The Apple new products meeting is on Saturday 2nd June.
 4 The Sun finance team meeting is on Tuesday 12th June.
 5 The Oracle networks technical day is on Thursday 21st June.

- 18.3** 1 on 3 in, in 5 on
 2 in 4 in

Over to you (sample answer)

- I started work in this company on the second of January. I started work in this company on 2nd January.
- The next payday is on the twenty-fifth of March. The next payday is on 25th March.
- I go on holiday on the first of August. I go on holiday on 1st August.

- 19.1** 2 15 minutes early
 3 half an hour early
 4 quarter of an hour late

- 19.2** 1 c 2 a 3 d 4 b

- 19.3** 2 I usually eat in the company restaurant. / Usually I eat in the company restaurant. / I eat in the company restaurant usually.
 3 I hardly ever have a big lunch with customers in a smart restaurant.
 4 I always eat sandwiches at my desk.
 5 I sometimes keep working. / Sometimes I keep working. / I keep working sometimes.

Over to you (sample answers)

- 1 I often keep working.
 2 Usually I have lunch with my colleagues.
 3 I hardly ever go shopping at lunchtime.
 4 I always have fruit with my lunch.
 5 Sometimes I go out for lunch.

- 20.1** 2 visiting a supplier in the morning and I'm going to R&D to see new product plans in the afternoon.
 3 working at the plant in the morning and I'm visiting Altex Ltd in the afternoon.
 4 seeing the production manager in the morning and I have an appointment with the doctor in the afternoon. Then I'm going back to the office.

5 visiting Mr Smith in the morning and I'm playing golf with him in the afternoon.
I'm free after five o'clock.

- 20.2** 1 busy 4 shall 7 How/What
2 meet 5 at
3 free 6 When

Over to you (sample answer)

- On Tuesday I'm having lunch with an important customer to discuss his new order.
- On Wednesday morning I'm having coffee with a colleague. He wants to tell me about his department's work.
- On Thursday afternoon I'm finishing a long report about our sales this month.
- And on Friday evening I'm going on holiday for four weeks.

- 21.1** 1 delay 3 project manager
2 completed 4 late

- 21.2** 3 Building floors 21–40 will take six months, from October to March.
4 Building floors 41–60 is going to take six months, from April to September.
5 Putting in electricity will take three months, from July to September.
6 Painting is going to take six months, from July to December.

- 21.3** 2 Instead of taking six months, building floors 1–20 took nine months. It took three months longer than planned.
3 Instead of taking six months, building floors 21–40 took three months. It took three months less than planned.
4 Instead of taking six months, building floors 41–60 took a year. It took six months longer than planned.
5 Instead of taking three months, putting in the electricity took six months. It took three months longer than planned.
6 Instead of taking six months, painting took three months. It took three months less than planned.

Over to you (sample answer)

We had a six-month project to replace all our computers. But instead of taking six months, in the end it took 18 months. It took a year longer than planned.

- 22.1** 1 a, c 2 d, h 3 f, g 4 b, e

- 22.2** Across Down
1 go swimming 2 once
5 weekends 3 go skiing
7 spare time 4 interested
9 relax 6 tea break
13 days' holiday 8 vacation
14 take it 10 easy
15 go abroad 11 lot of
16 off 12 long

Over to you (sample answer)

- I relax in three different ways – I listen to a lot of jazz, I play squash twice a week, and I cook dinner for my friends once a week.
- My colleagues play a lot of computer games, but I can't relax like this!

- 23.1** 1 f 2 c 3 b 4 a 5 d 6 e

- 23.2** 1 c 2 a 3 b 4 d

- 23.3** 1 change back 4 divided
2 currency 5 abbreviation
3 500-yen coin

Over to you (sample answer)

I've just come back from Malaysia. The currency there is the ringgit, divided into 100 sen. There are notes for 1, 5, 10, 50 and 100 ringgits, and coins for 5, 10, 20 and 50 sen. The exchange rate is about five ringgits to the euro.

- 24.1** 1 How much 4 much does ... cost
2 costs 5 costs
3 price of

- 24.2** 1 false – It's the price before tax.
2 true
3 true
4 true
5 false – But in most states they pay sales tax.
6 false – There are some states without sales tax.

- 24.3** 1 of, is 4 this, is
2 is 5 is
3 are 6 of, is

Over to you (sample answer)

Here in Hungary, the standard rate of VAT is 25 per cent, with a reduced rate on some products of 5 per cent.

- 25.1 2 ten thousand and thirty-six pounds
eighty-one pence
3 eight hundred and twenty-three dollars
ninety-seven cents

- 25.2 2 a seventeen and three quarter million
pounds
b millions of pounds
3 a eight and a half billion euros
b billions of euros
4 a twenty-seven and three quarter
thousand yen
b thousands of yen

- 25.3 2 The price of the villa is around seven
hundred thousand euros.
3 The price of the flat is roughly three
hundred thousand euros.
4 The price of the studio is approximately
fifty thousand euros.

Over to you (sample answer)

Here in Kyoto, Japan, a big house is around a hundred million yen. A small house is approximately fifty million yen, a big flat is roughly thirty million yen and a small flat is about twenty million yen.

26.1

Verb (infinitive)	Noun
cost	cost
lend	loan
repay	repayment
save	savings

- 26.2 1 lent, repay 4 save
2 loan, repayments 5 borrowed, repaid
3 costs

- 26.3 1 reductions, discounts 4 expensive
2 can't afford 5 rent
3 waste

Over to you (sample answer)

In our company, we are very careful with money. We spend a lot of money on cameras and photographic equipment. We only buy them when there are discounts or reductions.

- 27.1 1 c 2 d/e 3 d/e 4 b 5 a

- 27.2 1 free meals 4 company car
2 working hours 5 company pension
3 basic pay

- 27.3 1 b 2 a 3 c 4 f 5 d 6 e

Over to you (sample answer)

Asia Container Services

Singapore

Shipping manager

Salary: SGD200,000 (about €100,000)

Working hours: Monday to Friday, 9 am – 6 pm.
Saturdays 9 am – 1 pm.

Benefits

- 29 days' holiday per year
- Company restaurant with free meals
- Company car
- Company pension

Email: humanresources@acs.sg

- 28.1 Across Down
2 earn interest 1 cash card
3 cheque account 4 account
5 cash machine 6 credit card
9 current 7 write
10 take out 8 withdraw
12 get into debt 9 cheque
15 pay 11 ATM
18 online 13 transfer
19 directly 14 banking
16 limit
17 with

- 28.2 1 credit cards 5 expenses
2 expenses 6 statements
3 withdraw 7 pay off
4 charge 8 interest

Over to you (sample answer)

I don't think that online banking will replace ordinary banks completely. People and companies will always want to see the buildings of the bank where they have their money. It makes them feel better.

- 29.1 1 sell/sells 4 will ... sell
2 has/have sold 5 sell/sells
3 sell/sells 6 had sold

- 29.2 1 b 2 a 3 d 4 c 5 f 6 e

- 29.3 2 Car sales go down.
3 Clothing sales go up.
4 Camera sales go up.
5 Computer sales go up.

- 29.4 1 advertising costs 4 finance costs
2 (raw) material costs 5 component costs
3 salary costs 6 equipment costs

Over to you (sample answer)

My company does research and development for other companies. A lot of our employees are clever scientists, so salary costs are high. They use special equipment that is very expensive, so equipment costs are also high.

- 30.1 2 under budget
3 cut
4 sales forecast
5 actual numbers, than forecast(ed)
6 out of control
7 cost control / controlling costs

- 30.2 1 false – HKT made a loss of \$10 million.
2 true
3 false – It made a profit before tax of \$5 million.
4 true
5 true
6 true

Over to you (sample answer)

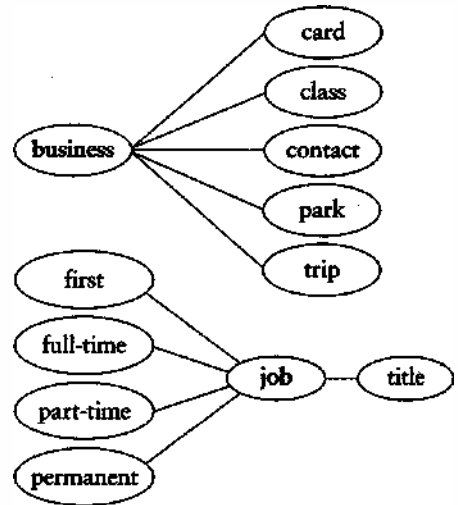
Last year ...

- Lenovo made a profit of \$1.8 billion.
- Shell made a profit of £13.9 billion.
- Czech Railways made a loss of €150 million.
- Société Générale broke even.

- C1 1 borrow 8 pay back
2 change 9 repay
3 cost 10 save
4 exchange 11 spend
5 lend 12 transfer
6 move 13 waste
7 owe 14 withdraw

Word groups	Words
directors	finance, production, R&D, sales
stopping work	dismiss, pension, redundant, resign
banking	balance, charge, interest, statement (<i>also</i> finance)

C3



C4

	British English	American English
2	mobile phone	cellphone
3	one quarter	one fourth
4	autumn	fall
5	holiday	vacation
6	three hundred and fifty	three hundred fifty
7	It's twenty past three.	It's twenty after three.
8	banknote	bill
9	cheque	check
10	current account	checking account

31.1

Adjective	Noun
long	length
wide	width
thick	thickness
square	square
rectangular	rectangle
Verb	Noun
weigh	weight

- 31.2 1 wide, width 3 rectangular
2 thickness, thick 4 weighs, weight

- 31.3 1 what does it 3 fast
2 easy to use

Over to you (sample answer)

I have a Blackberry Bold. It's rectangular. It's 11.4 centimetres long, 6.6 centimetres wide and 1.5 centimetres thick. It weighs 136 grams. It's very easy to use.

- 32.1 2 The Phenom is shorter than the Learjet.
3 The Phenom is wider than the Learjet.
4 The Learjet is faster than the Phenom.
5 The Phenom is slower than the Learjet.
6 The Learjet is more expensive than the Phenom.
7 The Phenom is cheaper than the Learjet.

- 32.2 2 The Phenom is the shortest.
3 The Citation is the widest.
4 The Learjet is the fastest.
5 The Phenom is the slowest.
6 The Citation is the most expensive.
7 The Phenom is the cheapest.

- 32.3 1 the heaviest 4 the best
2 easier 5 worse
3 thinner 6 more attractive

Over to you (sample answer)

I like these old sports cars: the Ford Mustang, the Porsche 912 and the E-type Jaguar. The Jaguar is the most beautiful of the three. It's the longest, the fastest, the most powerful and the most expensive.

- 33.1 1 financial
2 distribution and retail
3 tourism
4 telecommunications/telecoms

- 33.2 2 He wants to get his accounts prepared.
3 She wants to get her documents translated.
4 We want to get our products delivered.
5 They want to get their legal problems solved.
6 The company wants to get its new computers installed. / The company want to get their new computers installed.

- 33.3 2 accountants 5 lawyers
3 translators 6 IT specialists
4 shippers, couriers

- 33.4 1 translated 4 return
2 finished 5 charge
3 turn 6 reasonable

Over to you (sample answer)

I want to get ...

- 50 copies of this document made.
- my next PowerPoint presentation prepared.
- my office cleaned.
- our computers repaired.

34.1

Noun	Adjective	Opposite adjective
accuracy	accurate	inaccurate
convenience	convenient	inconvenient
efficiency	efficient	inefficient
flexibility	flexible	inflexible
reliability	reliable	unreliable
safety	safe	unsafe
security	secure	insecure
—	good	poor

- 34.2 1 safe, secure 4 flexible
2 efficient, reliable 5 reasonable
3 accuracy

- 34.3 1 poor 4 flexibility
2 unreliable, inefficient 5 expensive
3 insecure

Over to you (sample answer)

Our accountant is very friendly and efficient. Her knowledge of tax law is excellent. She always sends us information on time – she's very reliable. And her charges are very reasonable.

- 35.1 1 nylon 3 wool
2 cotton 4 silk

- 35.2 1 b 2 a 3 d 4 c

- 35.3 1 c 2 f 3 a 4 b 5 d 6 e

- 35.4 1 man-made 5 recycled, recycled
2 flexible 6 natural
3 fragile, unbreakable 7 flexible
4 durable

Over to you (sample answer)

I like cotton clothes – they're cool and comfortable. I don't like nylon – you feel too hot in it.

36.1	Verb	Past participle
	distribute	distributed
	load	loaded
	make	made
	manufacture	manufactured
	sell	sold
	ship	shipped
	store	stored

- 36.2 1 producers, manufacturers
2 steel
3 farmers
4 machine
5 process
6 chemical
7 miners
8 component

- 36.3 a is processed g are installed
b is assembled h is used
c used, treated i cut, shaped
d are made j are cut down
e are put together k is harvested
f are grown l is mined

- 36.4 2 c, i, j 3 d, h, l 4 b, e, g

Over to you (sample answer)

The body was made in Sweden. The engine was made in the UK. The seats were made in China.

37.1	Verb	Past participle
	buy	bought
	change	changed
	dry	dried
	grind	ground
	grow	grown
	label	labelled (BrE) labeled (AmE)
	measure	measured
	package	packaged
	pick	picked
	reach	reached
	reduce	reduced
	remove	removed
	roast	roasted
	soak	soaked
	sort	sorted
	unload	unloaded
	want	wanted
	wash	washed

- 37.2 pronounced /ɪd/ at the end: roasted, sorted, unloaded, wanted
irregular: bought, ground, grown

- 37.3 b are loaded, shipped, are unloaded, processed
c grown, picked
d are sold
e are washed, sorted, labelled/labeled, packaged
f are ... wanted, are thrown away, used
2 c 3 b 4 e 5 d

Over to you (sample answer)

Tea comes from tea bushes in places like India and Sri Lanka. The leaves are picked and dried. Then they are cut to make tea leaves. Finally the tea is packaged and sold all over the world.

- 38.1** Across
 1 chain
 5 mail order
 8 convenience
 11 department store
 12 till
 13 sections
 14 by post
 15 mall
 16 corner
 17 checkout
- Down
 2 internet shopping
 3 floors
 4 the phone
 6 direct sales
 7 e-commerce
 9 choose from
 10 supermarket
 12 trolley
 13 site

- 38.2** 1 at
 2 on/over
- 3 by, from
 4 by, on/over

Over to you (sample answer)

Panasonic is a Japanese electronics company. Its products are sold in electrical goods shops.

- 39.1** 1 b 3 a 5 d 7 c
 2 c 4 e 6 f 8 c

- 39.2** 1 f 3 b 5 c 7 a
 2 g 4 d 6 e

Over to you (sample answer)

Place the document on the glass. Choose the number of copies that you want. Press the 'Start' button. When you have finished, remove the document.

- 40.1** 1 c 2 e 3 a 4 b 5 d

- 40.2** call centre
 model number
 send back
- service department
 stop working
 under guarantee

- 40.3** 1 guarantee
 2 take it back
 3 call centre
 4 fault, repair
 5 stops working, under guarantee, replacement

Over to you (sample answer)

My camera stopped working. The camera was under guarantee. I took it back to the shop where I bought it. They offered to repair it, but it took three months. I was very angry.

41.1

Noun	Verb
apology	apologize
damage	damage
delivery	deliver
discount	discount
invoice	invoice
order	order
purchase	purchase
reduction	reduce
refund	refund
replacement	replace
shipping	ship
supplies, supplier	supply

- 41.2** 1 purchasing, supplies
 2 damaged, replacements
 3 ordered, discount/reduction
 4 delivered/shipped
 5 invoice
 6 supplier

41.3 (sample answers)

- 2 send a truck to pick them up and take them to the right place.
 3 give/offer a reduction/discount.
 4 take back the wrong goods and send the correct goods.
 5 replace or repair them.
 6 send another invoice.

Over to you (sample answer)

The biggest problem is late delivery. We sell mobile phones. When we order popular models, they are sometimes not available and the suppliers deliver them late.

- D1** 1 a noun
 2 three, plus four in particular expressions
 3 big business, show business

- D2** 1 irregular
 2 Fourteen people, including a prison warden, were killed.
 It's £24.99, including postage and packing.
 3 The office supplies are/were €12, including VAT.

- 4 Exports of computers have increased by 15% since January.
Exports of mobile phones have increased by 10% since January.

D3 The Learner training D answers are from the *Cambridge Learner's Dictionary*. Some answers will be different in other dictionaries.

- 1 damage, deliver, delivery, discount, invoice, order, purchase, reduce, refund, replace, replacement, ship, shipping, supply
2 meaning 4
3 'supplies'
4 verb: to buy something; noun: 1) when you buy something, 2) something that you buy

42.1 1 a 3 b 5 a 7 b
2 b 4 a 6 a 8 b

42.2 1 seat, something, There's
2 this
3 Have, been
4 Where
5 like

42.3 1 c 2 b 3 e 4 a 5 d

Over to you (sample answer)

You: Jack, this is Susan Kelly from GJI in New York.
Susan: Pleased to meet you.
Jack: Nice to meet you, Susan. Have you been to Vancouver before?
Susan: Yes, I was here about five years ago.

43.1 2 d 3 e 4 b 5 f 6 c

43.2 1 b 2 c 3 d 4 a

43.3 (sample answers)

- 1 Alain: Would you like a dessert?
2 Bengt: Yes, I'll have ice cream, please.
3 Alain: (to waiter) Two ice creams, please.
4 Bengt: That was very good.
5 Alain: I'm glad you liked it.
6 Alain (to waiter) Could we have the bill, please?
(to Bengt) I'll get this.
7 Bengt: Thank you.
8 Alain: My pleasure.

Over to you (sample answer)

You: Do you live in the centre of Jakarta?
Your visitor: No, I live in a suburb about half an hour away.
You: Do you mind commuting?
Your visitor: It's OK. I listen to music on my iPod.
You: What do you do in your spare time?
Your visitor: I go cycling and I play squash.
You: Really, I play squash too.
How about a game tomorrow after our meeting?
Your visitor: Good idea.

44.1 1 c 2 d 3 b 4 a

44.2 2 f 4 d 6 c 8 e
3 b 5 i 7 g 9 a

44.3 1 b 2 a 3 a 4 b 5 a

44.4 1 b 2 a 3 c 4 e 5 d

Over to you (sample answer)

You could talk about the general economic and business situation in both cases. It could be acceptable to talk about your family when you know someone better, but not when you meet them for the first time. It's probably best to avoid politics completely.

45.1 1 e 2 b 3 a 4 c 5 d

45.2 1 Good morning
2 Hello. Can I speak to
3 please
4 calling, please
5 My name's
6 put you through

45.3 1 See you
2 phone/call you again next week
3 good to talk to you
4 for phoning/calling
5 Bye/Goodbye

Over to you (sample answer)

- Rashid Hussein. Good morning/afternoon.
- a A: Rashid Hussein. Good morning.
B: Hello, Rashid. It's Leila here.
A: Hello, Leila. How are you?
- b A: Rashid Hussein. Good morning.
B: Hello, Mr Hussein. My name's Marina Marconi. I'm calling from Fiat in Italy.

- 46.1 2 No, M for Mike. 4 No, S for Sierra.
3 No, D for Delta.

- 46.2 2 F for Foxtrot, A for Alpha, N for November, S for Sierra, H for Hotel, A for Alpha, W for Whiskey.

00 44 131 946 9821

- 3 P for Peter, E for Echo, T for Tango, E for Echo, R for Romeo, double S for Sierra, O for Oscar, N for November.

00 46 8 487 5044

- 4 H for Hotel, A for Alpha, N for November, K for Kilo, S for Sierra.

00 1 918 324 6622

- 5 T for Tango, A for Alpha, N for November, A for Alpha, W for Whiskey, A for Alpha.

00 81 42 975 2349

- 6 D for Delta, O for Oscar, S for Sierra; new word, S for Sierra, A for Alpha, N for November, T for Tango, O for Oscar, S for Sierra.

00 55 61 648 7785

- 46.3 1 d 2 c 3 b 4 a

Over to you (sample answer)

Rosalía Mendoza: R for Romeo, O for Oscar, S for Sierra, A for Alpha, L for Lima, I for India, A for Alpha; new word, M for Mike, E for Echo, N for November, D for Delta, O for Oscar, Z for Zulu, A for Alpha.

My home address is calle Kahlo 32: K for Kilo, A for Alpha, H for Hotel, L for Lima, O for Oscar, number 32.

My company address is Diagonal 550, Mexico City: D for Delta, I for India, A for

Alpha, G for Golf, O for Oscar, N for November, A for Alpha, L for Lima, number 550.

My phone number at home is 55 7321 9744.

My work number is 55 4522 9025.

My mobile number is 55 8342 7611.

- 47.1 1 Right. / OK. / I understand.
2 Sorry, I didn't get that. Could you speak more slowly, please?
3 Sorry, I can't hear you. Could you speak up, please?
4 Could you spell that, please?
5 Can you say that again, please?
6 That's it. / That's right.

- 47.2 1 speak 5 address
2 course 6 up
3 that 7 sorry
4 Two 8 it

47.3 (sample answer)

Taro: My number is 00 81 3 9974 1811.

Wang: Sorry, I can't hear you. Could you speak up, please?

Taro: Yes, of course. The number is 00 81 3 9974 1811.

Wang: So the number is 00 81 3 9974 1811.

Over to you (sample answer)

A: Hello. Can I speak to Magda, please. My name's Olafson.

B: I didn't get that. Can you speak more slowly, please?

A: I'll try to speak more slowly. Olafson.

B: Ah, Olafson. Can you spell that, please? Is that one S or two?

A: One. O-L-A-F-S-O-N.

B: O-L-A-F-S-O-N.

A: Can you ask Magda to email the details of her visit.

B: What's your email address?

A: sten dot olafson at K-L-R dot S-E

B: OK. I'll ask Magda to email details of her visit.

A: Thank you very much. Goodbye.

B: Bye.

- 48.1 2 h 5 g 8 m 11 e
 3 f 6 l 9 a 12 i
 4 k 7 b 10 j 13 c

48.2

☎ TELEPHONE MESSAGE ☎

Message for: Melissa Demirel

Name of caller: Gaynor Boyd

Will call again ☐ Please call ☒

Phone number: 00 1 212 233 5644

Urgent ☒ Not urgent ☐

Over to you (sample answer)

My name's Alma Naiman. I'm calling from Global Oil in Kazakhstan. Please can you ask Ms Tate to call me back. From the US, it's 011 7 8934 8322.

- 49.1 1 speak to 4 I'm sorry.
 2 You've got 5 That's alright.
 3 This is

- 49.2 2 A: I'm phoning about an advertisement that we want to put in the/your paper.
 B: You've come through to the wrong department. This is the finance department. You want (the) advertising (department).
 3 A: I'm phoning about an order that we want to make.
 B: You've come through to the wrong department. This is the research and development department. You want (the) sales (department).
 4 A: I'm phoning about tax that our company has forgotten to pay.
 B: You've come through to the wrong department. This is the personal taxes department. You want (the) corporate taxes (department).

- 49.3 1 phoned 6 were cut
 2 put 7 went
 3 put 8 called
 4 tried 9 got
 5 put

Over to you (sample answer)

Last week, I phoned our company's bank. I wanted to speak to Jay Wang, but they put me through to someone called Jane Wang. Jane Wang was very nice and she tried to put me through to Jay Wang, but we were cut off and the line went dead. I phoned again and this time I got through to Jay Wang.

- 50.1 1 written 5 read, replied
 2 received 6 fax
 3 reply 7 texted
 4 got

50.2 and 50.3

- 2 informal
 Hi / Hi Kay / Kay / –
 3 formal
 Dear Ms Lumsden
 4 informal
 Hi / Hi Kay / Kay
 5 formal
 Dear Ms Lumsden
 6 formal
 Dear Ms Lumsden / Dear Kay

Over to you (sample answer)

Hi Nigel – Pls cld you let me have details on the latest services provided by your dept. I've had an enquiry and I need some urgent info.
 Thanks
 Melanie

- 51.1 1 Thank you for
 2 This is to / I'm writing to
 3 Would it be possible to
 4 I'm
 5 let me know
 6 please could you
 7 in on

- 51.2 1 c 2 d 3 e 4 f 5 b 6 a

- 51.3 1 – 4 –
 2 in 5 to
 3 –

Over to you (sample answer)

Dear Mr Wang,
Thank you for sending details of your trip to Manila next week. Our office is very near the centre. I'm attaching a map showing how to find it.
I look forward to meeting you.
Yours sincerely,
Pedro Fuentes

- 52.1** 1 pleasure 5 cannot
2 unfortunately 6 unable
3 sorry 7 Best
4 say

- 52.2** 1 nice
2 to see / to meet
3 I'm pleased / I'm delighted
4 go ahead
5 don't hesitate
6 hearing
7 doing

- 52.3** 2 Enjoyed meeting you last week.
3 I'm so glad you had a nice trip back to Jakarta.
4 They're very interested in working with you.
5 Pls B v careful not 2 tell anyone.

- 52.4** 1 I will arrive in New York on Monday.
2 It was very good to speak to you yesterday.
3 I will be in touch again soon.
4 I will see you later.
5 More information to be sent later today.

Over to you (sample answer)

- a Hi Ken
Here's the spreadsheet. It's v. interesting.
Best
Flavia
- b Dear Mr Wang
Please find attached the spreadsheet that we discussed. I think you will find it very interesting.
Best regards
Flavia Petronelli

- 53.1** 2 true – 'we must now work on the details of the tours that they will go on'
3 true – 'I have asked our lawyers to draw up a contract'
4 false – 'Please could you sign one copy and send it back to me by courier?'
5 true – 'If this agreement is successful, we look forward to doing more business with you.'
6 false – 'It was very nice seeing you in London.'
7 false – 'As agreed, the first clients will be travelling to Botswana the year after next'
8 false – There are none.
9 true – She uses 'Yours sincerely', which you can also use in formal emails.

- 53.2** 1 to fly → for flying
2 pass → reach
3 draw → drawn
4 discuss → discussed
5 examples → copies
6 courier → courier
7 agree → agreed
8 in → on
9 succeeding → successful

Over to you (sample answer)

Dear Mr Massoud
Many thanks for coming to our offices in Delhi. It was very nice to see you here – I enjoyed our fishing trip together.
I think we have now covered all the points relating to an agreement for our company to sell Indian cars through your company in Egypt, so I have asked our lawyers to draw up an agreement. I will send it to you by courier next week.
Yours sincerely
Raj Singh

- 54.1** 2 flipchart 4 projector
3 check the room 5 handouts

- 54.2** 1 about 4 on to
2 at 5 about
3 in

- 54.3** 1 e 2 c 3 g 4 b 5 f 6 a 7 d

Over to you (sample answer)

My name's Milton Roberts and I work for the Zambia National Mining Company. Today I'm going to talk about different types of mining. First, I'll talk about mining gold. Then I'll move on to mining other metals. And finally, I'll look at possible developments in mining in Zambia in the future. If you have any questions, please feel free to interrupt me.

55.1 (sample answers)

- 2 What you can see in this slide is the sales plan.
- 3 Second, let's have a look at the product.
- 4 Thirdly, let's move on to Ruby's branches.
- 5 That is the end of my presentation. Thank you for listening/coming.
- 6 Are there any questions?

55.2 (sample answers)

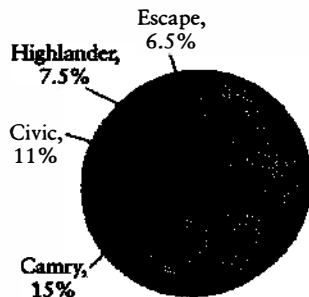
- 2 I'm sorry, but I can't give you that information.
- 3 If you have any questions, I'll be happy to answer them now. / Are there any questions?
- 4 Could you repeat the question?
- 5 I'm sorry, but I don't know the answer to that.
- 6 Can I check and get back to you?

Over to you (sample answer)

First, let's look at gold mining. A small amount of gold is mined in Zambia, but not as much as in South Africa. However, more than two tons of gold has been produced in Zambia since 1900 – quite a large amount ...

... That's enough on gold mining. Let's move on to mining of other metals. ...

56.1



(sample sentence)

The segment shaded yellow shows that 60 per cent of the hybrid cars sold in the US last year were Priuses.

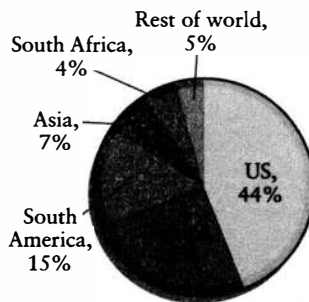
56.2

Infinitive	Past simple
decrease	decreased
fall	fell
go down	went down
increase	increased
rise	rose
stay the same	stayed the same
remain steady	remained steady
level off	levelled off

56.3

- 1 went down
- 2 stayed the same
- 3 by
- 4 from
- 5 to
- 6 up

Over to you (sample answer)



Nigerian Oil Exports

Nigeria exports nearly half of its oil production – 44 per cent – to the United States. It exports a quarter of its production to Europe, 15 per cent to South America, 7 per cent to Asia, 4 per cent to Africa and 5 per cent to other countries.

- 57.1**
- 1 false – It's a line graph.
 - 2 false – It compares diamond production in two countries.
 - 3 false – It's measured in millions of carats.
 - 4 true
 - 5 false – It fell three times during the 15-year period.
 - 6 false – There were periods when it rose fast, but recently it has not increased much.

- 57.2**
- 1 the same as
 - 2 much less than
 - 3 much bigger than
 - 4 much bigger than
 - 5 at GM than

- 57.3**
- 1 true
 - 2 false
 - 3 true
 - 4 true
 - 5 true

Over to you (sample answer)

Profits in billions of US dollars

	IBM	HP
This year	10.4	7.3
Last year	9.5	6.2
2 years ago	7.9	2.4
3 years ago	8.4	3.5
4 years ago	7.6	2.5

Profits have risen at both companies over the last five years, more gradually at IBM than at HP (Hewlett-Packard).

If you take the whole 5-year period, HP's profits have grown more dramatically than IBM's.

HP made nearly three times as much profit this year as four years ago.

At the same time, IBM's profits have risen from \$7.6 billion to \$10.4 billion.

At one point, HP's profits fell steeply, from \$3.5 billion to \$2.4 billion.

The same year, IBM's profits also fell sharply.

- 58.1**
- 1 c
 - 2 d
 - 3 b
 - 4 e
 - 5 a

58.2 (sample answers)

- 1 Can I ask you to keep your voices down in this area?
- 2 Follow me and let's go into the finance department.
- 3 I'm afraid we don't allow photography during the tour.
- 4 On the left, you can see some of the company's machines.
- 5 I'm afraid room 101 is restricted.

- 58.3**
- 1 down
 - 2 move
 - 3 way
 - 4 left
 - 5 right
 - 6 go/continue
 - 7 look
 - 8 restricted

Over to you (sample answer)

Good morning, ladies and gentlemen, and welcome to Astrup Engineering. About 100 people work on this site and today we're going to see some of the things that they do. We'll look at the design department, where bridges and roads are designed, and at the offices where the managers work. First, let's go to the offices. Come this way, please.

- 59.1**
- 1 missed
 - 2 cancel
 - 3 postpone
 - 4 arrange
 - 5 attended
 - 6 miss

- 59.2**
- 1 agenda
 - 2 venue
 - 3 attend
 - 4 minutes
 - 5 items

- 59.3**
- 1 take the minutes
 - 2 send your apologies
 - 3 attend a meeting
 - 4 send out the agenda

- 59.4**
- 1 locations
 - 2 face-to-face
 - 3 videoconferencing
 - 4 location
 - 5 video link
 - 6 virtual

Over to you (sample answer)

AGENDA

Staff meeting, 6 May, 12 noon
Meeting room 6

Apologies for absence
Minutes of the last meeting
1 Move to new offices
2 New computer system
3 Holiday dates
4 AOB

- 60.1**
- 1 Let's make a start.
 - 2 Joanna sends her apologies.
 - 3 Does everyone agree with the minutes of the last meeting?
 - 4 *correct*
 - 5 Let's move on to the next item.
 - 6 Pia, can you to say something here?
 - 7 *correct*
 - 8 Just a moment. Let Roberto to finish.

- 60.2**
- 1 Val, can Yvonne say something here? / Val, can Yvonne come in here?
 - 2 Val, just a moment. Let her/Yvonne finish.
 - 3 Is everybody ready? Let's make a start.
 - 4 Tanya and Stefan send their apologies.
 - 5 Does everyone agree with the minutes of the last meeting?
 - 6 So, the first item is the company's new restaurant.

Over to you (sample answer)

Chris: Everyone's here, so let's make a start. I sent out the agenda last week. Did everyone get a copy?

Chris: Tom and Carl send their apologies. They can't attend the meeting today. Does everyone agree with the minutes of the last meeting?

Chris: So, the first item is the move to new offices. How are things going, Regina?

Chris: I think that's all for today. Thank you for coming. See you at the next meeting.

- 61.1** 1 g 2 b 3 d 4 a 5 e 6 f 7 c

- 61.2** 1 d 2 c 3 b 4 e 5 g 6 a 7 f

- 61.3** 1 g 2 b 3 a 4 e 5 d 6 c 7 f

Over to you (sample answer)

Kerry: On the move to new offices, I disagree with Rebecca when she says that things are going well. No one is ready.

Teresa: Well, everyone in *my* department is ready.

Suzanne: I have an idea. Why don't we postpone the move for a month?

Kerry: Sorry, I don't understand. Do you mean we should move in May instead of April?

Teresa: That's right.

Kerry: That's a good idea!

62.1

Verb or phrasal verb	Noun
discuss	discussion
follow up	follow-up
recap	recap
report back	report
research	research
vote	vote

- 62.2**
- | | |
|-------------------------|-------------|
| 1 recap | 4 vote on |
| 2 disagreed with | 5 follow up |
| 3 research, report back | |

- 62.3**
- 1 you send your apologies.
 - 2 *correct*
 - 3 you offer to report back.
 - 4 you discuss it.
 - 5 the vote is unanimous.
 - 6 you recap.
 - 7 *correct*

Over to you (sample answer)

Move to new site

There was a lot of discussion about moving to a new site outside the city. Three colleagues were for this idea and two against. It was decided to ask Alexis to research the possibilities for new sites and to report back at the next meeting.

Action by Alexis, 20 Sept

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CD-ROM user guide

What's on the CD-ROM?

- **Interactive practice activities**
Extra practice and tests based on the key vocabulary from *Business Vocabulary in Use Elementary to Pre-intermediate*. Click on one of the module numbers (1–13) at the top of the screen. Then find the unit you would like to practise, choose an activity and click on it to start.
- **Games**
A choice of games for fun practice of the vocabulary from *Business Vocabulary in Use Elementary to Pre-intermediate*. Click the *Games* button and then select the group of units and game you wish to play. Then click on **Start** to play the game.
- **My activities**
Create your own lesson. Click on *My Activities* at the top of the screen. Drag activities from the module menus into the *My Activities* panel on the right of the screen. Then click on **Start**.
- **My portfolio**
Click on *Word List*, *Phonemes* or *Progress* at any time for extra help or information. In the *Word List* you can click on ▶ to listen to audio recordings and example sentences of the vocabulary from *Business Vocabulary in Use Elementary to Pre-intermediate*, and ⏮ ⏭ to record your own voice as you practise the vocabulary. You can add your own notes to the *Word List*, and check your progress with the exercises.

Click on ? at the bottom of the screen for Help. Click on **Home** at any time to go back to the main screen.

For practice on this unit of the book:	Use module:	For practice on this unit of the book:	Use module:
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Windows PC Instructions

- *Business Vocabulary in Use* can be run directly from the CD-ROM and does not require installation. However, you can also install the CD-ROM and run it from the hard disk. The application will run faster if you install it.

Starting the CD-ROM

- Insert the CD-ROM into your CD-ROM drive. If 'Autorun' is enabled, the CD-ROM will start automatically.
- If 'Autorun' is not enabled, to run the application from the disc, open My Computer and double-click on your CD-ROM drive (*Business Vocabulary in Use Elementary to Pre-intermediate*).

Installing the CD-ROM

- Open My Computer and right click on the CD-ROM drive. Select 'Open' and double-click on 'setup'. Follow the instructions on screen.

Mac OS X Instructions

Run *Business Vocabulary in Use Elementary to Pre-intermediate* from the CD-ROM by double-clicking the '*Business Vocabulary in Use Elementary to Pre-intermediate*' icon. It is not possible to install this product on a Mac.

System requirements

- Speakers or headphones and microphone (optional)

PC requirements

- Windows® XP, 256 MB of RAM, 800MHz processor or faster
- Windows® Vista, 1GB of RAM, 1GHz processor or faster
- Windows® 7, 1GB of RAM, 1GHz processor or faster
- Approximately 500MB free hard-drive space if installing

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- Mac OS X 10.4, 10.5 or 10.6, 512MB of RAM, 1GHz processor or faster

Support

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Acknowledgements

The author would like to thank Laurence Koster and Liz Driscoll, as well as Chris Capper and the entire team at CUP for their extremely efficient handling of the editorial process.

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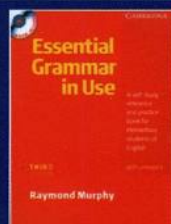


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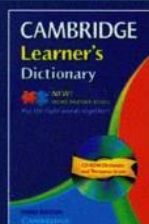
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