

CAMBRIDGE

Professional English

429

Business *START-UP* 1

Student's Book



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1 Welcome

1.1 Meeting people

GRAMMAR
.....
VOCABULARY

be: present simple

Introductions Alphabet A-Z



- 1 a** **1** Listen to Joe and Claire meeting at the offices of ZY.

Claire Hello, I'm Claire Martin.

Joe Hi, I'm Joe Kent. Nice to meet you.

Claire Nice to meet you.

Joe Welcome to ZY Systems.

Claire Thanks.

- b** Practise the conversation in pairs. Change roles.

- c** **2** Listen and fill in the gaps.

nice hi I'm thanks welcome

Ian Hello. ¹ I'm Ian Field.

Sally ² I'm Sally Winters.

Ian ³ to meet you, Sally. ⁴
to New York.

Sally ⁵

- d** Vocabulary practice → Page 94, Exercise 1.

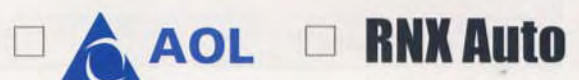
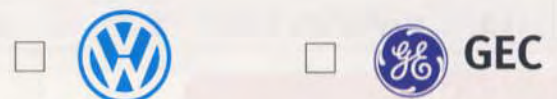
- 2 a** **3** PRONUNCIATION Say the alphabet. Listen and repeat.

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

- b** Work with a partner. Student A says a letter. Student B points to it. Take it in turns.
c Which letters have the same sounds? Fill in the chart.

/eɪ/	/i:/	/e/	/aɪ/	/ju:/
A	B	F	I	Q
H	C	L	Y	U

- d** **4** Listen. Put the companies in the order you hear them. Write 1-10 in the boxes.



- e **4** Listen again. Practise saying the company names.
- f Think of more companies that use letters for their names. Student A says the companies and Student B writes them. Change roles.

- 3** a **5** Listen to Joe introducing Claire to the team at ZY. Fill in the gaps.

I'm you're he's she's we're they're

Joe Hello everyone. This is Claire Martin. ¹ *She's* from IBM. Claire, this is Paul Sampson. ² from ZY Communications.

Paul Hello Claire.

Joe And this is Anne Pol and David Tarn. ³ from ZY Design.

David Nice to meet you.

Anne Hello.

Sam And ⁴ Sam Pick and this is Lara Kay. ⁵ from ZY Holdings. So, ⁶ from New York, Claire?

Claire Yes. Nice to meet you, everyone.



Paul Sampson – ZY Communications



Lara Kay – ZY Holdings



Anne Pol – ZY Design



Sam Pick – ZY Holdings



David Tarn – ZY Design

be

I am (I'm)	you are (you're)
he is (he's)	she is (she's)
we are (we're)	they are (they're)

... Grammar reference 1

- b** Grammar practice ... Page 94, Exercise 2.

- c** Practise introductions. Use the photos.

This is He's/She's from

4

Communication practice 1 ... Page 78. Work in groups of three.

5

Meet other students in the group and introduce students.

Hello/Hi. I'm Nice to meet you.

This is He's/She's from

USEFUL LANGUAGE

Hello/Hi.

Nice to meet you.

Welcome to

Thanks.

I'm Sue Taylor. I'm from TP Software.

This is Peter Elton. He's from LMS.

1.2

Saying where you're from

GRAMMAR

be: questions

Where ...? Prepositions: *in* and *near*

VOCABULARY

Countries Location



Questions with **where** and **be**

Where are you/they from?

Where's he/she from?

(Where's = Where is)

Are you from London?

Is he from London?

...> Grammar reference 1 and 8

d Grammar practice ...> Page 94, Exercise 3.

2 a Work with a partner. Can you guess where the people are from?

- | | |
|--------------------|-----------|
| 1 Brad Carrington | a Brazil |
| 2 Hans Schwartz | b China |
| 3 Jan Grabowski | c France |
| 4 Maria Gonzales | d Germany |
| 5 Shen Lin | e Poland |
| 6 Nathalie Lemaire | f Spain |
| 7 Pedro da Silva | g the UK |
| 8 Alison Smith | h the USA |

b ...> 7 Listen and check your answers.

c Work with a partner. Take it in turns to ask questions about the people in 2a.

- A Where's Brad Carrington from?
B He's from the USA.

d ...> 8 PRONUNCIATION Listen to the countries in 2a. Write them in the chart.

O	Oo	Ooo	oO	oOO	oOOO
			Brazil		

1 a ...> 6 Listen to the conversation. Fill in the gaps.

from he OK right you

David So, where are you ¹ *from* , Claire?
 Claire New York.
 David ² . The Big Apple!
 Claire Yes! And you, David? Are ³ from Paris?
 David No, I'm from Lille. ZY Design, in Lille.
 Claire ⁴ . And where's Paul from?
 Is ⁵ from London?
 David Yes.

b Practise the conversation in pairs.

c Answer the questions.

- 1 Where's David from? *He's from Lille.*
 2 Where's Paul from?
 3 Where's Claire from?
 4 Where are you from?

3 a Where are the cities? Fill in the gaps.

north south east west centre

- 1 Toulon is **in the** south **of** France, **near** Marseille.
- 2 Madrid is **in the** _____ **of** Spain.
- 3 Beijing is **in the** _____ - _____ **of** China.
- 4 Chester is **in the** _____ **of** the UK, **near** Manchester.



4 Communication practice 2 ...> Page 78. Work with a partner.

- 5 a** Do any cities or regions in your country have a different name or pronunciation in English? Write and say their English names.
- b** Talk to other students in the group. Find out where they're from.

USEFUL LANGUAGE

I'm from Macau.
 Macau? Where's that?
 It's in China, near Hong Kong.

Where are you from?
 I'm from Bremen, in the north of Germany.

Countries
 Brazil China France Germany
 Poland Spain the UK the USA

- b** **9** Listen and check your answers.
- c** Vocabulary practice ...> Page 94, Exercise 4.
- d** Ask questions about cities in your country or in other countries. Test your partner!
- A Where's ... ?
 B It's in the north/south/east/west of ... (near ...).
- e** Work with a partner. Student A chooses a city from 3a. Student B asks questions. Take it in turns.
- A Where are you from?
 B Toulon.
 A Toulon? Where's that?
 B It's in the south of France, near Marseille.

1.3

Offering and asking for drinks

GRAMMAR

a/an

VOCABULARY

Drinks

1 a Write the drinks (a-f) under the pictures on the menu.

a apple juice b coffee c iced tea d mineral water e orange juice f tea



b PRONUNCIATION Put the drinks under the correct stress marks.

1 Oo o 4 o o
apple *juice*
 2 Oo o 5 Oo

 3 Ooo Oo 6 o



c **10** Now listen to six people. What drinks (a-f) from 1a do they ask for?

- 1 b 2 3 4
- 5 6

d **10** Listen again. Write the drinks in the chart.

	Drinks		
a	coffee		
an			

a/an

Use **a** before consonants: **a** coffee

Use **an** before vowels: **an** orange juice

...> Grammar reference 4

e Grammar practice ...> Page 94, Exercise 5.

2 a **11** Listen to the conversation. Fill in the gaps.

Joe ¹ Would you like a drink, Claire?

Claire ², please. Could I have a tea?

Joe Yes. Milk? Sugar?

Claire With milk, ³..... . No sugar.

Joe OK. And Anne?

Anne ⁴..... I have an orange juice, please?

Joe Sure.

b **12 PRONUNCIATION** How do you say **a** and **an** in these sentences? Listen and repeat.

- 1 Could I have a coffee, please?
/ə/
- 2 Could I have an orange juice?
/ən/

c Practise saying the sentences.

d Vocabulary practice ...> Page 94, Exercise 6.

3 Communication practice 3 ...> Page 78.
Work with a partner.

4 a How many drinks do you know in English? Write them in the chart.

Drinks
orange juice
mineral water

b What's your favourite drink? Ask other students.

USEFUL LANGUAGE

Would you like a drink?
Yes, please. / No, thanks.
Could I have a/an ..., please?
Yes. / Sure.
Milk? Sugar?
With milk, please. No sugar.
No sugar.

Drinks
coffee tea (mineral) water
orange juice apple juice iced tea

Note: Mineral water can be still or sparkling.
Could I have mineral water, please?
Still or sparkling?

2 Numbers

2.1

Telephone numbers and email addresses

GRAMMAR

What's ...? - It's ... my and your

VOCABULARY

Numbers 0-10 Email addresses

1 a 13 Listen and repeat the numbers.

0 1 2 3 4 5
6 7 8 9 10

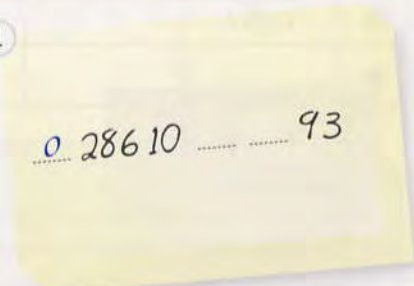
b Write the numbers in the correct boxes.

eight five four nine one seven
six three two zero/oh



2 a 14 Listen to four conversations. Complete the telephone numbers.

1



2



3



4



b Practise saying the telephone numbers in 2a.

c **▶▶ 15 PRONUNCIATION** Listen and repeat. Then practise the conversations in pairs.

- 1 A What's your number?
 B My phone number?
 A Yes.
- 2 A My phone number's two one two ...
 B Sorry?
 A Two one two ...
- 3 A Five eight?
 B No, nine eight.
 A Right.
- 4 A So, two one two, six three seven, four eight five nine.
 B That's right.

Questions with **what; my and your**

What's ...? = What is ...?
 What's **your** phone number?
My phone number's 01236 868943.
 My phone **number's** = My phone **number is**

*Note: You can say **oh** or **zero** for 0 in phone numbers.*

...> Grammar reference 5 and 8

3 a **▶▶ 16** Listen to a telephone conversation and write the numbers.

Richard Banks

Address:
 Orange Design, 25 Wood Street
 Manchester, MU29 6DL

Telephone: 0161
Mobile phone:
Fax:

email address: r.cane@orange-design.com

b **Vocabulary practice** ...> Page 94, Exercise 1.

c **Say the numbers on the business card in 3a.**
 The telephone number's
 The mobile phone number's
 The fax number's

d **Grammar practice** ...> Page 95, Exercise 2.

4 a **▶▶ 17** Listen and match the pairs.

- | | |
|--------------|---------------------|
| 1 r.cane@ | a ccs.fr |
| 2 service@ | b east.jp |
| 3 k-suzuki@ | c cnv.de |
| 4 f_carlton@ | d orange-design.com |
| 5 prince_1@ | e u-mail.ru |
| 6 smirnov@ | f netgate.co.uk |

b Practise saying the email addresses in 4a.

5 **Communication practice 4. Student A** ...> Page 78. **Student B** ...> Page 88.

6 **Talk to other students. Find out their email addresses.**

USEFUL LANGUAGE

Numbers 0-10

0	1	2	3	4	5
zero/oh	one	two	three	four	five
6	7	8	9	10	
six	seven	eight	nine	ten	

Telephone numbers

578956 five seven eight nine five six
 44 four four *or* double four
 60 six zero *or* six oh
 telephone number *or* phone number

email addresses

- . dot
- dash
- _ underscore
- @ at

What's your phone / fax / mobile phone number?

What's your email address?

2.2

Asking about timetables

GRAMMAR

What time ...? When ...?

VOCABULARY

Numbers 11–59 Times

1 a **18** Listen and repeat the numbers.

11 12 13 14 15 16
17 18 19 20 30 40
50 51

b **19** **PRONUNCIATION** Listen and repeat.
Practise saying the numbers.

/i:n/ /i/
13 30
14 40
15 50

c Vocabulary practice Page 95, Exercise 3.

d Work with a partner. Student A says a number (11–59) and Student B writes it. Take it in turns.

2 a **20** Listen to the airport announcements.
Fill in the flight times.

Chicago O'Hare – Terminal 5 Departures

FLIGHT	TO	DEPARTURE
LH 9150	FRANKFURT MAIN	1 <i>14:13</i>
AA 111	ROME	2
BA 0297	LONDON HEATHROW	3
MX 3012	MEXICO CITY	4
IB 7613	MADRID	5
AA 1955	TORONTO PEARSON	6

b Work with a partner. Student A says a time, then Student B says the flight. Change roles.

- A Fourteen thirteen.
- B The flight to Frankfurt.
- A That's right.

3 a Match the pairs.

- | | |
|---------|---|
| 1 09.00 | a seven pm / seven o'clock in the evening |
| 2 12.00 | b three pm / three o'clock in the afternoon |
| 3 15.00 | c eleven pm / eleven o'clock at night |
| 4 19.00 | d nine am / nine o'clock in the morning |
| 5 23.00 | e midnight |
| 6 00.00 | f midday/noon |
| 7 13.00 | g five am / five o'clock in the morning |
| 8 05.00 | h one pm / one o'clock in the afternoon |

b **21** Check your answers. Listen and repeat.



never forget
at half of a

Terminals **A B C**
Concourses **B E F**
Gates C1–C19 **C**
Baggage Claim
Ground Transport
Gate C20
10:53

Gates C18, C18a
Customer Service Center



c Match the times to the clocks. Write a-e in the boxes.



- 1 It's quarter past eleven.
- 2 It's ten past twelve.
- 3 It's five to eight.
- 4 It's quarter to five.
- 5 It's half past nine.

d **22** Listen and repeat the questions and the times.

What time ...?

What time is it?

What's the time? (= What is the time?)

...> Grammar reference 8

e Vocabulary practice ...> Page 95, Exercise 4.

4 Communication practice 5 ...> Page 79. Work with a partner.

5 a **23** Listen to this conversation at O'Hare Airport station.

- A Excuse me, what's the time?
- B It's quarter past ten.
- A When's the next train?
- B It's at ten twenty-three.
- A OK. Thanks.

b Practise the conversation in pairs.

When ...?

When's ...? = When is ...?

...> Grammar reference 8

c Grammar practice ...> Page 95, Exercise 5.

TIMETABLE

BLUE LINE

O'Hare Airport – Train Departures

10 am	10:00	10:08	10:15	10:23	10:30
	10:38	10:45	10:53		
11 am	11:00	11:08	11:15	11:23	11:30
	11:38	11:45	11:53		
Noon	12:00	12:08	12:15	12:23	12:30
	12:38	12:45	12:53		
1 pm	1:00	1:08	1:15	1:23	1:30
	1:38	1:45	1:53		

d Work with a partner. Look at the timetable for O'Hare Airport station. Practise the conversation from 5a. Use these times.

- 1 10.10 2 2.25 3 3.10 4 4.05
- 5 4.40 6 4.50

USEFUL LANGUAGE

Numbers 11–59

11 12 13 14 15
 eleven twelve thirteen fourteen fifteen

16 17 18 19
 sixteen seventeen eighteen nineteen

20 30 40 50 51
 twenty thirty forty fifty fifty-one

Times

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

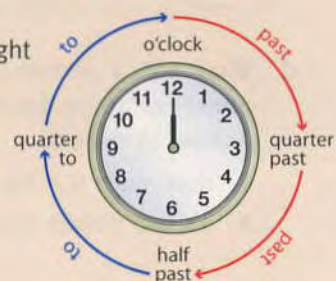
What time's the next train? / When's the next train?

It's at fourteen thirty.

in the morning/afternoon/evening

at night

at noon/midnight



2.3 Buying food

GRAMMAR

Plurals How much ...?

VOCABULARY

Numbers 60-100 Prices Food

- 1 a 24 Listen and repeat the numbers.
60 70 80 90 100
- b Vocabulary practice Page 95, Exercise 6.
- c Work with a partner. Student A says a number (1-100) and student B writes it. Take it in turns.
- 2 a What's the currency in your country? How do you say it in English?
- b How much is a Big Mac in your country?
- c 25 Listen to the prices. Fill in the gaps in the Big Mac index.

The Economist

Big Mac index



Country	Big Mac price	Big Mac price in dollars
USA	\$2.51	\$2.51
Brazil	real 2.95	1\$ 1.65
China	yuan 9.90	\$1.20
France	2€	\$2.62
Germany	€2.55	\$2.37
Italy	€2.32	\$2.16
Japan	¥294	3\$
Poland	zloty 5.50	\$1.28
Spain	€2.25	\$2.09
Switzerland	Sfr 5.90	4\$
UK	5£	\$3.00

- d Work with a partner. Take it in turns to ask questions about the prices of Big Macs. Answer in dollars.

A How much is a Big Mac in Germany?
B It's two dollars thirty seven.

Café Menu

Burger
Hotdog
Chips

Sandwiches

Beef
Salad
Cheese
and Tomato
Egg
Tuna
Chicken

- 3 a Write the food from the menu in the chart.

Vegetable	Meat	Fish	Dairy
tomato			

- b 26 PRONUNCIATION Listen and fill in the chart with the words from 3a.

O	Oo	oOo
egg		



4 a ▶▶ 27 Listen to people buying snacks and drinks. Fill in the gaps.

- 1 A Could I have a ¹ *burger*, please?
 B Anything else?
 A Um ... yes, and a ² _____, please.
 B That's four euros ³ _____, please.
 A Four ⁴ _____.
 B Thanks.
- 2 A Two ⁵ _____, please.
 B Two?
 A Yes, please. And two ⁶ _____. How much is that?
 B Um ... eight ⁷ _____.
 A OK, eight dollars ⁸ _____.
- 3 A Two ⁹ _____, please. And a ¹⁰ _____.
 B Anything else?
 A No, thanks.
 B OK. That's ¹¹ _____ pounds ¹² _____.

Plurals

a sandwich > two sandwiches
 a coffee > three coffees

...> Grammar reference 7

b ▶▶ 28 Listen and repeat these phrases from the conversations.

How much is that?
 Anything else?

c ▶▶ 29 PRONUNCIATION How do you say the *s* sounds? Listen and repeat. Fill in the chart.

Singular (a/an)	Plural (two, three)	/s/	/z/	/ɪz/
1 hotdog	hotdogs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2 burger	burgers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 sandwich	sandwiches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 salad	salads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 drink	drinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 coffee	coffees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 tea	teas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 orange juice	orange juices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

d Grammar practice ...> Page 95, Exercise 7.

e Practise the conversations in 4a in pairs.

5 Communication practice 6 ...> Page 79. Work with a partner.

USEFUL LANGUAGE

Numbers

60 70 80
 sixty seventy eighty
 90 100
 ninety a/one hundred

Currencies

\$ = dollar € = euro
 ¥ = yen £ = pound

Buying food

Could I have two coffees and two hotdogs, please?
 Anything else?
 No, thanks.
 How much is that?
 Twelve euros sixty, please.

3

Work

3.1

Talking about your job

GRAMMAR

Present simple: positive and questions (I/you)

VOCABULARY

Jobs Workplaces

1 a Match the words to the photos 1–6.

factory hotel lab office warehouse shop



1 *hotel*



2



3



4



5



6

b Match the jobs to the workplaces in the chart. Some jobs match to more than one workplace.

accountant personal assistant engineer manager receptionist
sales assistant technician designer

Factory	Hotel	Lab	Office	Warehouse	Shop
	<i>receptionist</i>		<i>receptionist</i>		

c 30 Listen and repeat the jobs in 1b.

d Vocabulary practice ...> Page 95, Exercise 1.

e ▶▶ 31 Listen to two people talking about their jobs. Fill in the chart.



	Person 1	Person 2
Company	<i>Santia Partners</i>	<i>Irex Chemicals</i>
Job		
Workplace		

f Complete the sentences so they are true for you. Then practise saying them.

- I work for
- I'm a/an
- I work in a/an
- I live in

2 a Match the questions and answers from the conversation in 1e. Write a–d in the boxes.

- What do you do?
- What company do you work for?
- Where do you work?
- Do you live in Boston?

- Irex Chemicals.
- I'm an accountant.
- Yes.
- In a factory in Boston.

b ▶▶ 31 Listen again and check your answers.

c ▶▶ 32 PRONUNCIATION How do you say *do you* in these questions? Listen and repeat. Then practise saying the questions in 2a.

- What do you do?
/dʒə/
- Where do you work?
/dʒə/

Present simple

Positive

I **live** in London.
I **work** for BDA.

Questions

Where **do** you **work**?
Do you **live** in Paris?

...> Grammar reference 9

d Grammar practice ...> Page 95, Exercise 2.

3 Communication practice 7. Student A ...> Page 79. Student B ...> Page 88.

4 Talk to other students. Ask them about their job and company.

USEFUL LANGUAGE

What do you do?
I'm a manager/receptionist/technician.
I'm an accountant/assistant/engineer.

What company do you work for?
I work for Wilson Partners.

Where do you work?
I work in Bilbao, in Spain.
I work in a factory/hotel/lab/shop.

Where do you live?
I live in Tokyo.

1 a Read the article about Goran Tatić. Are these sentences true (T) or false (F)?


- 1 Goran Tatić comes from Germany.
- 2 He owns all of the Orion Group.
- 3 He has 50,000 employees.
- 4 Orion companies buy steel from suppliers in Western Europe.
- 5 They sell steel to customers in Western Europe.
- 6 They make steel all over the world.

b Vocabulary practice → Page 96, Exercise 3.


2 a Read the article about Goran Tatić again. Then fill in the gaps with the correct numbers.

one two three five six thirty fifty
hundred thousand million billion point

- 1 Goran Tatić is thirty years old.
- 2 Total sales are dollars a year.
- 3 Orion companies have people.
- 4 Orion companies sell tonnes of steel a year.
- 5 Goran Tatić and James Bernard own percent of Orion.

b  33 Listen and check your answers.

c Vocabulary practice → Page 96, Exercise 4.

d  34 Listen and repeat. Practise saying the numbers with a partner.

400 850 65,000 270,000 3.2 million
6.8 billion

BUSINESSPEOPLE

Goran Tatić

Multi millionaire Goran Tatić is just 36 years old. He comes from Split in Croatia, but today he lives in Victoria, Australia and has Australian nationality. Mr Tatić owns half of the Orion Group. (His colleague, James Bernard, owns the other 50%).



Orion companies have total sales of about \$3 billion a year, and about 50,000 people work for the group.

Orion Group companies buy steel from suppliers in Russia, Eastern Europe and Korea and sell it all over the world. They buy and sell 2.5 million tonnes a year. They also make steel in a number of factories in Russia.



- 3 a ▶▶ 35 Listen and repeat the sentences in the grammar box.

Present simple: positive

They **own** the company.
 He **owns** fifty percent of the company.

The verb have is irregular:

They **have** factories in Russia.
 He **has** Australian nationality.

...> Grammar reference 9

- b Grammar practice ...> Page 96, Exercise 5.

- c ▶▶ 36 PRONUNCIATION Listen and repeat the verbs. Then fill in the chart.

lives works has buys sells
 makes owns

/z/	<i>lives</i>			
/s/	<i>works</i>			

- 4 a ▶▶ 37 Jane Ross, from Centro Pumps UK, is visiting MetaLin, a supplier in Hamburg. Listen to her conversation with Frank Arzt, MetaLin's factory manager. Are these sentences true (T) or false (F)?



- 1 MetaLin buys steel from a supplier.
- 2 MetaLin has a factory in China.
- 3 MetaLin has customers in a number of countries.

- b ▶▶ 37 Listen again. Write the numbers you hear.

- 1 tonnes of steel
 2 products
 3% of sales are in Germany

- c ▶▶ 37 Listen again. Underline the correct words in the questions from the conversation.

- 1 Where *do/does* your steel *come/comes* from?
 2 Where *do/does* we *buy/buys* it?
 3 *Do/Does* it *come/comes* from Germany?
 4 Where *do/does* you *sell/sells* your products?

- d ▶▶ 38 PRONUNCIATION Listen and repeat the questions in 4c. How do we say *do* and *does*?

Present simple: questions

What **do** you **sell**?
Do they **have** customers in China?
 Where **does** she **come** from?
Does he **own** the company?

...> Grammar reference 9

- e Grammar practice ...> Page 96, Exercise 6.

- 5 Work with a partner. Ask and answer questions about Goran Tatić.

Where ... come from? Where ... live?
 What company ... own?

- 6 Communication practice 8. Student A ...> Page 79. Student B ...> Page 88.

USEFUL LANGUAGE

My colleague comes from Germany.
 They buy steel from suppliers in Russia.
 They have factories in China.
 We sell this product all over the world.
 He owns the company.
 They make computer software.

High numbers and decimals

250 = two hundred and fifty
 12, 000 = twelve thousand
 50,000 = fifty thousand
 2.5 million = two point five million
 3 billion = three billion

3.3

Talking about
daily routines

GRAMMAR
.....
VOCABULARY

Present simple: negative *be*: negative

Daily routine verbs *before/after, early/late*

1 a 39 Listen. Match a–g to the photos.

- a have lunch b have dinner
c have breakfast d have a break
e finish work f start work g get up



6.15 am



7.30 am



9.00 am



12.30 pm



3.00 pm



5.30 pm



7.30 pm

b Work with a partner. Talk about the people in the photos.

A What time does he/she get up? When does he/she have breakfast?

B He/She gets up / has breakfast at ...

c Vocabulary practice → Page 96, Exercise 7.

d Work with a partner. Talk about your daily routine.

A What time / When do you get up?

B I get up at 7.30.

A What time ...?

2 a 40 Listen to this conversation about daily routines. Are these sentences true (T) or false (F)?

- 1 It's 8.10 am.
- 2 The man is five minutes late.
- 3 The man has a coffee.
- 4 The man starts work at 10.00 am.
- 5 The boss finishes at 4.00 pm.



b 40 Listen again. Fill in the gaps in these polite phrases.

- 1 Good
- 2 Sorry I'm
- 3 problem.

c Look at these sentences from the conversation. Fill in the gaps with negatives.

doesn't don't isn't aren't not
isn't

- 1 It isn't late.
- 2 I'm a morning person.
- 3 We work late.
- 4 We evening people.
- 5 My boss a morning person.
- 6 He have lunch.

d **41 Listen and check your answers. Practise saying the sentences in 2d.**

e **42 PRONUNCIATION Listen to the words. Do they have one syllable (O) or two (OO)?**

	O	OO	
1 not	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2 aren't	<input type="checkbox"/>	<input type="checkbox"/>	
3 isn't	<input type="checkbox"/>	<input type="checkbox"/>	
4 doesn't	<input type="checkbox"/>	<input type="checkbox"/>	
5 don't	<input type="checkbox"/>	<input type="checkbox"/>	

Present simple: negative

be

I'm **not** a morning person.
You **aren't** late.
He **isn't** late.

Other verbs

They **don't work** late.
She **doesn't start** early.

→ Grammar reference 1 and 9

f **Grammar practice** → Page 96, Exercise 8.

3 **Communication practice 9** → Page 79. **Work with a partner.**

4 a **Work with a partner. Read the article about mealtimes. Which two statements are not true?**

Greenwich Mealtimes?



It's noon Greenwich Meantime: 12.00 in the UK, 7.00 am on the US east coast and 5.30 pm in India. But is it lunchtime in London, breakfast time in Boston and dinner time in Delhi? Mealtimes around the world are as different as Japanese sushi and Swiss cheese.

- 1 People in Spain have dinner late. They eat at about nine o'clock or ten o'clock in the evening.
- 2 People in the UK have a big breakfast, with bacon and eggs, and then they don't eat lunch.
- 3 Workers in France have a long lunch break. They have between one and two hours to eat.
- 4 In the USA, a lot of people just have half an hour for lunch, and eat a sandwich in the office.
- 5 In Switzerland, people start work at 7.00 am and have breakfast in the office.
- 6 And in Japan, a lot of managers have dinner in the evening, and then go back to the office.

b **43 Now listen to six people talking about mealtimes and routines in their countries. Check your answers to 4a.**

5 **Talk about routines in your country and any other countries you know well.**
 What time do people start work? Do they start early?
 What time do they have lunch?
 Do they have coffee breaks?
 What time do they finish work? Do people work late?
 What time do people have dinner?

USEFUL LANGUAGE

What time do you start/finish work?
 What time do you have breakfast/lunch/dinner?

I get up early. I start work at 7.45.
 I don't work late. I finish at 5.00.
 We don't have coffee breaks.

Jan starts work at 2.00 pm. She starts **after** lunch.
 Alan finishes work at 10.30 am. He finishes **before** lunch.

4 Information

4.1

Coping with difficult language

GRAMMAR

Could ...? How ...?

VOCABULARY

Spelling Repeating Explaining



1 a ▶▶ 44 Neil Leeman phones Tina Carey, a colleague. Listen to the conversation and answer the questions.

- 1 What's Neil's problem?
- 2 Where can Neil find the answer?

b ▶▶ 44 Listen again. Fill in the gaps in the sentences.

know mean spell stand for think understand

- 1 I don't understand an abbreviation on page six.
- 2 It's sales jargon. What does it _____ ?
- 3 Good question. I don't _____ .
- 4 Does B _____ 'business'?
- 5 I'm not sure, but I _____ it's netlingo dot com.
- 6 How do you _____ 'netlingo'?

c Vocabulary practice → Page 96, Exercise 1.

2 a Read the article. What is NetLingo?

@ email www .com
DVD CD SMS B2B
.biz .co.uk .org

What does the 'e' stand for in 'email'? What does 'com' mean? What does 'www' stand for? If you don't understand the language of the Internet and e-business, the answers are at netlingo.com.

The NetLingo website has an online dictionary with thousands of words, from @ to Zip.

b Work with a partner. Ask and answer questions about the words and abbreviations at the top of the article.

- A What does ... mean?
- B (I think) ... means ... (but I'm not sure).
- A What does ... stand for?
- B I don't know. / It stands for

3 a **45** Listen to Neil Leeman speaking to a customer on the telephone. Complete the form.

Customer

Name: *Linda*

Company: *Insurance*

b **45** Listen again and complete the conversation. What questions does Neil ask to get the customer information right?

Customer My name's Linda Sammerson. And I'm from Hughes Insurance.

Neil Sorry? ¹

..... ?

Customer Linda Sammerson. S-A double M-E-R-S-O-N.

Neil ²

..... ?

Customer Sorry. S-A double M-E-R-S-O-N.

Neil S-A double M-E-R-S-O-N.

Customer That's right. And I'm from Hughes Insurance.

Neil Hughes? ³

..... ?

Customer H-U-G-H-E-S.

Neil H-U-G-H-E-S.

Customer That's right.

Neil OK. Well, thanks very much for your call. I'll check ...

c **46** Listen and repeat the questions from the conversation.

Polite requests: Could ...?

Could you spell that, please?

...> Grammar reference 15

d Grammar practice ...> Page 97, Exercise 2.

4 Communication practice 10. Student A ...> Page 80. Student B ...> Page 88.

5 a Does your language use English words? Write some words in the chart.

Computer/Internet words	Business words

b Discuss your words with a partner. How do you say them in your language? How do you say them in English?

USEFUL LANGUAGE

What does 'web' mean?

It means 'Internet'.

What does 'e' stand for?

It stands for 'electronic'.

How do you spell 'Internet'?

I don't understand. What does this mean?

I don't know. / I'm not sure. / I think it means

Sorry? Could you say that again?

Could you speak slowly, please?

4.2

Writing simple emails

GRAMMAR

Possessive adjectives Possessive 's and of

VOCABULARY

Simple email language

- 1 a** ▶▶ 47 Listen to the people talking about email at work. Fill in the gaps.

read receive send write

- I send ten to fifteen emails a day, to colleagues and friends.
- I _____ about thirty or forty messages a day, from colleagues and customers.
- I don't _____ messages in English.
- I _____ emails in English. I understand about 50%.

- b** Work with a partner. Talk about emails in your job, using the verbs in 1a.

- 2 a** Work in pairs. Read the emails. Who would like to go to the training course and what are their telephone numbers?

- b** Vocabulary practice → Page 97, Exercise 3.

- c** Read the emails and underline all the possessive adjectives from the box.

my your his her its our their

a

Delete Reply Forward Print

To: all managers and assistants
From: Susanne Flore – Training Manager – CC Software International (Geneva)
Subject: English training course

Do you send and receive emails in English?
 Do you read and write reports in English?
 'Write English' is a training course for CC Software's managers and their assistants.
 The course is at our head office in Geneva.

b

Delete Reply Forward Print

To: Susanne Flore
From: Mario Toro
Subject: English training course

Dear Ms Flore,

Two people from CC Software Italy would like to go to the 'Write English' training course. They are Silvia Lardi, an assistant at our office in Milan, and Antonio Amato, the manager of the Rome office.

Best regards,

Mario Toro
 Human Resources Manager – CC Software Italy
 m.toro@cc-s.it
 Tel: +39 02449690791, extension 22

c

Delete Reply Forward Print

To: Mario Toro
From: Susanne Flore
Subject: email addresses and extension numbers

Dear Mr Toro,

Thank you for your message. Silvia Lardi and Antonio Amato are welcome on the course. Could you send their email addresses and extension numbers?

Best regards,

Susanne Flore
 Training Manager – CC Software International
 s.flore@cc-s.ch
 Tel: +41 2290887250, extension 165



Possessive 's and of

Where's Andrew's office?
 What's Tom's number?
 (Use 's with people.)

He's the manager of the Rome office.
 What's the number of the London office?
 (Use of with places.)

...> Grammar reference 6

d **48 Listen and repeat the sentences in the grammar box.**

Possessive adjectives

I work here. This is **my** office.
 Where do you work? Where's **your** office?
 Tom works here. This is **his** office.
 Diana works here. This is **her** office.
 The company has **its** office in Berlin.
 We work here. This is **our** office.
 They work here. This is **their** office.

...> Grammar reference 5

e Complete 1–5. Use 's or of. Refer to the emails, if necessary.

- 1 +39 02449690791, extension 34
 This is Sylvia's phone number.
- 2 antonio.amato@cc-s.it
 This is
- 3 +39 06049509267
 This is
- 4 lardi@cc-s.it
 This is
- 5 +41 2290887250, extension 165
 This is

f Grammar practice ...> Page 97, Exercise 4.

3

Work with a partner. Ask questions about the emails.

What's ...'s phone number / extension number / email address?

4

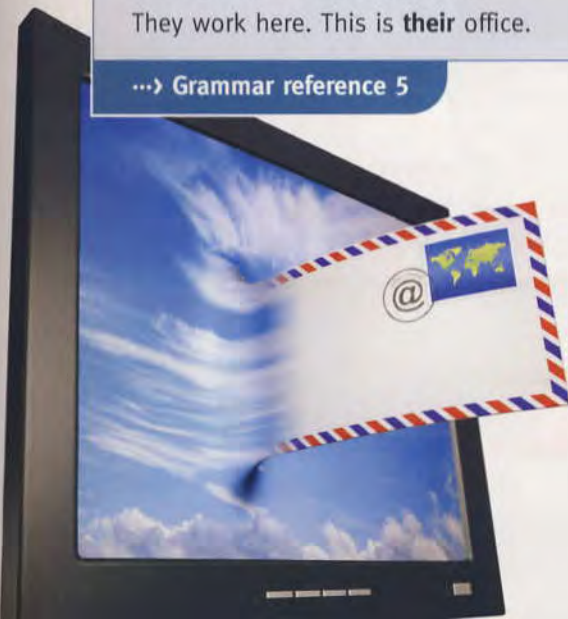
Communication practice 11. Student A ...> Page 80. **Student B** ...> Page 89.

USEFUL LANGUAGE

to write/send a message to (someone)
 to read/receive a message from (someone)

Writing emails or faxes

Dear Mr/Ms Smith,
 (John Smith = Mr; Jill Smith = Ms)
 Regards, / Best regards,
 Could you send ... ?



1 a Talk to a partner:


- Do you read a lot of books?
Where do you buy them?
- What sort of music do you like?
Where do you buy your CDs?
- Where do you book your
holidays/flights?

b Read about the websites. Do you use these websites?

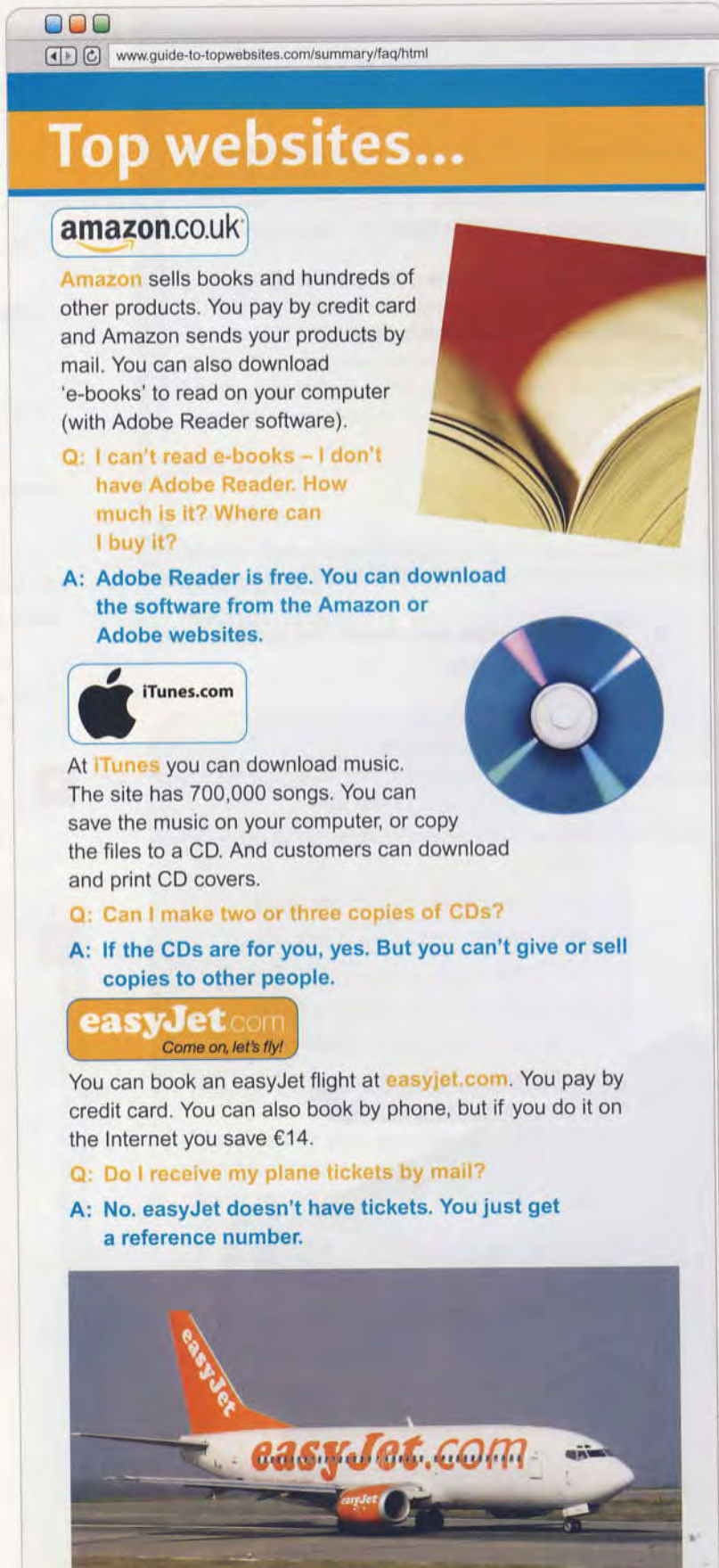
c Read about the companies again, and fill in the gaps. Use a dictionary to help you.

computer copy download
files print save software
book

- 1 You read e-books on a computer.
- 2 Adobe Reader is
- 3 Customers music from itunes.
- 4 iTunes doesn't sell songs on CDs. The songs are computer
- 5 If you download a file, you it on your computer's hard drive.
- 6 iTunes customers music from their computers to CDs.
- 7 iTunes sells CD covers to download and on paper.
- 8 You can easyjet flights by phone or online.

d  49 Listen and check your answers.

e Vocabulary practice → Page 97, Exercise 5.



The screenshot shows a web browser window with the address bar displaying 'www.guide-to-topwebsites.com/summary/faq/html'. The page title is 'Top websites...'. It features three main sections:

- amazon.co.uk:** Amazon sells books and hundreds of other products. You pay by credit card and Amazon sends your products by mail. You can also download 'e-books' to read on your computer (with Adobe Reader software).
 - Q:** I can't read e-books – I don't have Adobe Reader. How much is it? Where can I buy it?
 - A:** Adobe Reader is free. You can download the software from the Amazon or Adobe websites.
- iTunes.com:** At iTunes you can download music. The site has 700,000 songs. You can save the music on your computer, or copy the files to a CD. And customers can download and print CD covers.
 - Q:** Can I make two or three copies of CDs?
 - A:** If the CDs are for you, yes. But you can't give or sell copies to other people.
- easyJet.com:** You can book an easyJet flight at easyjet.com. You pay by credit card. You can also book by phone, but if you do it on the Internet you save €14.
 - Q:** Do I receive my plane tickets by mail?
 - A:** No. easyJet doesn't have tickets. You just get a reference number.

2 a Read the text again. Underline the correct words in the sentences.

- 1 You can/can't buy books from Amazon.
- 2 You can/can't read e-books with Adobe software.
- 3 You pay/don't pay for Adobe Reader.
- 4 You can/can't buy songs from itunes.
- 5 You can/can't buy CDs from iTunes.
- 6 easyJet flights are/aren't free on the Internet.
- 7 easyJet prints/doesn't print tickets.

can

Positive

You **can** buy books from Amazon.
Customers **can** download music from iTunes.

Negative

He **can't** read the file.
You **can't** copy CDs.

Questions

Can you buy products from the website?
What **can** customers buy?
Where **can** I buy CDs?

...> Grammar reference 14

b Grammar practice ...> Page 97, Exercise 6.

3 a **50** Listen to this conversation about booking train tickets online. What's the website address?



b **50** Listen again and answer the questions.

- 1 What's the name of the train company?
- 2 What country is the company in?
- 3 Can you read the website in English?
- 4 Can you pay for tickets by credit card?
- 5 Can you receive tickets by mail in the UK?

c **51 PRONUNCIATION** Listen and repeat these phrases from the conversation. How do you say **can** and **can't** in the sentences?

- 1 You can book on the Internet.
/kən/
- 2 And can you pay by credit card?
/kənjuː/
- 3 You can't receive tickets ...
/ka:nt/

4 Communication practice 12. Student A ...> Page 80. Student B ...> Page 89.

5 Think about a website you know. Make notes about what you can use it for. Talk to your partner about it. Ask your partner questions about a website they use.

USEFUL LANGUAGE



I can open the **file**, but I can't read it.



This computer has French and German **software**.



You can **save** photos on the computer.



You can **print** documents and photos on paper.



I **copy** all files onto a CD.



You can **download** the software from the Internet.

5 Places

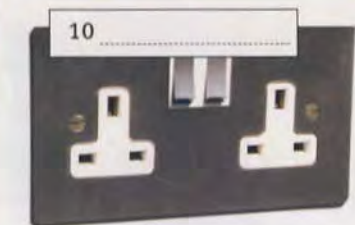
5.1 Asking about business facilities

GRAMMAR

there is/are need (to)

VOCABULARY

Business facilities



The Emirates Towers Hotel means business

- 1 a** Match these words from the article to the photos. Use a dictionary to help you.

chair fax machine laptop meeting room
phone photocopier photocopy
power socket printer table flip chart

- b** **52** Check your answers. Listen and repeat.

- c** Read the article and answer the questions.

- 1 What are 'business facilities'? Give examples.
- 2 Where is the Emirates Towers Hotel?
- 3 What group is the hotel in?
- 4 What is the group's business strategy?
- 5 Does the hotel have good business facilities?

'Is there a meeting room at the hotel? Are there tables and chairs? We need a photocopy of this – is there a photocopier? Can we use the fax machine? I need to make a phone call. Are there power sockets and Internet connections for laptops? Is there a printer we can use?' There are a thousand questions about business facilities at hotels. At the Emirates

Towers Hotel in Dubai, there's just one answer: 'Yes'. The Emirates Towers is in the Jumeirah International group, where 'Yes' isn't just a word, it's a business strategy ('We don't say "No" to our customers.'). What business facilities are there at the Emirates Towers? The answer is, the hotel doesn't just have business facilities – it *is* a business facility.

d Vocabulary practice ...> Page 97, Exercise 1.

- 2 a **53** Listen to the conversation between a customer and a receptionist at the Horizon Hotel. Can the man send and receive emails at the hotel?



- b **53** Listen again. What facilities are there in the hotel business centre? Tick (✓) the boxes.

- 1 meeting rooms
- 2 photocopier
- 3 fax machine
- 4 drinks machine
- 5 phones
- 6 computers
- 7 power sockets

c **54 PRONUNCIATION** Listen and repeat.

- 1 There are meeting rooms.
/ðeə ə/
- 2 There's a photocopier.
/ðeəz/
- 3 Are there power sockets?
/aɪr ðeə/
- 4 Is there a phone socket?
/ɪz ðeə/

there is/are

Singular: **There's** a photocopier in my office. (There's = There is)

Plural: **There are** two printers in the office.

Questions: **Is there** a fax machine here? **Are there** computers at the hotel?

Negative: **There isn't/aren't** phones in the meeting rooms.

...> Grammar reference 10

d Grammar practice ...> Page 98, Exercise 2.

- 3 a Make verbs from the underlined nouns and fill in the gaps in A's sentences. Use a dictionary to help you.

- 1 A I need to photocopy this. Could I use the photocopier?
B Yes,
- 2 A I need to my assistant. Can I make a phone call from here?
B Yes,
- 3 A I need to this to my office. Could I use the fax machine?
B Yes,
- 4 A I need to this file. Can I send emails from this computer?
B Yes,
- 5 A I need to a copy of this file. Is there a printer I can use?
B Yes,

b **55** Now listen and fill in B's replies.

c Practise the conversations in 3a.

need (to)

(need + to + verb)

I **need to** photocopy this.

(need + noun)

I **need** a copy of this.

...> Grammar reference 16

d Grammar practice ...> Page 98, Exercise 3.

- 4 **Communication practice 13. Student A ...> Page 80. Student B ...> Page 89.**

USEFUL LANGUAGE

I need to make a phone call. Can I use the phone in the meeting room?

Is there a power socket for my laptop?

I need to print this page. Do you have a printer?

I need to photocopy this. Is there a photocopier here?

You can fax it. We have a fax machine.

5.2

Asking for and giving directions

GRAMMAR

Imperative

VOCABULARY

Inside buildings Ordinal numbers

Facts & Figures

Petronas Towers – Headquarters of the Petronas oil company in Kuala Lumpur, Malaysia

The senior management offices are on level 86 of the building.

There are ¹ 2 entrances/exits: one on the ground floor, one on the first floor.

There are 88 floors in the building above ground level.

The basement has four levels.

There is a 'sky bridge' (a corridor

in the air) at levels 41 and 42.

The building has ² doors.

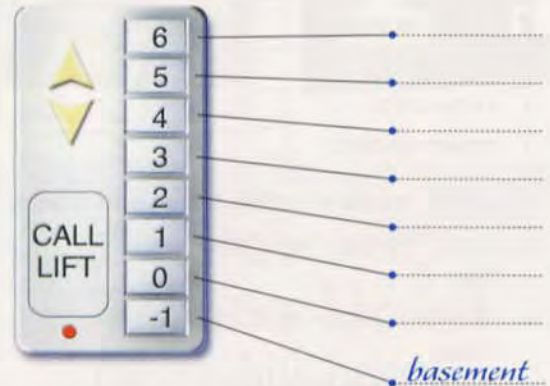
There are ³ windows in the building.

There are ⁴ flights of stairs.

The building has ⁵ lifts.

2 a Match the words to the buttons in the lift.

basement fifth first fourth
ground second sixth third



b ▶▶ 57 Check your answers. Listen and repeat.

c Look at the *Facts & Figures* again. Fill in the gaps in these sentences.

The entrances to the Petronas Towers are on the ¹ ground and ² floors.

A 'sky bridge' links the two towers on the forty-³ and forty-⁴ floors.

Petronas's senior managers have their offices on the eighty-⁵ floor.

Ordinal numbers

1st = first	5th = fifth	9th = ninth
2nd = second	6th = sixth	10th = tenth
3rd = third	7th = seventh	11th = eleventh
4th = fourth	8th = eighth	12th = twelfth ...

1 a Work with a partner. Can you complete the *Facts & Figures* about the Petronas Towers with these numbers?

2 76 765 1,800 32,000

b ▶▶ 56 Listen and check your answers.



d **Vocabulary practice** ...> Page 98, Exercise 4.

e **Talk about your office.**

The office building has ... floors. Our office is on the ... floor.

The entrance is on the ... floor.

There's a / There are ... lift(s).

3 a **Match the words to the signs.**

exit lift stairs toilets



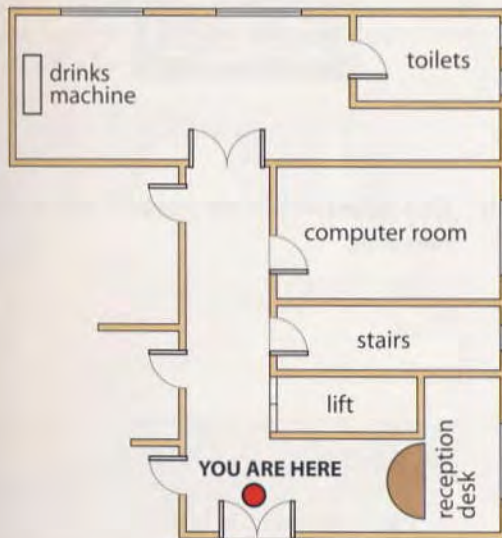
1 lift 2 _____ 3 _____ 4 _____

b **58** Ask where 1–4 are. Listen and repeat the questions.

c **59** Listen to the people asking for directions. What are they looking for?

1 exit 3 _____
2 _____ 4 _____

d **Look at the office plan. Can you match the questions and answers? Write a–e in the boxes.**



- 1 Excuse me. Where's the lift? b
- 2 Excuse me. Where are the stairs?
- 3 Where's the computer room?
- 4 Where's the drinks machine?
- 5 Where are the toilets, please?

- a On the right, just after the lift.
- b It's over there. The first door on the right.
- c It's just past the stairs. The third door on the right.
- d Go through the doors at the end, and they're on the right.
- e Go to the end of the corridor, through the doors, and turn left.

e **60** Listen and check your answers.

f **Vocabulary practice** ...> Page 98, Exercise 5.

g **61** Listen and repeat the directions.

- 1 They're **on the right**.
- 2 It's **just past** the stairs.
- 3 Go **through** the doors.
- 4 Go to **the end of** the corridor.

h **Work with a partner. Take it in turns to ask and answer the questions in 3d.**

Imperative

Go through the doors. Turn right.

...> Grammar reference 11

i **Grammar practice** ...> Page 98, Exercise 6.

4 **Communication practice 14. Student A** ...> Page 81. **Student B** ...> Page 89.

USEFUL LANGUAGE

- Excuse me. Where's ...?
- It's on the ground/first/second ... floor.
- It's over there.
- It's just past the lift, on the right.
- Go to the end of the corridor.
- Go through the doors.
- Turn right/left.

1 a Where are the properties in the two adverts?

Property

a
12 apartments, central Sydney. Studio, 1, 2 and 3 bedrooms. Top two floors (24th and 25th) of new block.
Prices from \$480,000.

b
Gold Coast near Brisbane
(summer 30°C, winter 20°C). 19th century house. 6 bedrooms, 2 bathrooms (upstairs and downstairs), large living room (65 m²), modern kitchen, garage. Garden 3,100 m² with swimming pool. Beautiful view of Tasman Sea.
\$1.6 million.



1 house

2

3



4

5

6



7

b Find words in the adverts to match the photos 1–8. Use a dictionary to help you.

c 62 Check your answers. Listen and repeat.

d Vocabulary practice → Page 98, Exercise 7.

2 a Read the adverts again. Underline the correct adjectives in 1–8.

- The apartment block is modern/old.
- The apartments are in a low/high building.
- The house is old/new.
- The living room in the house is big/small.
- The kitchen in the house is old/new.
- There's a nice/horrible view from the garden of the house.
- It's hot/cold in Brisbane.
- The house is cheap/expensive.

b Find adjectives in the adverts with a similar meaning.

- new modern
- big
- nice

Adjectives

The apartment **is big**.
It's **a big** apartment.
The rooms in the house **are small**.
The house has **small** rooms.

→ Grammar reference 12

c Vocabulary practice → Page 98, Exercise 8.

3 a Look at the title of the article. What does 'hot property' mean?

b Read the article and answer the questions.

- 1 How many people live in Australia?
- 2 Where do most people live?
- 3 Where is property quite expensive?
- 4 Where are property prices very low?

Hot Property in Australia

It has 36,000 km of coast. There are 7.6 million km² of land. Australia is big. Very big. But the population of 18 million is very small for a continent.

With just two people per square kilometre, does this mean Australian property is cheap? Not exactly. A large percentage of Australians live in a small number of big cities on the south-east coast. The large population there means homes are quite expensive (the really hot property is in Sydney).

In parts of Western Australia, the opposite is true. A very small population means very low property prices. For the price of a square metre in Sydney you can buy a square kilometre near the Great Victoria Desert. Hot property of a different kind!

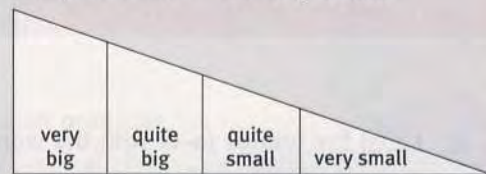


c Now discuss these questions with a partner.

- 1 What do 'm' and 'km' stand for?
- 2 What does the writer mean by 'hot property of a different kind'?

quite/very + adjective

It's **very big**. It's **quite big**.
It's **quite small**. It's **very small**.



→ Grammar reference 12

4 a 63 Listen to a man talking to a colleague about his home. Underline the correct words.

- 1 The house is *quite/very small/big*.
- 2 The garden is *quite/very small/big*.
- 3 The house is *quite/very old/modern*.
- 4 Property is *quite/very cheap/expensive*.

b Grammar practice → Page 99 Exercise 9.

5 Communication practice 15. Student A → Page 81. Student B → Page 90.

6 a Work with a partner. Talk about each other's homes.

Where ... live? ... house/apartment? ... big?
... garage/garden?

b Talk about property prices in your country.

Are property prices high?

In what cities/regions is property expensive/cheap?

In what parts of your town/region is property expensive/cheap?

USEFUL LANGUAGE

I live in a house / an apartment in

It's ... kilometres from

The house/apartment is quite/very big/large/small. It's ... square metres.

It's old/modern. It's quite/very nice.

It has ... bedrooms. It has a big/small garden.

Is property expensive in your country?

In ... prices are quite/very high, but in

6 Action

6.1

Talking about life at work

GRAMMAR

.....

VOCABULARY

Adverbs of frequency *a lot (of) / lots (of)*

International business activities

- 1 a** Label the photos (a–e) with the words in the box.

go on business trips go to conferences
have meetings give presentations
go to trade fairs

- b** Discuss these questions with a partner.

Do you go to conferences?
Do you have a lot of meetings?
Do you give presentations?
Do you go on business trips?
Do you go to trade fairs?

- c** ▶▶ 64 Listen to five people talking about their jobs. Match the people you hear to the photos. Write 1–5 in the boxes.

- d** Vocabulary practice ...> Page 99, Exercise 1.

Adverbs of frequency

He **often** goes to the head office.

They're **always** late for meetings.

always usually often sometimes don't often never
100% 0%

...> Grammar reference 17



.....



.....



have meetings



.....



.....

2 a Look at the adverbs of frequency in the grammar box. Then complete the sentences so they are true for you.

- 1 I give presentations. 4 I write emails in English.
 2 I go on business trips. 5 I work at home.
 3 I work in the evening.

b ▶▶ 65 Listen to an interview with Veronica Stephens, a television producer. How often does she do these things? Tick (✓) the boxes.

	always	usually	often	sometimes	never
1 works for television companies in Japan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 works with presenters from Japan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 makes programmes in English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 works with a team from Japan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 works with a team from the UK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 goes to Japan on business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



c Work with a partner. Make sentences about Veronica.

She usually works with television companies in Japan.

3 a ▶▶ 66 Listen to Stuart Compton talking to a colleague about work. Are the sentences true (T) or false (F)?

- 1 He doesn't have a lot of meetings. T
 2 He travels a lot on business.
 3 He doesn't make a lot of phone calls.
 4 He sends a lot of emails.

a lot (of) / lots (of)

a lot of/lots of + noun

We have **a lot of** customers in France.

We have **lots of** customers in Italy too.
 (a lot of / lots of = a large number)

verb + a lot

I go abroad **a lot**. (= often)

→ Grammar reference 17

b ▶▶ 67 PRONUNCIATION Listen and repeat. How do you say *of* in the sentences?

- 1 I have a lot of meetings.
 2 I don't give a lot of presentations.
 3 Do you go to a lot of conferences?

c Grammar practice → Page 99, Exercise 2.

4

Communication practice 16 → Page 81.
 Work with a partner.

USEFUL LANGUAGE

Do you often travel on business?
 I don't often go abroad on business trips.
 I often send emails to foreign colleagues.
 I make a lot of international phone calls.
 I sometimes go to trade fairs and conferences.
 I never give presentations in English.
 I go to a lot of meetings in English.

6.2


Saying what you're doing at the moment

GRAMMAR

VOCABULARY

Present continuous

Time references to the present

- 1 a  68 Listen to the conversation in the meeting. Fill in the gaps.

having phoning working moment
now moment this today

Jim Emma, I'm ¹ having a meeting at the ² with Laura and Chris.

Emma Right.

Jim You're on the loud speaker.

Emma OK. Hi everyone.

Laura Hello, Emma.

Chris Are you having a good time in Istanbul?

Emma Oh, it's great. Really good. The only problem is, I'm ³

Chris I'm sure you aren't working all the time!

Jim Emma, we're ⁴ about your project. Can we ask you one or two questions?

Emma Sure. Go ahead.

Jim OK. Chris?

Chris Yeah. What's your team doing ⁵, Emma?

Emma Well, they aren't working at the ⁶ They're having lunch.

Chris No, I mean on the project. What are they working on ⁷ week?

Emma Oh, right. Um ... Well, ⁸ we're working on installation number six. We're just finishing the testing on that – that's the last job ...

- b Vocabulary practice → Page 99, Exercise 3.



- c What are Jim, Laura, Chris and Emma doing at the moment? Write the correct form of the verb. Refer to the conversation in 1a again, if necessary.

- 1 Jim, Laura and Chris are in the office this morning. They're having a meeting. (*have*)
- 2 Emma isn't in the office this week. on a project in Istanbul. (*work*)
- 3 Emma's in Istanbul. a good time. (*have*)
- 4 Emma's at work at the moment. a phone call. (*make*)
- 5 Emma's colleagues are having lunch. at the moment. (*not work*)
- 6 Laura's in a meeting. She lunch at the moment. (*not have*)
- 7 Jim, Chris and Laura are talking. Emma questions. (*ask*)
- 8 Emma and her colleagues are on the last job. the testing. (*finish*)



d **69 PRONUNCIATION** Listen and repeat the sentences. How do you say *-ing*?

- 1 I'm having a meeting.
- 2 What's she doing?
- 3 She isn't working today.
- 4 We're all working on the project.
- 5 Are they having lunch now?
- 6 What are you doing?

e **Grammar practice** → Page 99, Exercise 4.

Present continuous

Positive

I'm **working** on the report now.
 She's **making** a phone call.
 They're **having** lunch at the moment.

Negative

I'm **not having** a coffee at the moment.
 He **isn't making** a phone call.

OR

He's **not making** a phone call.
 We **aren't working** today.

OR

We're **not working** today.

Both forms of the negative are in common use.

Questions

What's she **doing**? (What's = What is)

What **are** you **doing**?

Is he **having** a meeting?

Are they **working** on the project?

→ Grammar reference 18

2 **70** Listen to the telephone conversations. What are the people doing? Complete the sentences.

- 1 Steve's *having lunch*
- 2 Olivia's
- 3 Colin's
- 4 Nadia's
- 5 Paolo's
- 6 Sylvia's

3 **Communication practice 17. Student A** → Page 81. **Student B** → Page 90.

4 **Talk to a partner. What are you working on at the moment?**

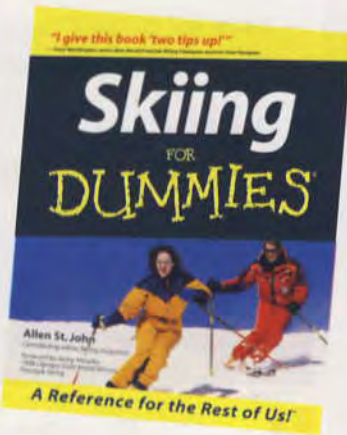
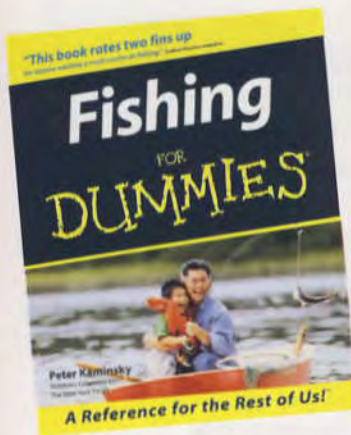
USEFUL LANGUAGE

He's in a meeting this morning.
 They're having a coffee at the moment.
 What are you doing now?
 I'm not in the office today.
 We're working on the new project this week.

1 a Read the text. Can you buy *For Dummies* books in your country?

b Answer the questions.

- 1 What is 'spare time'?
- 2 Why do people buy *For Dummies* books?
- 3 What kind of people buy *For Dummies* books?
- 4 Is the *For Dummies* series successful?



What do you do in your spare time?

Not a lot? Are you looking for a new hobby? If you are, then a good place to start is the *For Dummies* books. The books teach you how to do hundreds of things, from American football to Chinese cooking. *For Dummies* books explain all the basics in simple language, so they're perfect for absolute beginners. The black and yellow books now have hundreds of titles in 39 languages. With 100 million copies in print, it's obvious that free time is big business.

c Match the words to the activities in the pictures.

aerobics basketball chess cycling
fishing football guitar running skiing
swimming walking weight training



1guitar.....



2



3



4



5



6



7



8



9



10



11



12

d ▶▶ 71 **PRONUNCIATION** Check your answers. Listen and repeat. Are any of the words the same or similar in your language? Is their pronunciation different in English?

2 a ▶▶ 72 Listen to two colleagues talking about leisure. Which activities from 1c do they talk about?

b ▶▶ 72 Listen again. Complete this extract from the conversation.

- A Don't you like ¹..... ?
 B I hate ².....
 A Oh, I love ³..... . It's good for you, as well.
 B Not if you can't ⁴..... !
 A No, that's true!

c Fill in the gaps. Then make four sentences that are true for you.

like don't like love hate

- 😊 1 I love skiing!
 😊 2 I walking.
 😞 3 I swimming.
 😞 4 I running!

Gerund

I hate walking.
 I like skiing.

...> Grammar reference 19

d Grammar practice ...> Page 99, Exercise 5.

e Look at the photos. Can you guess what the people do in their spare time?

f ▶▶ 73 Now listen to the people and fill in the gaps.



- 1 I play
 I do
 I go



- 2 I play
 I do
 I go



- 3 I play
 I play the
 I go

go/play/do

I go + nouns with -ing
 I play + sports, games, musical instruments
 I do + aerobics, weight training

g Vocabulary practice ...> Page 99, Exercise 6.

3 Communication practice 18 ...> Page 82.
 Work with a partner.

USEFUL LANGUAGE

What do you do in your spare time?
 I go cycling.
 I do aerobics.
 I play football/the guitar.
 I love/like/hate swimming.

7 Meeting

7.1 Arranging to meet

GRAMMAR
.....
VOCABULARY

Prepositions with times and dates

Months Days

Planner

1

2

3

4

JANUARY

M	T	W	T	F	S	S
				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

FEBRUARY

M	T	W	T	F	S	S
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

MARCH

M	T	W	T	F	S	S
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				

APRIL

M	T	W	T	F	S	S
				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				

1 a ▶▶ 74 Listen to four short conversations. When do the people arrange to meet? Mark the four dates on the calendar.



b ▶▶ 75 Listen and repeat the months.

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

c ▶▶ 75 PRONUNCIATION Listen again and fill in the chart.

oOo	O	Ooo	Oo	oO
		January		

Dates

We write: We say:
May 11th May the eleventh
11th May the eleventh of May

d Vocabulary practice ...> Page 100, Exercise 1.

e ▶▶▶ 76 Listen. Write the days in the order you hear them.

Monday	Tuesday	Wednesday	
Thursday	Friday	Saturday	Sunday

- 1 Wednesday 5
- 2 6
- 3 7
- 4

f ▶▶▶ 77 Listen and repeat. Practise saying the days of the week.

g Work with a partner. Look at the calendar. You say a date and your partner says the day. Change roles.

- A The twelfth of January.
B Tuesday.

2 a ▶▶▶ 74 Listen to the conversations in 1a again. Fill in the gaps in the sentences with *at*, *in* or *on*.

- 1 I'm free at the end of January.
Yes, I can make it the twenty-eighth.
- 2 I'm free February.
I'm busy the beginning of February.
- 3 Are you free the middle of March?
No, I can't make it Friday.
- 4 the morning?
..... nine o'clock?

Prepositions with times and dates

on	Tuesday July 9th (<i>dates</i>)
in	March (<i>months</i>) summer (<i>seasons</i>) the middle of ... the morning/afternoon/ evening
at	ten o'clock (<i>times</i>) the beginning/end of night the weekend Christmas

...> Grammar reference 13

b Grammar practice ...> Page 100, Exercise 2.

c Vocabulary practice ...> Page 100, Exercise 3.

d Work with a partner. Student A points to one of the phrases and Student B asks a question. Take it in turns.

- A Friday.
B Are you free on Friday?

- Tuesday
- end of March
- the morning
- six o'clock
- Friday
- two o'clock
- middle of December
- August 10th
- the weekend
- the evening

3 ▶▶▶ 78 PRONUNCIATION Listen and repeat. How do you say *-th* at the end of the numbers?

- 1 What about the twenty-eighth?
- 2 I'm free on the fourth of February.
- 3 Friday the twelfth?
- 4 Yes, the seventeenth of May is fine.
- 5 No, I can't make it on Friday the thirteenth.
- 6 So, Monday the fifteenth.

4 Communication practice 19. Student A ...> Page 82. Student B ...> Page 90.

USEFUL LANGUAGE

When can we meet?
When are you free?
What about the tenth of June?
That's fine.
No, I'm busy on the tenth.
I can/can't make it at the end of June.
I'm free at the beginning of July.
I'm busy in the middle of July.
What about the first week in August?

7.2

Discussing future arrangements

GRAMMAR
.....
VOCABULARY

Present continuous: future arrangements *Who ...? Why ...?*

Travel language

- 1 a** **79** Listen to Gary Lipton talking to a colleague about his plans for a business trip. Fill in the gaps in his diary.

Paris London Chicago London

May

Monday 10 Flight: LA 9.00 am →
Arrive New York 5.25 pm
New York 6.15 pm →

Tuesday 11 → Arrive ¹ 6.25 am
Meeting - Tanya Dolan, 9.00 am

Wednesday Meeting - Sue Redman, 9.00 am
Meeting - James Barker, 1.30 pm
Train (Eurostar) to ² (pm)
Hotel Citadelle

Thursday Paris

Friday Paris

Saturday Return to ³ (am)
Flight: London 4.35 pm →
⁴ 7.00 pm Chicago
10.15 pm →

Sunday → LA 12.25 am



- b** Read Gary's diary again and answer the questions.

- 1 Is Gary leaving LA on Tuesday?
- 2 Where's he changing flights on the way to London?
- 3 Is he taking the train to Paris on Wednesday?
- 4 In Paris, which hotel is he staying at?
- 5 Is he coming back to London on Saturday?
- 6 Is he arriving in Chicago in the morning?

- c** In the sentences Gary Lipton describes his travel plans. Fill in the gaps.

take arrive change come back
leave stay

- 1 I *'m leaving* Los Angeles on Monday.
- 2 I the train - the Eurostar.
- 3 Then I in Paris for three nights.
- 4 I back to London on the train.
- 5 I in LA in the middle of the night.
- 6 Then, on the flight home, I in Chicago.

Present continuous: future arrangements

I'm **flying** to London **on Monday**.

She's **meeting** a colleague **this afternoon**.

They're **arriving tomorrow**.

We're **having** a meeting **at four o'clock**.

...> Grammar reference 20

d ▶▶ 79 Listen again and check your answers.

e Vocabulary practice ...> Page 100, Exercise 4.

f Grammar practice ...> Page 100, Exercise 5.

g Can you complete these questions from Gary's conversation in 1a?

How	When	Where	Who	Why
-----	------	-------	-----	-----

- 1 When are you going to Europe, Gary? Next week?
- 2 are you going? To the London office?
- 3 are you meeting? Tanya Dolan again?
- 4 are you going to Paris? On business?
- 5 are you travelling to Paris? Are you driving?

h ▶▶ 79 Look at the transcript on page 121 and listen to Gary's conversation again. Check your answers.

i ▶▶ 80 PRONUNCIATION Listen and repeat. How do you say the underlined words?

- 1 Who's she meeting?
- 2 Who are you travelling with?
- 3 Who's coming to the meeting?
- 4 Why are you leaving early?
- 5 Why's he going to London?
- 6 Why are they staying in that hotel?

Who ...? Why ...?

Who are you working with?

I'm working with John.

Who's going to the meeting?

Anne, Peter and Ken.

Why are you going to Hamburg?

I'm going to a meeting.

Why's he taking the train?

Because he doesn't like flying.

...> Grammar reference 8

2 Work with a partner. Look back at Gary's diary. Ask and answer questions about his trip.

A When's Gary leaving/arriving in ...?

B He's leaving/arriving at

A What's he doing on ...?

B He's flying/meeting/going

A Where's he ...? / Who's he ...? / Why's he ...? / How's he ...?

3 Communication practice 20. Student A ...> Page 82. Student B ...> Page 90.

4 Talk to other students. Find out what arrangements they have for this week.

USEFUL LANGUAGE

Where are you going?

Why are you going to Milan?

When/What time are you leaving?

Who are you meeting?

How are you travelling?

I'm leaving London on Tuesday.

I'm arriving/changing in Paris.

She's staying for a week.

He's flying.

They're taking the train.

7.3 Buying train tickets

GRAMMAR
.....
VOCABULARY

would like to want to

Train tickets and reservations

1 a Talk to other students about train travel.

How often do you travel by train?
Do you like train travel?
Do you usually reserve a seat?

b Gary Lipton is buying a ticket for the Eurostar. Read the conversation. Fill in the gaps.

Assistant Hello.
Gary Hi. I'd like to book two seats to Paris, please. For tomorrow.
Assistant At ¹ what time?
Gary At about 5.00 pm. I don't have a timetable.
Assistant ² 's a train at 17.15. It ³ in Paris at 20.55, local time.
Gary Right. OK, ⁴ 's fine.
Assistant Would you like to travel first class or standard class?
Gary Standard.
Assistant And would you ⁵ a single or a return ticket?
Gary A round-trip, please.
Assistant When would you like to ⁶ back?
Gary I want to return on Saturday, but I don't know what ⁷
Assistant Do you want to book the return trip now?
Gary If I reserve a seat, ⁸ I change the reservation?
Assistant With a standard fare, you can change or cancel the booking, yes.
Gary OK. How ⁹ is the standard fare, then?
Assistant One moment.

c 81 Listen and check your answers.



d Fill in 1–9 with words from the conversation in 1a.

- 1 a one-way ticket (US) = a single (UK)
- 2 a round-trip ticket (US) = a (UK)
- 3 a list of times (of trains) = a
- 4 the time at the destination =
- 5 to come back = to
- 6 to book = to
- 7 a booking = a
- 8 a ticket price = a
- 9 normal (ticket, class) =

e 82 Check your answers. Listen and repeat.

f Vocabulary practice ...> Page 100, Exercise 6.



g ▶▶ 83 **PRONUNCIATION** How do you say *to* in these sentences? Listen and repeat.

- 1 I'd like to book a seat.
- 2 When would you like to come back?
- 3 I want to return on Saturday.
- 4 Do you want to book the return trip now?

want to + infinitive / would like to + infinitive

I'd like to book a seat.
I want to book a seat.

When **would you like to** leave?
When **do you want to** leave?

Note: would like to is more formal/polite than want to.

...> Grammar reference 21

2 a ▶▶ 84 Listen to this customer booking a train ticket. Complete the information (1–8).

- 1 Destination *Birmingham*
- 2 Ticket (*single/return*):
- 3 Leaving on (*day*):
- 4 Leaving at (*time*):
- 5 Returning on (*day*):
- 6 Returning at (*time*):
- 7 Class:
- 8 Fare: £

b Work with a partner. Look at the transcript for 2a on page 122 and practise the conversation.

3 Communication practice 21. Student A ...> Page 82. Student B ...> Page 91.

USEFUL LANGUAGE

I'd like a return to (Birmingham), please.
Would you like to book/reserve a seat?
When do you want to leave / come back?
Do you want to travel first class or second/standard/economy class?
How much is the standard fare?
Can I change my booking/reservation?

Tickets

a single ticket (UK) / a one-way ticket (US)
return ticket (UK) / round-trip ticket (US)

h Grammar practice ...> Page 101, Exercise 7.

8 Reporting

8.1

Talking about past events

GRAMMAR
.....
VOCABULARY

be: past simple How many ...?

Time references to the past



1 a ▶▶ 85 Listen to Hanna Day talking to a colleague about a trade fair she visited in India. Underline the correct words.

- The trade fair was yesterday/last week.
- The trade fair was quite/very good.
- There were about 100/400 companies at the trade fair.
- Hanna was in Calcutta last year/two years ago.
- The trade fair in Calcutta was/wasn't very big.
- Hanna and her colleagues were/weren't in the same hotel.

b Can you complete these questions from 1a? Fill in the gaps.

how was many were where

- Were you at the trade fair last week?
- was it? Delhi?
- was it? OK?
- it big?
- How companies were there?

c ▶▶ 85 Listen again and check your answers.

d ▶▶ 86 PRONUNCIATION Listen and repeat. How do you say *was(n't)* and *were(n't)* in these sentences?

- Were you at the trade fair? /ɜ/
- Where was it? /ɪ/
- It was big. /ə/
- I wasn't there last year. /ɪ/
- There were thousands of people. /ə/
- We weren't in the same hotel. /ɜ/

be: past simple

Positive

The conference **was** good last week.
They **were** in the same hotel.

Questions

How many people **were** there?
Was John there?

Negative

The big companies **weren't** at the trade fair.
The presentation **wasn't** very good.

...> Grammar reference 22

e Grammar practice ...> Page 101, Exercise 1.

f **Work with a partner. Talk about where you were:**

- yesterday evening
- last Saturday
- a week ago

Time references to the past

	Tuesday
	March
last	week/month/year
	summer
	Christmas
	two days
	three months ago
	a year

g **Vocabulary practice ...> Page 101, Exercise 2.**

h **Make sentences. Use the words in brackets and past time expressions.**

- 1 Today is Thursday. (*Monday*)
Monday was three days ago.
- 2 It's November. (*October*)
.....
- 3 This year. (*2001*)
.....
- 4 It's Friday. (*last Friday*)
.....
- 5 Today is Thursday. (*Wednesday*)
.....
- 6 This month. (*May*)
.....

3 a **Communication practice 22. Student A ...> Page 83. Student B ...> Page 91.**

b **Look again at your information from Communication practice 22. Write an email telling your boss about the conference/training course you went to. Use the email in Exercise 2 to help you.**

To: ...
From: ...
Subject: ...

Dear ...,

USEFUL LANGUAGE

- How was the trade fair last week?
It was/wasn't very good.
- There were a lot of people there.
There weren't a lot of new products.
- Where was it?
Who was there?
- Was the meeting long?
How many people were at the meeting?

Time references to the past
yesterday, last Friday, last week, last month, last year, three days ago

2 **Read this email from Hanna Day to her manager, Luke Roscoe. Fill in the gaps with the correct form of *be*.**

To: Luke Roscoe
From: Hanna Day
Subject: trade fair report

Dear Luke,

I'm now back in Vancouver after my trip to Delhi. The trade fair ¹ was very good. It ² a big event – there ³ about 400 companies. There ⁴ only two new products at the show, so there ⁵ a lot of big sales presentations. But there ⁶ a very good presentation, by Mercury Consulting, on new technology. I'm writing a report about it at the moment. I can send you a copy later this week.

How ⁷ business last week? ⁸ you busy?

Regards,
Hanna

PS: Edwin Palmer ⁹ at the trade show. ¹⁰ he in the office?

8.2

Giving an update

GRAMMAR

Past simple: regular verbs

VOCABULARY

Business trips



1 a ▶▶ 87 Listen to Martin Berg giving an update to his manager, Hanna Day, about his business trip last week. Was it a good trip?

b ▶▶ 87 Listen again. Are these sentences true (T) or false (F)?

- 1 Martin travelled to Mexico on Thursday.
- 2 He worked all day on Friday.
- 3 He stayed in a hotel near the office.
- 4 Martin's presentation started at 9.00.
- 5 The presentation finished at 9.30.
- 6 This morning, Miguel phoned Martin.

c ▶▶ 87 Listen again. Underline the correct words in these sentences about Martin.

- 1 He presented / didn't present the business plan.
- 2 He talked about / didn't talk about the cost of materials.
- 3 He discussed / didn't discuss suppliers with Miguel.
- 4 He visited / didn't visit the factory.
- 5 He looked at / didn't look at the new production line.

d ▶▶ 88 Listen and check your answers. Practise saying the sentences.

e Vocabulary practice ...> Page 101, Exercise 3.

Past simple: regular verbs

Positive (infinitive + -ed)

I **presented** the business plan last week.
She **emailed** the report yesterday.

Questions (did + subject + infinitive)

Did you **receive** my email yesterday?
What **did** they **discuss** at the meeting last week?

Negative (didn't + infinitive)

I **didn't talk** to Jenny.
She **didn't phone**.

... Grammar reference 23

f Can you complete these questions that Hanna asks?

- 1 when / you / arrive ?
When did you arrive?
- 2 where / you / stay ?
.....
- 3 you / talk about the cost of materials ?
.....
- 4 you / visit the factory ?
.....

g ▶▶▶ 89 Check your answers. Listen and repeat.

h Make sentences about Martin's trip. Practise saying the sentences with a partner.

Martin didn't work on Thursday.

- | | |
|----------------------------------|---|
| 1 Martin / work / Thursday | X |
| 2 he / arrive / evening | ✓ |
| 3 he / talk about / plan | ✓ |
| 4 Pedro / talk a lot | X |
| 5 he / visit / factory | X |
| 6 look at / production line | X |
| 7 stay / Socorro Hotel | ✓ |
| 8 Miguel / phone him / yesterday | X |

i Grammar practice ... Page 101, Exercise 4.

2

▶▶▶ 90 PRONUNCIATION Listen and repeat these verbs in the past simple. How do we say the -ed ending? Fill in the chart.

phoned talked presented received
looked visited emailed needed
discussed worked stayed started
finished travelled

/d/	/t/	/ɪd/
<i>phoned</i>	<i>talked</i>	<i>presented</i>

3

Communication practice 23. Student A ... Page 83. Student B ... Page 91.

4

Talk to a partner. When did you last:

- work late?
- stay in a hotel?
- use a fax machine?
- travel by train?
- visit a client?
- travel abroad?

USEFUL LANGUAGE

I talked to Ken and Gloria at the meeting yesterday.

We talked about the business plan.

Did you discuss the targets?

I presented the new product at the meeting.

We didn't look at the new price list.

8.3

Talking about
holidays

GRAMMAR

VOCABULARY

Past simple: irregular verbs

Holiday and travel language

1 a Match the groups of words to the photos from a holiday brochure. Use a dictionary to help you. Write 1–5 in the boxes.

- 1 plane ferry bus coach
- 2 beach pool sunbathe
- 3 bars restaurants discos
- 4 apartment hotel campsite
- 5 rent a car travel around go sightseeing



b ▶▶▶ 91 Listen to Hanna Day talking to her colleague, Steven Croft, about his holiday on the Greek island of Crete. Tick (✓) the correct answer: a, b, or both.

- 1 He travelled to Crete by ...
a plane. b ferry.
- 2 On Crete, he stayed in ...
a a hotel. b an apartment.
- 3 There were lots of ...
a bars. b restaurants.
- 4 He travelled around by ...
a car. b bus.

c Vocabulary practice → Page 101, Exercise 5.

d ▶▶▶ 92 PRONUNCIATION Listen and match the words to the correct stress marks. Then listen again and repeat.

- | | |
|-----------------|---------|
| 1 campsite | a Ooo |
| 2 apartment | b oO |
| 3 accommodation | c Oo |
| 4 sightseeing | d oOo |
| 5 hotel | e oooOo |

2 a ▶▶▶ 93 Listen to sentences from the conversation in 1b. Match the sentences (1–12) to the irregular verbs you hear (a–l).

- | | | |
|---|----------------------------|-----------------------------|
| 1 <input checked="" type="checkbox"/> h | 5 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| 2 <input type="checkbox"/> | 6 <input type="checkbox"/> | 10 <input type="checkbox"/> |
| 3 <input type="checkbox"/> | 7 <input type="checkbox"/> | 11 <input type="checkbox"/> |
| 4 <input type="checkbox"/> | 8 <input type="checkbox"/> | 12 <input type="checkbox"/> |

- a ate b bought c came d cost e drank
f drove g flew h had i left j saw
k took l went

b Can you write the infinitives of the verbs in a–l?

- | | | |
|--------------|---------|---------|
| a <u>eat</u> | b | c |
| d | e | f |
| g | h | i |
| j | k | l |

Past simple: irregular verbs

The past simple form of some verbs is irregular. You need to learn them. See the list of irregular verbs on page 115.

c Grammar practice → Page 102, Exercise 6.

3 Look at the receipts and papers from Steven's trip. Ask and answer questions with a partner.

- A When / What / Where / How (much) did he ...?
- B He ...

4 Communication practice 24. Student A → Page 83. Student B → Page 91.

5 Talk about past holidays with a partner.

Where / What / How did ...?

USEFUL LANGUAGE

Did you fly or did you take the ferry?

I rented a car, and travelled around.

We went sightseeing.

I had a week relaxing and sunbathing on the beach.

We didn't stay at a hotel. We were on a campsite.

What was the nightlife like? Were the bars and restaurants OK?

AIR CANADA 

Flight	From	To	Date	Depart	Arrive
AC136	Vancouver (BC)	Toronto Pearson (ON)	May 5	06:00	13:27
AC872	Toronto Pearson (ON)	Frankfurt (FRA)	May 5	17:15	07:00
AC9206	Frankfurt (FRA)	Athens (ATH)	May 6	09:05	12:50
AC9201	Athens (ATH)	Frankfurt (FRA)	May 20	09:15	
AC873	Frankfurt (FRA)	Toronto Pearson (ON)	May 21		



Bill No. 1897465 Room No. 108
 Name: Steven Croft Nationality: Canadian
 Arrival date: May 6 Departure date: May 8

SNACK HQ
 ** TORONTO PEARSON AIRPORT **
 1 CHICKEN SANDWICH \$6.80
 1 MINERAL WATER \$2.40

 TOTAL: \$9.20



Ferry: Athens (Piraeus) - Crete (Chania)
 May 8 Dep. Athens 15:45 Arr. Crete 20:15
 May 19 Dep. Chania 20:45 Arr. Athens 01:15 next day

CT Coaches

Sightseeing Tours

Tour date: May 14



FAST LANE TAXIS

Receipt

VANCOUVER AIRPORT
 MAY 5 \$38

Sara Restaurant

MAY 11TH - 9.10 P.M. YOUR ORDER:

9 Communication

9.1

Exchanging information by email

GRAMMAR
.....
VOCABULARY

Past simple: irregular verbs Object pronouns

Documents and attachments

1 a Can you match the words to the documents?

agenda bar chart graph minutes
pie chart schedule table

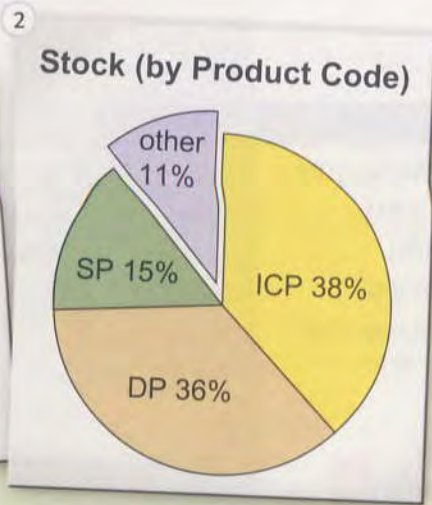
- 1 *bar chart* 2 3
4 5 6
7

b 94 Check your answers. Listen and repeat.

c Vocabulary practice → Page 102, Exercise 1.

d Read the emails and answer the questions.

- Why is Carla sending documents to Tim?
- How many documents are attached in Carla's email?
- Does Tim have a copy of the minutes?
- Who has copies of the schedule for the new warehouse?



5

Warehouse Zone 5 Design Phase	Feb	Mar	Apr	May
Design				
Consultation				
Revisions				
Final design				

3

Customer	Product Code	Export	
Amati Moda	DP	Yes	
Anston Fabrics	ICP	No	
Aquarius	ICP	Yes	

Points to discuss at the meeting:

- Warehouse Zone 5
- Stock information



7

- Paul Todd presented the stock forecast. All participants accepted the figures.
- Alice Draper presented the plans for the Zone 5 project.

a

Dear Tim,

Please find attached the agenda for the meeting next Tuesday. I also attach other information you need for the meeting: a pie chart of products, a bar chart of stocks in the warehouse, a graph of stocks for last month, and a table of customers.

Alex wrote the minutes for the last meeting – I think **he sent them to you**. But if you don't have them, just **ask him to email you a copy**.

Best regards,

Carla

b

Dear Carla,

Many thanks for the information. I read all the attachments this morning. I saw Alex yesterday, and **he gave me the minutes**. But I don't have a copy of the schedule for the new warehouse. Alex told me he thought you had the schedule. **Could you send it to me?**

Regards,

Tim

c

Tim,

I'm afraid I don't have the schedule. But I spoke to Alice Draper, the project engineer, and she said **she's bringing copies to the meeting for all of us**. She wants to give a presentation about the project, and she'd like to talk about the schedule then. But if you need a copy before the meeting, **you can contact her**. Her email address is *draper@bc-structures.com*.

Carla

Object pronouns

He sent **her** five documents. She read **them**.

I > me you > you he > him she > her
it > it we > us they > them

...> Grammar reference 24

e Look at the grammar box. Then read the phrases 1–7 and find them in the emails (highlighted). Who or what do the underlined words refer to? Choose from these people or things.

Alex Tim Carla Alice the minutes
the schedule

- 1 ... he sent them to you. (them = *the minutes*)
- 2 ... ask him to email you a copy. (him = _____)
- 3 ... ask him to email you a copy. (you = _____)
- 4 ... he gave me the minutes. (me = _____)
- 5 Could you send it to me? (it = _____)
- 6 ... she's bringing copies to the meeting for all of us.
(us = _____ , _____ , _____ and _____)
- 7 ... you can contact her. (her = _____)

f Grammar practice ...> Page 102, Exercise 2.

2 a Read the emails again. Find the past simple form of these irregular verbs.

- | | |
|--------------------|----------------|
| 1 give <u>gave</u> | 6 send _____ |
| 2 have _____ | 7 speak _____ |
| 3 read _____ | 8 tell _____ |
| 4 say _____ | 9 think _____ |
| 5 see _____ | 10 write _____ |

b 95 Check your answers. Listen and repeat.

c Grammar practice ...> Page 102, Exercise 3.

3 Communication practice 25 ...> Page 84. Work with a partner.

USEFUL LANGUAGE

I attach the minutes of the meeting.
Please find attached my report of the trip.
I can't read the attachment.
Could you send me the schedule?
Many thanks for your message.

9.2

Making telephone calls

GRAMMAR
.....
VOCABULARY

will: spontaneous decisions and offers

Telephone expressions

- 1 a Do you or your colleagues speak English on the telephone? Who do you speak to?
- b Complete the questionnaire. Tick (✓) the boxes.



TELEPHONING TASKS IN ENGLISH

		Easy	Quite difficult	Difficult
1	Taking a person's phone number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Taking a person's name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Taking a message for a colleague	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Asking a person to call back	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



- c Work with a partner. Talk about your answers.
- d 96 Listen to a woman phoning the reception at APC Ltd. Answer the questions.
- Does the receptionist take a message?
 - Does he take the woman's name?
 - Does he take her phone number?
 - Does he ask her to call back?
- e 96 Listen again. Complete the message.

MESSAGE

FOR ANDRÉ THOMAS:

.....

.....

.....

.....

- 2 a 97 Listen to three telephone calls. Are these sentences true (T) or false (F)?

- Call 1
- Louise is out of the office.
 - Rob says he'll call Louise back.
- Call 2
- Rob leaves a message.
 - Rob leaves his phone number.
- Call 3
- Louise phones Rob's extension.
 - Rob thanks Louise for her call.

- b Fill in the gaps to complete the telephone calls.

afraid busy calling could hold
moment back speaking who's

Call 1

Reception Hello. Camden Marketing.

Rob Hello. ¹...*Could*... I speak to Louise Miller, please?

Reception ²..... calling, please?

Rob Rob Sears.

Reception Her line's ³..... at the moment.

Rob Oh, right. Um ... OK. I'll call back later.

Reception OK.

Rob Bye.

Reception Bye.

Call 2

Reception Hello. Camden Marketing.
Rob Hello. Louise Miller, please. It's Rob Sears.
Reception One 4....., please. I'm 5..... she's still on the phone. Would you like to 6.....?
Rob Um ... Could you ask her to call me back?
Reception Yes.
Rob She has my number.
Reception Could I take your name again?
Rob Yeah. Rob Sears. S-E-A-R-S.
Reception OK. I'll ask her to call you 7.....
Rob It's quite urgent.
Reception OK. I'll give her the message as soon as possible.
Rob OK. Thanks very much. Bye.
Reception Bye.

Call 3

Rob Hello.
Louise Hello. Is that Rob?
Rob Yes, 8.....
Louise Hi, Rob. It's Louise.
Rob Oh hi, Louise. Thanks for 9..... back.
Louise You're welcome. What can I do for you?

c ▶▶ 97 Listen to the telephone calls again. Check your answers.

d ▶▶ 98 Listen and repeat the sentences. Then, in pairs, practise the conversations in 2b.

- 1 Who's calling, please?
- 2 Her line's busy at the moment.
- 3 One moment, please.
- 4 Would you like to hold?
- 5 A Is that Rob?
B Yes, speaking.
- 6 Thanks for calling back.

e Vocabulary practice → Page 102, Exercise 4.

3 a Complete these sentences from the conversations in 2b.

Call 1 1 back later.

Call 2 2 her to call you back.

3 her the message as soon as possible.

b ▶▶ 99 Listen and repeat the sentences in 3a.

will: *spontaneous decisions and offers*

I'll give her the message.
She'll call you back.
 (I'll = I will)

Note: We use the short form ('ll) when we speak.

→ Grammar reference 25

c Grammar practice → Page 102, Exercise 5.

4 Communication practice 26. Student A → Page 84. Student B → Page 92.

USEFUL LANGUAGE

Who's calling, please?
 It's Eric Blanc.
 Is that Tom?
 Yes, speaking.
 Could I speak to Ann, please?
 Sorry, I'm afraid she's out.
 Can I / Could you take a message?
 I'll give him the message.
 Could you ask her to call me (back)?
 I'll call back later.
 Could I take your name?
 Her line's busy at the moment.
 Would you like to hold?

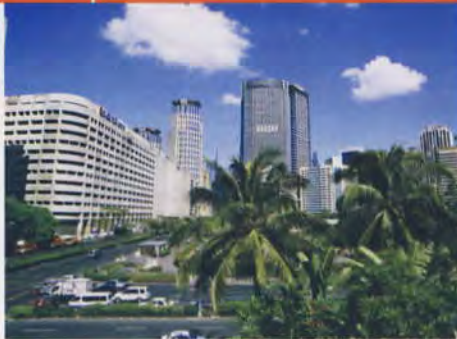
9.3 Talking about the weather and climate

GRAMMAR

Review of present and past tenses

VOCABULARY

The weather



Manila



Milan



Moscow

- 1 a** Read the emails (a–c) from three colleagues. What subjects do they write about?
- b** Read the emails again. Use a dictionary to help you. One person lives in Manila, one lives in Milan and one lives in Moscow. Which person is from which city?
- is from Manila.
 - is from Milan.
 - is from Moscow.
- c** Look at the pictures of different types of weather. Find words in the emails to fill in the gaps.



1 It's s unny .



2 It's r..... .



3 It's c..... .



4 It's s..... .



5 It's f..... .



6 It's w..... .



7 It's f..... .



8 a t..... .

- d** 100 Check your answers. Listen and repeat.

a

Dear Celia and Alex,

I hope you had a good weekend. I wanted to take the kids to the park, but the weather was miserable. It was cold (two degrees) and foggy all day on Saturday, then it rained all day on Sunday. Typical weather for the season. And now I'm back at work, it's a beautiful sunny day!

What's the weather like with you? Are you both OK for the conference call later today?

Seb

b

Hi Seb,

Yes, I'm OK for the call. It's cloudy here this morning, and it's raining a bit. It's very hot and humid, though. It looks like we'll get a thunderstorm. I'm actually pleased to be in a cool office, with air-conditioning! The system in my apartment isn't working.

Celia

c

I don't have air-conditioning at home either, Celia. But it's minus 18 degrees here at the moment, so it's not a problem! It's quite windy as well, so it feels even colder. Seb, you said it was 'cold' on Saturday (two degrees). Here, when the temperature's about zero and it's snowing, people say it's 'warm'! I guess two degrees is 'absolutely freezing' for you, Celia!

I look forward to the conference call later.

Alex

e Now find words in the emails with the same meaning as 1–5.

- 1 very nice = beautiful
- 2 horrible = m.....
- 3 quite hot = w.....
- 4 quite cold = c.....
- 5 one below zero = m..... one

f ▶▶ 101 Check your answers. Listen and repeat.

g Vocabulary practice → Page 103, Exercise 6.



2 a ▶▶ 102 Nigel Baker is on a business trip in France. He's having lunch with his colleague, Olivier Menard. Listen to their conversation, then answer the questions.

- 1 What's the weather like today?
- 2 What city are the colleagues in?
- 3 What's the Mistral?
- 4 What's the weather like in London today?

b Complete these sentences from the conversation. Put the verbs in the correct tense.

- 1 It rained nearly every day last week. (rain)
- 2 You sometimes one or two wet days. (get)
- 3 The sun today, that's the main thing. (shine)
- 4 The waiter with our bottle of water. (come)
- 5 I here once before, about two years ago. (come)
- 6 Before, when I lived in Paris, I always winter. (hate)
- 7 We a cold wind, sometimes. (get)
- 8 Apparently, it there at the moment. (rain)

c ▶▶ 102 Listen to the conversation again and check your answers.

Review of present and past tenses

Present continuous

It's raining at the moment.

Present simple

It rains a lot in winter.

Past simple

It rained yesterday.

d Grammar practice → Page 103, Exercise 7.

3 Communication practice 27 → Page 84. Work with a partner.

4 a Talk about the weather in your country/region.

- What's the weather like today?
- What was it like yesterday?
- What's the weather usually like in: January? April? August?

b Talk about your past experiences of extreme weather:

- very hot weather
- very cold weather
- heavy snow
- heavy rain
- strong winds

USEFUL LANGUAGE

The climate

It rains a lot in the UK in April.
It's often foggy in November.

The weather now

It's freezing.
It's snowing.

The weather in the past

It rained last night.
It was windy yesterday.

10 Progress

10.1

Making comparisons

GRAMMAR

VOCABULARY

Comparatives

Comparing products and services



Airbus A380



Boeing 747

Airbus A380 or Boeing 747? The BIG question

In the 20th Century, planes got bigger, and flew faster, further and higher. But today, a new word is in the air: 'cheaper'. What does this mean for planes in the 21st Century, and for the two big companies that make them: Airbus and Boeing?

On paper, an easy way to make the cost of flying lower is to build bigger planes. One large plane with, say, 400 seats, is less expensive to fly than two smaller ones with 200 seats. This was why, in 1969, Boeing built its first 747 Jumbo Jet, for 400 passengers. Boeing's more modern Jumbo, the 747-400, still has good sales today. But is it economical to build a

plane bigger than the 747? This is a more difficult question. Because of the high costs, the development of new planes is a dangerous business.

Airbus thinks bigger is better, and is spending billions of euros on its new A380 Super Jumbo, with 550 seats. But Boeing thinks its 747 still has a future, and doesn't want to spend billions of dollars on a new, larger model. Large planes are a big percentage of both firms' business. At present, each company has about 50% of the world market for passenger planes. If the A380 is safe, reliable and more economical than the 747, then Airbus can become the market leader. But if the first A380 has serious technical problems or, worse, safety problems, then the future of the Super Jumbo – and the future of Airbus – is in question.

1 a Read the article. Use a dictionary to help you. Then underline the correct words so that the sentences are true.

- 1 The Airbus A380 is a very *large/small* plane.
- 2 Today, the first 747s are quite *modern/old*.
- 3 The A380 project is *cheap/expensive*.
- 4 Boeing *is/isn't* building a new Super Jumbo.
- 5 Airbus has *half/a third* of the world market.

b Fill in the gaps with the adjectives.

dangerous difficult economical easy
expensive cheap low reliable safe

- 1 Airlines want *low* costs and passengers want tickets.

- 2 Concorde was very fast, but cost a lot to fly. It wasn't very
- 3 Plane crashes are rare – flying is a very way to travel.
- 4 In the air, technical problems are
- 5 Passengers want to arrive on time – they want a service.
- 6 New planes are They cost billions of dollars to develop.
- 7 Planes are to land when it's very windy.
- 8 Computers help to make a lot of jobs quite for pilots.

c Vocabulary practice → Page 103, Exercise 1.

2 a Fill in the gaps. Choose from these words.

cheaper easier larger lower
 more/less dangerous
 more/less economical
 more/less difficult
 more/less expensive

- 1 It's less expensive. = It's cheaper.
- 2 It's bigger. = It's
- 3 The cost is higher. = It's
- 4 It's safer. = It's
- 5 It's less difficult. = It's
- 6 It costs less to use. = It's

b **103** Check your answers. Listen and repeat.

c Write the irregular comparatives for these adjectives. You can find them in the text.

- 1 (+) far
- 2 (+) good
- 3 (+) bad

d **104** Check your answers. Listen and repeat.

Comparatives

Short adjectives
 cheap > cheaper
 fast > faster

Long adjectives

(+) difficult > **more** difficult
 (-) expensive > **less** expensive

Irregular adjectives

good > **better**
 bad > **worse**
 far > **further**

than

The Airbus A380 is **bigger than** the Boeing 747.

...> Grammar reference 26

e Grammar practice ...> Page 103, Exercise 2.

f Make sentences using comparatives.

- 1 the Airbus A380 / large / the Boeing 747 .
The Airbus A380 is larger than the Boeing 747.
- 2 the 747-400 / modern / the first 747 .

- 3 modern planes / economical / older ones .

- 4 air travel / safe / road travel .

- 5 flying a plane / difficult / driving a car .

- 6 because of computers, modern planes / easy / fly .

g Work with a partner. Compare these products.



Mini



Porsche

3 a **105** Shelley Spears works for the airline JetNet. Listen to her giving a presentation to her colleagues. What are the advantages and disadvantages of economy class? Make notes in the chart.

Advantages	Disadvantages

b Can you add anymore advantages/disadvantages to the chart?

4 Communication practice 28 ...> Page 85. Work with a partner.

USEFUL LANGUAGE

Planes are safer now than they were.
 The new model is more economical, but I think it's less reliable.
 Ticket sales are better/worse than last year.
 The disadvantage is the higher cost.
 The advantage is that it's cheaper.

1 a Read the article. Circle the correct answers.

- 1 Ryanair is:
 - a a large airline
 - b** a low-cost airline.
- 2 Where's there most competition between airlines?
 - a long flights
 - b short flights
- 3 What's an advantage of low-cost airlines?
 - a cheap fares
 - b big meals
- 4 Some people prefer high-speed trains because they are:
 - a cheap
 - b convenient
- 5 Seats in TGV trains are:
 - a comfortable
 - b small

b Complete the sentences with superlatives. Use the article to help you.

- 1 The safest way to travel is by plane. (*safe*)
- 2 The TGV is train in Europe. (*fast*)
- 3 Air France-KLM is airline in Europe. (*large*)
- 4 People often want to buy tickets. (*cheap*)
- 5 Some people want way to travel. (*convenient*)
- 6 Low-cost airlines often have fares. (*expensive*)
- 7 seats are in first class. (*good*)

The European Transport Race: Quick Packets of Peanuts and High-Speed Cows



If big planes are the safest way to travel, big airlines are not the safest businesses. In Europe, the largest companies, Air France-KLM, British Airways and Lufthansa, are finding it difficult to make money from shorter flights. The problem is competition – in the air, and on the ground.

Low-cost airlines, such as Ryanair and easyJet, are winning more and more customers on short European routes. Most flights in Europe are less than 1,000 km, so there's a lot of business to win – and lose. Low-cost airlines often don't fly to the nearest airports to big cities, but their passengers are happy to travel further out of town to get the cheapest fares. And when they pay peanuts for their

c ▶▶ 106 Listen and check your answers.

Superlatives

Short adjectives

the cheapest

the fastest

Long adjectives

the most expensive

the least convenient

Irregular adjectives

good > the best

bad > the worst

→ Grammar reference 27

d Grammar practice → Page 103, Exercise 3.

tickets, customers are also happy to have a quick snack from a packet, or no food at all, instead of an in-flight meal.

There's competition on the ground, too. People who want the most convenient journey, rather than the least expensive fare, often find high-speed trains are the best way to travel. Europe's fastest train, the French TGV, is the quickest way to get from city centre to city centre on many routes. There are now international TGV lines between Paris, London, Brussels and Cologne, and there are plans for new routes and faster lines. Compared with most planes, the TGV also has bigger, more comfortable seats – better for working, or watching cows go past at 300 km/h.



2 a ▶▶ 107 Listen to two businesspeople talking on a plane. They're discussing ways of travelling from Paris to Frankfurt. Do they agree (A) or disagree (D)? Write A or D in the boxes.

- | | |
|-------------------------------------|-------------------------------------|
| 1 Flying is always the fastest. | <input checked="" type="checkbox"/> |
| 2 The train is the most convenient. | <input type="checkbox"/> |
| 3 The train is the cheapest. | <input type="checkbox"/> |
| 4 Driving is the worst. | <input type="checkbox"/> |



b ▶▶ 108 Listen and repeat these sentences from the conversation.

- 1 I agree.
- 2 That's true.
- 3 I'm not so sure.
- 4 I prefer to fly.
- 5 You're right.
- 6 I think it's the worst way to travel.

c Vocabulary practice → Page 103, Exercise 4.

3 Communication practice 29 → Page 85.
Work with a partner.

4 Compare travelling by plane, train and car. What are the advantages and disadvantages? Give your opinion for each of these situations.

- a one-day business trip to another city
- a week at a conference in another city
- a holiday abroad

USEFUL LANGUAGE

I think this is the best way to travel.
Yes, I agree.
I think you're right.
I'm not so sure.
I prefer to go by train.
This is the cheapest option.
Yes, that's true.
What do you think?
It's a question of cost.



1 a Look at the airport screen. Complete the sentences with words from the screen.

- The flights to New York, _____ and _____ aren't late. They're _____.
- The flight to _____ is late. It's _____ by 30 minutes.
- You can check in now for the flight to _____. The check-in is _____.
- You can't check in for the flight to _____. The check-in is _____.
- There's no flight to _____. It's _____.
- For the flight to _____, go to _____ D10.
- The passengers are getting on the plane to _____ now. They're _____.

b ▶▶ 109 Listen and check your answers.

TERMINAL 2 – DEPARTURES

Time: 11:16

FLIGHT NUMBER	DESTINATION	SCHEDULED DEPARTURE	GATE	INFORMATION
	Tokyo Narita	11:15	E10	Delayed – expected 11:45
	New York JFK	11:30	D15	On time – boarding
	London Heathrow	11:40	D18	On time – check-in closed
	Los Angeles Int'l	12:10	D10	On time – check-in open
	Singapore Changi	12:30	E22	Cancelled

2 a ▶▶▶ 110 Listen to a passenger checking in for a flight. Answer the questions.

- What identification does the man have?
- Does he get a window seat?
- Why is the plane full?
- Is the flight on time?
- Does the man have any luggage to check in?
- Which gate does he need to go to?
- Where are the shops?

b Fill in the gaps in the travel vocabulary.

aisle boarding brief card case
hand seat

- 1 identity card
- 2 window _____
- 3 _____ seat
- 4 _____ luggage
- 5 suit _____
- 6 _____ case
- 7 _____ pass

c **110** Listen to the conversation in 2a again and check your answers. Then practise saying the words in 1–7.

d Vocabulary practice ...> Page 104, Exercise 5.

e Work with a partner. Can you count these things or not? Write the words in the chart.

suitcase luggage ticket identification
identity card information

Countable a/an (plural = some)	Uncountable some (no plural)
<i>suitcase</i>	<i>luggage</i>

f **110** Listen to the conversation again. Underline the words you hear in these sentences.

- 1 Do you have *some/any/no* identification?
- 2 I'm afraid there are *some/any/no* window seats left.
- 3 Do you have *some/any/no* luggage?
- 4 So you have *some/any/no* luggage to check in.
- 5 No, I don't have *some/any/no* other bags.
- 6 Are there *some/any/no* shops after the security check?
- 7 There are *some/any/no* shops over there.

some/any/no

Questions: **any**

Do you have **any** information about the flight?

Positive sentences: **some**

There are **some** passengers at the check-in.

Negative sentences:

no or *negative verb + any*

I have **no** hand luggage.

I **don't** have **any** hand luggage.

...> Grammar reference 28 and 33

g Grammar practice ...> Page 104, Exercise 6.

3

Communication practice 30. Student A ...> Page 85. Student B ...> Page 92.

4

Talk about your bad or funny experiences of travelling by plane.

- delays
- cancellations
- lost luggage
- missing a flight
- forgetting your ticket or passport

USEFUL LANGUAGE

Is the flight on time?

No, it's delayed. It's 40 minutes late.

There's no flight to Jakarta today. It's cancelled.

The flight is boarding now, at gate B9.

Would you like an aisle seat or a window seat?

Do you have any luggage to check in?

Only hand luggage.

Here's your boarding pass.

11 Plans

11.1 Making plans

GRAMMAR

VOCABULARY

Suggestions: *Shall I/we ...? Let's ...*

Sequencing and discussing priorities



1 a ▶▶▶ 111 Kristi Cortland is phoning her colleague, Akio Soga, in Tokyo. Listen to their conversation and fill in the gaps.

Kristi So, where shall we meet?

Akio Um ... well, I can come to your office, or you can come here.

Kristi Well, you came here last time, so
1 *shall* | 2 _____ to Tokyo?

Akio Yes, OK. Yeah, then you can meet our new design manager.

Kristi Oh, yes. Good idea. OK, so 3 _____
4 _____ in Tokyo.

Akio OK. How many days do we need?

Kristi Hmm ... good question.

Akio 5 _____ we 6 _____ the meeting, first? Then we can decide when to meet, and how long we need ...

Kristi Yes, OK.

Akio I wrote a list, this morning, of the things I'd like to look at with you.

Kristi Right. Good.

Akio So, um ... well, 7 _____ | 8 _____ it to you? Then you can look at it, and we can talk later.

Kristi Yes, OK, good idea. 9 _____
10 _____ that.

Akio I'll send it now. And I'll call back, um ... When 11 _____ | 12 _____ you?

Kristi 13 _____ 14 _____ again in an hour.

Akio OK, fine. Bye.

b ▶▶▶ 112 Listen and repeat the sentences.

- 1 Shall we plan the meeting?
- 2 Where shall we meet?
- 3 Shall I come to Tokyo?
- 4 When shall I call you?
- 5 Let's talk again.
- 6 Let's do that.

Making suggestions

Shall + I/we + infinitive

Shall we meet next month?

Shall I call tomorrow?

Where **shall** we meet?

When **shall** I phone you?

Let's + infinitive

Let's go now.

Let's meet next week.

(Let's = Let us)

...> Grammar reference 29

c Grammar practice ...> Page 104, Exercise 1.

d **Work with a partner. Make suggestions about these things:**

- go for lunch
- meet tomorrow
- talk next week
- discuss this now
- decide later
- put on the agenda

2 a **▶▶ 113 Listen to Kristi and Akio planning their meeting. Put the jobs in the correct order. Write 1–5 in the boxes.**

7 a Start work on the sales brochure.

↓

b Check the prices.

↓

c Choose the photos.

↓

d Talk about new products.

↓

e Look at the website design.

b **▶▶ 113 Listen again. Are these sentences true (T) or false (F)?**

- 1 It's important to work on the brochure.
- 2 Choosing the photos is quite urgent.
- 3 The website design is a small job.
- 4 Talking about new products is very urgent.

c **▶▶ 114 PRONUNCIATION Listen and repeat. Underline the stressed word in each sentence.**

- 1 It's urgent.
- 2 It's quite urgent.
- 3 It's very urgent.
- 4 It's important.
- 5 It's quite important.
- 6 It's very important.

d **Put the words in order. Make sentences. Then put the sentences in the correct order. Write 1–4 in the boxes.**

everybody / email / finally / details / to / the .

Finally, email the details to everybody.

meeting / book / then / a / room .

the / of / arrange / a / all / first / date / meeting / for .

that / after / agenda / prepare / the .

e **▶▶ 115 Listen and check your answers.**

f **Vocabulary practice** ...> Page 104, Exercise 2.

g **▶▶ 116 Listen to people agreeing and disagreeing. Fill in the gaps. Then practise the conversations with a partner.**

- 1 A It's very important to check the dates.
B Yes, I agree .
- 2 A The design of the brochure is a small job.
B I'm not about that.
- 3 A I think you're the best person for the job.
B I'm sorry , I agree.
- 4 A Shall we call to find out the latest figures?
B That's a good

3

Communication practice 31 ...> Page 86. Work with a partner.

USEFUL LANGUAGE

First, let's talk about the photos.
Then, we can discuss the design.
Next, we can talk about the website.
After that, let's discuss new products.
Shall we check the brochure before the prices?

The most important/urgent job is the brochure.

*Future with going to**Positive*

I'm **going to** discuss the plan.

He's **going to** talk about the project.

They're **going to** call the supplier.

Questions

What are you going to talk about at the meeting?

Are you going to discuss the website?

Negative

No, we **aren't** / **we're not going to** talk about the website.

...> Grammar reference 30

d Grammar practice ...> Page 104, Exercise 3.

1 a ▶▶ 117 Listen to Kristi Cortland talking to her manager, Simon Mills. They're discussing Kristi's plans. Are these sentences true (T) or false (F)?

- 1 Kristi's going to meet Akio in Tokyo.
- 2 They're going to work on the English brochure.
- 3 Kristi's going to change the website.
- 4 She's going to have the website ready next week.
- 5 She's going to send Simon a schedule.

b Can you complete the sentences from the conversation? Use the correct form of **be + going to**.

- 1 You *'re going to* meet Akio.
- 2 I talk to Akio next week.
- 3 We look at the website.
- 4 you show me the new site?
- 5 When you have it ready?

c ▶▶ 118 Check your answers. Listen and repeat.

2 a ▶▶ 117 Listen to 1a again. Fill in the gaps in the extracts.

Extract 1

Kristi Er ... we're going to look at the website, as well.

Simon Right. I wanted to ask you about that. What's the ¹ *plan* for the website, exactly?

Kristi Well, I want to change the design. Um ...

Simon Completely?

Kristi I think we need to make some big changes, yes.

Simon Why? What's the ... what's the ² ?

Kristi Well, we need to make it easier to use. Um ... that's the main ³

Simon Right.

Extract 2

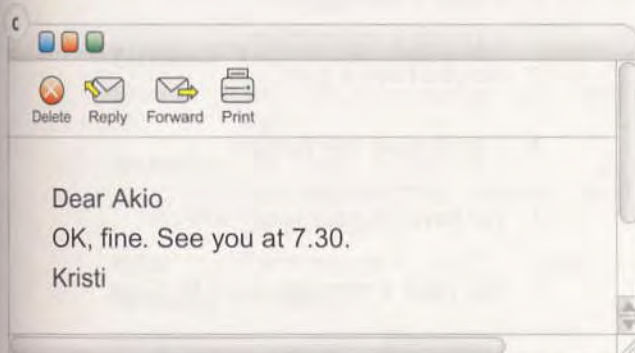
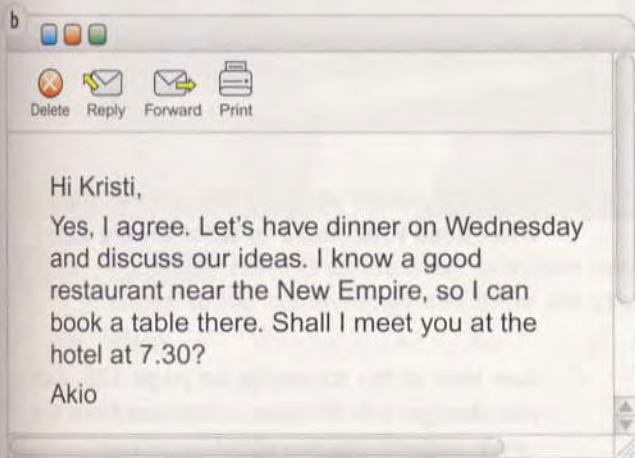
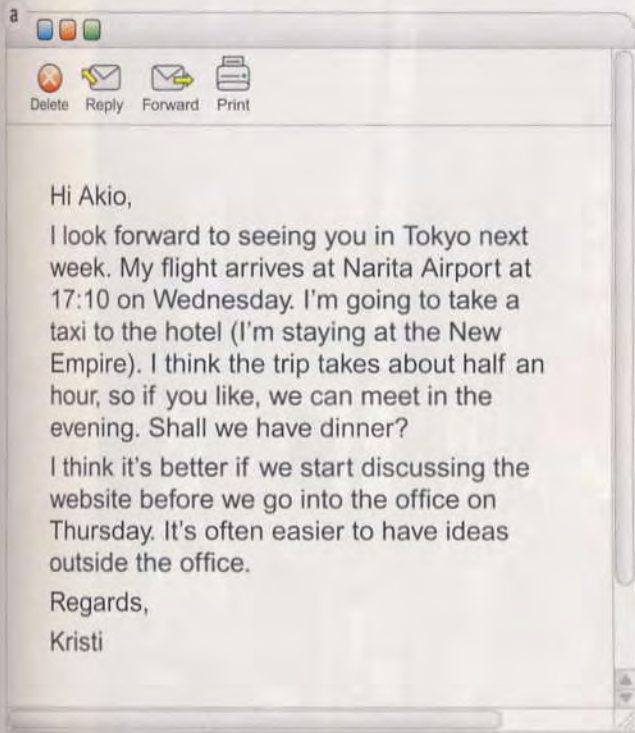
Simon OK, good. When are you going to have it ready? What's your ⁴ date?

Kristi Well, our ⁵ is to have the new site online this year ... before the end of the year. ... That's our ⁶

b Look at the transcript for 1a on page 125 and check your answers.

c Vocabulary practice → Page 105, Exercise 4.

- 3 a Read the emails. Where and when are Kristi and Akio going to meet?



- b Read the emails again. Then make sentences about Kristi's plans. Use *going to*.

- Kristi / at Narita airport.
Kristi's going to arrive at Narita Airport.
- She / to the hotel.
.....
- She / at the New Empire Hotel.
.....
- Kristi and Akio / on Wednesday evening.
.....
- They / dinner.
.....
- They / their ideas.
.....
- Akio / a table at the restaurant.
.....
- They / at the hotel at 7.30.
.....

- 4 a What are your plans for next week? Write five things you're going to do.

I'm going to
.....
.....
.....
.....

- b Work in pairs. Ask about your partner's plans for next week. Take it in turns.

- A What are you going to do next week?
B On ... I'm going to

- 5 Communication practice 32 → Page 86. Work with a partner.

USEFUL LANGUAGE

We're going to discuss the project next week.
What's the plan/objective?
Our aim/target/goal is to finish the work today.

11.3 Staying at a hotel

GRAMMAR
.....
VOCABULARY

have got

Hotel language



1 a ▶▶ 119 Listen to Kristi Cortland checking into a hotel in Tokyo. Fill in the gaps with numbers.

- 1 Kristi is staying for 3 nights.
- 2 She's in room
- 3 Breakfast is from am.
- 4 The number for room service is ____.
- 5 Akio Soga is coming at ____ pm.

b ▶▶ 119 Listen again. Are these sentences true (T) or false (F)?

- 1 Kristi is in a double room.
- 2 She fills in a form.
- 3 She knows the account number.
- 4 She needs to sign the form.
- 5 The assistant gives her a key.
- 6 She wants a wake-up call.

c ▶▶ 119 Listen again to the conversation. What does Kristi need to write on the form?

.....
.....

d Now look at the transcript on page 126. Can you change 1–5 to make sentences from the conversation? Use *have got*.

- 1 I have a reservation.
I've got a reservation.
- 2 Do you have a pen?
.....
- 3 I don't have the number.
.....
- 4 We have 24-hour room service.
.....
- 5 You have a message from Mr Soga.
.....

e ▶▶ 120 Check your answers. Listen and repeat.

have got*Positive*

I've got a credit card.

He's got a message.

Negative

We haven't got a reservation.

She hasn't got a key.

Questions

Have you got his number?

Has the hotel got a restaurant?

...> Grammar reference 31

f Grammar practice ...> Page 105, Exercise 5.



2 a ▶▶ 121 **Kristi is at the hotel reception desk. Listen to her conversation and fill in the gaps.**

Kristi 'Morning. Could I check ¹ out, please?

Reception Certainly. Room three one five.

Kristi My company's paying the ² I just have to pay the ³

Reception OK. So, one phone ⁴

Kristi Yes. And some orange juice from the ⁵

Reception Yes. That's all. OK. So ⁶ one thousand five hundred and fifty yen, please.

Kristi Can I pay by ⁷ card?

Reception Of course.

Kristi ⁸ you are.

Reception Thank you.

b Vocabulary practice ...> Page 105, Exercise 6.

c ▶▶ 122 **PRONUNCIATION** Listen and repeat. Try to use the same intonation.

1 Could you fill in this form, please?

2 Would you like a wake-up call?

3 Could I check out, please?

4 Can I pay by credit card?

d Practise the conversation from 2a in pairs. Change roles.

3 Communication practice 33. Student A ...> Page 86. Student B ...> Page 92.

4 Talk about your best and worst experiences of staying in hotels. Why were they good or bad?

USEFUL LANGUAGE

Checking into a hotel

I've got a reservation.

single

A double room.

twin

Could you fill in this form, please?

Can you sign this?

Put your signature here.

Here's the key for your room.

Would you like a wake-up call?

Checking out of a hotel

Could I check out, please?

My company's paying the bill.

I just have to pay the extras.

I had some orange juice from the minibar.

Can I pay by credit card?

12 Sales

12.1

Discussing how
business is going

GRAMMAR

Adverbs of manner

VOCABULARY

Company performance

Toreador Sports Third quarter results 'on track'

The sports clothing and equipment store, Toreador, reported good third quarter results today.

The company's profit increased by 38% on the second quarter. Mervin Clay, the chief executive, said Toreador is 'on the right track'.



MR CLAY SAID, 'When I came here two years ago, I had one objective – stop ¹*making/losing* money and start making a ²*profit/loss*. My first goal was to improve business in the stores we had. We stopped opening new stores, we worked hard to ³*increase/decrease* sales and cut costs. And we did that quickly. Today, we have ⁴*higher/lower costs*, ⁵*higher/lower sales*, and a ⁶*good/bad* profit margin. We're ⁷*making/losing* money again.


Now we can think about opening new stores. At the moment, we have no final target. Our aim is to open one new store at a time. It's better to progress slowly and make a ⁸*profit/loss*, than grow fast and ⁹*make/lose* money.

Managers make their biggest mistakes when things are going well. I'm not saying we're doing well now. But we're not doing badly. We're on the right track, and we're aiming to stay on the right track. We're not going to try to run before we can walk.'

1 a Read the first paragraph of the article. Answer the questions.

- 1 What does Toreador sell?
- 2 Are the company's results better or worse than before?

b Can you complete the text? **Underline** the correct words in the article (1–9). Use a dictionary to help you.

c  123 Now listen to Mervin Clay speaking at a press conference and check your answers.



d Match the words from the article to the definitions (1–9).

costs decrease improve increase loss
margin profit quarter sales

- 1 3 months = a quarter
- 2 to make money = to make a
- 3 to lose money = to make a
- 4 how much a company sells =
- 5 what a company spends =
- 6 to get better = to
- 7 % profit = profit
- 8 to go up = to
- 9 to go down = to

e **124** Check your answers. Listen and repeat.

f Vocabulary practice → Page 105, Exercise 1.

2 a Make true sentences about Toreador Sports. Underline the correct adverbs.

- 1 At the moment, Toreador is doing quite badly/well.
- 2 After Mr Clay joined the company, his people worked badly/hard.
- 3 After Mr Clay joined the company, business improved slowly/quickly.
- 4 Mr Clay thinks it's better for businesses to grow slowly/fast.

b **125** Listen and check your answers. Practise saying the adverbs in 2a.

Adverbs of manner

Most adverbs of manner end in **-ly**:
slow > slowly >
quick > quickly

These adverbs of manner are irregular:
good > **well**
hard > **hard** (no change)
fast > **fast** (no change)

→ Grammar reference 32

c Grammar practice → Page 105, Exercise 2.

d Work in pairs. Discuss these sentences. Are they true for you?

- I work hard every day.
- I prefer to work slowly and quietly.
- I work well in a team.
- I solve problems quickly.

3 a **126** Listen to two store managers from Toreador Sports talking at a company conference. They're discussing how business is going. Are these sentences true (T) or false (F)?

- 1 At the Vienna store, business is getting better.
- 2 Last year, business was very good.
- 3 Last year, the profit margin was low.
- 4 Last year, both stores lost money.
- 5 This year, costs are increasing.

b **127 PRONUNCIATION** Listen and repeat the pairs of words. Are the underlined sounds the same or different?

		the same	different
1	lose lost	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	money company	<input type="checkbox"/>	<input type="checkbox"/>
3	improve cost	<input type="checkbox"/>	<input type="checkbox"/>
4	profit product	<input type="checkbox"/>	<input type="checkbox"/>
5	slow sold	<input type="checkbox"/>	<input type="checkbox"/>
6	doing going	<input type="checkbox"/>	<input type="checkbox"/>

4 Communication practice 34. Student A → Page 87. Student B → Page 92.

5 Talk to a partner. How's business at your company, or another company you know?

USEFUL LANGUAGE

How's business?
We're doing well/badly at the moment.
Sales are increasing slowly/quickly/fast.
We made a profit/loss in the last quarter.
We made/lost \$5 million.
Things are improving / getting worse.

1 a Read the article and answer the questions. Use a dictionary to help you.

- 1 Why are profit margins low in supermarkets?
- 2 Why do supermarkets earn a lot of interest?
- 3 Why can big supermarkets sell goods cheaply?

b Fill in the gaps with these words from the article.

compete competition competitive
competitors demand discount goods

- 1 We're not the only company in the market. We have three *competitors*.
- 2 A lot of people are buying the product. There's a lot of _____ for it.
- 3 A lot of companies sell this product, so there's a lot of _____.
- 4 There are a lot of companies in the market. It's very _____.
- 5 We sell the same products as them. We _____ with them.
- 6 Our supplier gives us a 10% _____ if we buy 2,000 products.
- 7 I don't know their products. What sort of _____ do they sell?

c ▶▶ **128** Check your answers. Listen and repeat.

d **PRONUNCIATION** Fill in the chart with the words from 1b.

O			
Oo			
oO	<i>demand</i>		
oOoo			
ooOo			

e Vocabulary practice ...> Page 105, Exercise 3.

f Discuss the questions in the last paragraph of the article. What's your opinion?



Are supermarkets *super markets*?

Demand isn't a problem for supermarkets. People always need groceries. But strong demand means strong competition. And when your competitors sell the same goods as you, there's only one way to compete: sell cheaply.

Low prices mean supermarkets only earn a small margin on a lot of the goods they sell. But they have another strategy for making money – they sell products *before* they pay for them. Money from sales can earn interest in the bank for weeks, sometimes months, before stores pay their suppliers.

And supermarkets have another advantage compared with smaller shops. Because they order large quantities from suppliers, they can negotiate big discounts. So the biggest supermarkets can sell at the most competitive prices.

But are supermarkets really *super markets*? Are strong competition, big stores and big discounts always good for customers, and for the retail business?



- 2 a** ▶▶ 129 Listen to a manager and a buyer from Toreador Sports discussing an order for some T-shirts. Complete the information.
- Number of products ordered: 2,500
 - Number of stores to test the product:
.....
 - Sales price in stores:
 - Profit margin on this order:%
 - Maximum discount on big orders:%

b Listen again and complete the questions from the conversation. Use *much/many*.

- So, how many T-shirts did we order?
- B It's a new product, so we want to test it first.
A Sure. How stores are we selling them in?
- B It's a cheap product.
A Hmm. Are we making profit on them?
- And what about bigger orders? How discount can we get?
- B I think we can get a maximum 20% discount on really big orders.
A Is there demand at the moment? That's the question. Do people want to buy T-shirts in winter?

- c** ▶▶ 129 Listen again and check your answers.

much/many: questions

We use **many** with things we can count (countable nouns).

How **many** stores/products/competitors do you have?

We use **much** with things we can't count (uncountable nouns).

How **much** demand/competition/discount is there?

Note: We use much/many in questions and negative sentences.

...> Grammar reference 33 and 34

- d** Grammar practice ...> Page 106, Exercise 4.

- 3** Communication practice 35. Student A ...> Page 87. Student B ...> Page 93.

- 4** Talk about a market/industry from the box (or one you know well).

food soft drinks mobile
clothes/fashion

What's the biggest company in the market?
Who are the company's competitors?
Is the market very competitive?
Is demand increasing or decreasing?

USEFUL LANGUAGE

Market forces

How much competition is there? Is the market very competitive?

What companies do you compete with? Do you have many competitors?

Is there much demand at the moment?

Orders and prices

How many products did we order?

When did we order the goods?

How much discount is there?

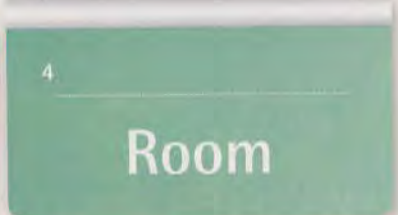
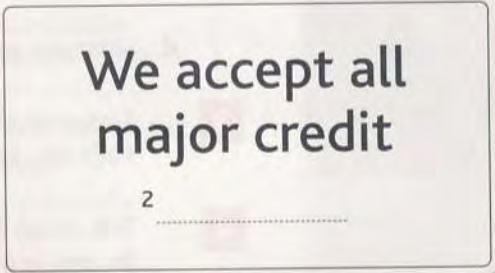
What's the profit margin? How much do we earn on the product?

1 a Discuss these questions.

Do you have sales in your country? When are they?
In your opinion, what are the advantages/disadvantages of shopping in the sales?

b Fill in the gaps 1–7.

cards changing free half off receipt size



c 130 Check your answers. Listen and repeat.

d Work with a partner. Can you fill in the gaps in the sentences?

cash change cheque extra medium
number try

- In a shop, you can pay with a credit card, with a cheque, or with
- If something costs €15, and you pay with a €20 note, you get €5

- When you pay by credit card, you sign your name or put in a pin
- Sizes of T-shirts are small,, large and large.
- People often on clothes and shoes before they buy them.

e 131 Check your answers. Listen and repeat.

f Vocabulary practice ...> Page 106, Exercise 5.

2 a ▶▶ 132 Listen to five conversations between customers and shop assistants. Circle the correct answer: a, b or c.

- The price of the T-shirt is
a £3.00 **(b) £13.00** c £30.00
- The UK shoe size is
a 9½ b 10 c 10½
- The price of the watch is
a £95.50 b £95.90 c £99.50
- The customer chooses
a blue b pink c yellow
- The customer gives a
a signature b pin number c bank note

b ▶▶ 132 Listen again. Fill in the gaps with *this*, *that*, *these* or *those*.

- A Do you need any help?
B Yes, how much is *this* T-shirt? I can't find the price on it.
A Er ... Let's have a look. Is it, there?
- A Excuse me. I'm just looking at shoes. I'm a size 45, European size. What's in a UK size?
B one here?
- A ... I'd like to look at a watch, if I can, please.
B Sure.
A It's one there, at the back.
B one here?
- A Hello. Could I have one of, please?
B One of, here? The bracelets?
- A Can I pay with credit card?
B Yes, we accept That's fine.

c Look at the transcript for 2a on page 127. Check your answers.

this/these, that/those

Things that are very near you, or in your hand:

Singular: How much is **this** shirt?

Plural: Are **these** jeans in the sale?

Things that are further from you, that you point at:

Singular: I like **that** mobile phone.

Plural: Could I have one of **those** sandwiches, please?

...> Grammar reference 35

d ▶▶ 133 Practise saying the sentences in the grammar box. Listen and repeat.

e Grammar practice ...> Page 106, Exercise 6.

3 Communication practice 36 ...> Page 87. Work with a partner.

4 a ▶▶ 134 Listen to two people giving their opinions about shopping. Answer the questions.

Person 1

- How often does she go shopping for clothes?
- Does she buy much on shopping trips?
- When doesn't she like shopping?

Person 2

- Does she like shopping?
- Does she spend a lot of money on clothes?
- Does she buy clothes and never wear them?

b Which of the two people is most like you?

c Talk about your shopping habits.

What do/don't you like about shopping?

Do you prefer shopping alone or with someone?

Where do you like to go shopping (local shops, big shopping centres, out-of-town stores, markets)?

USEFUL LANGUAGE

I'd like to look at those bracelets.

What's that in a UK size?

I'm a size forty, European size.

Could I try it/them on?

I'll have a red/blue one, please.

Can I pay with this credit card?

Communication practice

COMMUNICATION PRACTICE 1 (1.1, EXERCISE 4)

Student A: Welcome Student B to your company. Then introduce Student B to Student C. Change roles.

Student A

Name: John/Jane Costas
Company: AMK

Student B

Name: Michael/Michelle Parker
Company: IST

Student C

Name: Christopher/Christine May
Company: EJD

COMMUNICATION PRACTICE 2 (1.2, EXERCISE 4)

Take it in turns to ask and answer where you're from. Use the cities on the maps.

- A Where are you from?
B I'm
A Where's ... ?
B It's in ..., near



COMMUNICATION PRACTICE 3 (1.3, EXERCISE 3)

Take it in turns to offer and ask for drinks.

- A Would you like a drink?
B Yes, please. Could I have ... ?



COMMUNICATION PRACTICE 4 (2.1, EXERCISE 5)

Student A

Exchange numbers with Student B. Write the numbers.

- A What's your ... number?
B It's
A Sorry?
B It's
A So,
B That's right.

Student A

Tel: 0579 4567544
Mobile: 06344598771
Fax: 0579 6670035
email: p.james@ddk.uk

Student B

Tel:
Mobile:
Fax:
email:

COMMUNICATION PRACTICE 5
(2.2, EXERCISE 4)

Take it in turns to ask for and say the time.



COMMUNICATION PRACTICE 6
(2.3, EXERCISE 5)

Practise buying snacks and drinks in a café. Take it in turns to be the customer and the assistant.

- A Could I have ... , please.
- B Anything else?
- A No, thanks. / Yes,
- B € ..., please.

Snacks

cheese and tomato sandwich	€3.40
egg sandwich	€3.60
tuna sandwich	€3.50
chicken sandwich	€3.60
salad	€3.90
burger	€3.70
hotdog	€3.40

Drinks

coffee	€1.90
tea	€1.80
orange juice	€1.90
mineral water	€1.60

COMMUNICATION PRACTICE 7
(3.1, EXERCISE 3)

Student A

Ask and answer questions. Fill in the chart.

Where ... live? What ... do? What company ... work for? Where ... work? How do you spell that?

	Home	Job	Company	Place
1	Moscow	manager	CTT	factory
2				
3	Berlin	technician	Beckmann	lab
4				
5	Paris	receptionist	Indigo Trade	hotel
6				

COMMUNICATION PRACTICE 8
(3.2, EXERCISE 6)

Student A

Ask and answer questions. Fill in the chart.

Where ... come from / live? What company ... own?

Name	Comes from	Lives	Company
Ana Pons		London	
Hans Bauer	Vienna	Berlin	
Sandy Cohen		Paris	
Michael Pitt	London		TJ Foods
Claire Garnier		Zurich	
Pedro Cruz	Valencia		Electrina

COMMUNICATION PRACTICE 9
(3.3, EXERCISE 3)

Look at the example. Then make similar conversations for 1-5. Use negatives for underlined words.

I get up / 6.00.

I / early. I / 8.00.

A I get up at six o'clock.

B I don't get up early. I get up at eight.

1 We / coffee break / 10.00.

We / coffee breaks. The office / have / coffee machine!

2 I / morning person.

I / morning person.

3 People start work early / this country.

They / start early / my country. But / work late.

People work late / this country. We / evening people!

We / morning people!

4 My boss / finish / 8.00 pm.

My boss / work late. She finish / 5.00.

5 Sorry / late.

Late? You / late.

I / 5 minutes late.

No problem.

COMMUNICATION PRACTICE 10 (4.1, EXERCISE 4)

Student A

Read this page from a report about business on the Internet. Ask your partner questions. Find out what the words in **highlight** stand for/mean and complete the notes. Answer your partner's questions.

... mean? ... stand for? ... spell ...?
... say that again? ... speak slowly?

Business on the Internet – Contents

Page

- 3 Business **online** = _____
- 7 What is '**e-business**'? = 'electronic' business
= business on the Internet
- 11 A name for your **URL** = _____
- 13 **B2B** = business-to-business
– business connections
- 17 The **webmaster** = _____
- 20 Buy the right **PC** = personal computer

COMMUNICATION PRACTICE 11 (4.2, EXERCISE 4)

Student A

Write an email to your partner (on paper). Ask for his/her phone number.

Your partner will send you an email. Write a reply.

COMMUNICATION PRACTICE 12 (4.3, EXERCISE 4)

Student A

Read about Zelton Software's website, then answer your partner's questions.

Zelton Software sells software on its website, at www.zelton-software.com. The company has two products: ZL Photo Manager and ZL Video Manager.

Customers can buy software on the website and pay by credit card. They can buy software on CD-ROM (Zelton sends the CD-ROMs to customers by mail), or they can download software from the website (but if they download, they can't copy the software to CD-ROM).

Now ask your partner these questions about Travel Ticket Central's website. Complete the answers.

- ... book flights at the website? Yes/No
... buy train tickets? Yes/No
... pay by credit card? Yes/No
How ... receive tickets? By _____
... download tickets + print? Yes/No
... website address? Website: _____

COMMUNICATION PRACTICE 13 (5.1, EXERCISE 4)

Student A

You need to have a meeting with some colleagues at a hotel in New York. Phone the Statesman Hotel and ask your partner for information about the business facilities.

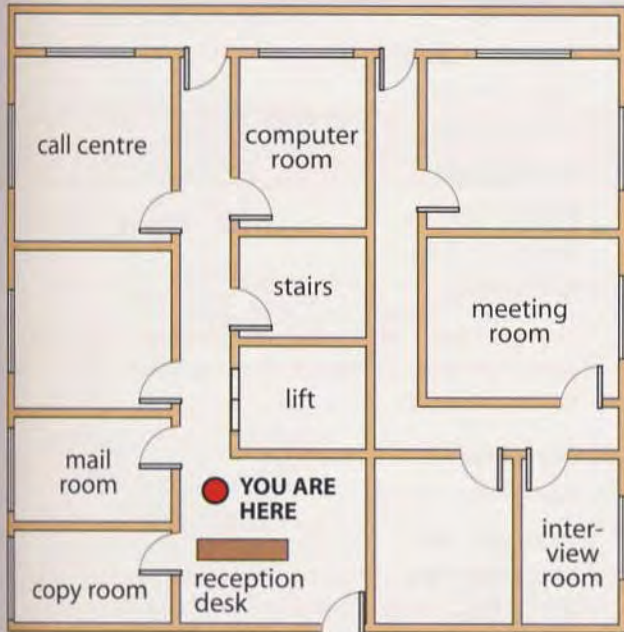
- The meeting is for 12 people.
- You need 2 meeting rooms. Each room needs to have:
 - a table and chairs for 6 people
 - power sockets for laptops
 - an Internet connection (phone socket) – to send and receive emails.
- You need to make photocopies and send faxes.
- Ask what facilities there are for drinks and snacks.

COMMUNICATION PRACTICE 14

(5.2, EXERCISE 4)

Student A

You are a visitor at a company. You are at the reception desk. Ask your partner for directions to these rooms.



- the meeting room
- the mail room
- the interview room
- the call centre

Change roles. Answer your partner's questions. Give directions from the reception desk.

COMMUNICATION PRACTICE 15

(5.3, EXERCISE 5)

Student A

Imagine you live in the property below. Talk to your partner about your home.

- Toronto
- apartment
- 35th floor
- very modern
- 180m²
- 3 bedrooms

Now ask your partner about his/her home. Complete the information.

location: km from

house/apartment
..... bedrooms
..... floors
garden: m²
swimming pool: big/small

COMMUNICATION PRACTICE 16

(6.1, EXERCISE 4)

Take it in turns to ask and answer questions. Find out how often your partner does these things and fill in the chart.

	often	sometimes	not often	never
1 send emails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 make international phone calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 go on business trips abroad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 have meetings with foreign colleagues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 give presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 go to trade fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 go to conferences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMUNICATION PRACTICE 17

(6.2, EXERCISE 3)

Student A

Phone your partner and ask to speak to these people. What are they doing? Make notes.

- B Hello.
- A Hello. Is ... there, ... ?
- B No, he's/she's
- A Oh, right. OK. Thanks.

Anna:

Lia:

Pierre:

Nicole:

Now answer the phone and tell your partner what these people are doing.

- George: work at home today
- Karen: visit supplier's factory today
- Frank: project in Japan
- Helena: Hamburg office this week

COMMUNICATION PRACTICE 18
(6.3, EXERCISE 3)



What do you think these people do in their spare time? Choose three or four activities for each person. Imagine you are one of the people. Talk about your leisure activities – what you like/don't like. Your partner guesses which person you are. Change roles.

- A I go/play/do ...
I love/hate ...
B Are you Person 1/2/3/4?

COMMUNICATION PRACTICE 19
(7.1, EXERCISE 4)

Student A

Arrange to meet your partner next month. Arrange a date and time. You are busy on the highlighted dates.

Are you free/busy ...?
Can you make it ...?

M	T	W	T	F
1	2	3	4	5
8	9	10	11	12
15	16	17	18	19
22	23	24	25	26
29	30	31		

COMMUNICATION PRACTICE 20
(7.2, EXERCISE 3)

Student A

Imagine you are going on a business trip next week. Complete the information about your trip.

Destination:
Transport:
Departure date:
Departure time:
Arrival time:
Meeting with:
Return date:
Departure time:
Arrival time:

Your partner is also going on a business trip next week. Ask your partner questions about his/her trip and make notes.

Destination:
Transport:
Departure date:
Departure time:
Arrival time:
Meeting with:
Return date:
Departure time:
Arrival time:

Now answer your partner's questions about your business trip.

COMMUNICATION PRACTICE 21
(7.3, EXERCISE 3)

Student A

Your partner works at a ticket office. Use this information and buy a train ticket. Write down the fare.

- 1 Destination: London
- 2 Ticket: return
- 3 Leaving on: Wednesday (next week)
- 4 Leaving at: 08.10
- 5 Returning on: Thursday (next week)
- 6 Returning at: 16.55
- 7 Class: standard
- 8 Fare: £.....

Change roles. Your partner wants to buy a ticket.

- 1 Destination:
- 2 Ticket (single/return):
- 3 Leaving on (day):
- 4 Leaving at (time):
- 5 Returning on (day):
- 6 Returning at (time):
- 7 Class (first/standard):
- 8 Fare: £34.50

COMMUNICATION PRACTICE 22

(8.1, EXERCISE 3a)

Student A

Last week, your partner was on a training course. Ask questions about it. Complete the information.

- Course (name):
- Good?
- Location:
- Number of people:
- Trainer (name):

Last week, you were at a conference. Answer your partner's questions about it. Use this information.

- International Finance Conference
- In Zurich
- 600 people
- Key speaker: Professor Werner Schmidt
- Very good

COMMUNICATION PRACTICE 23

(8.2, EXERCISE 3)

Student A

You are your partner's manager. Last week, he/she visited a customer in Liverpool. Ask questions about the business trip. Make notes.

- ... Good trip?
- What company ... visit?
- How ... travel?
- Where ... stay?
- Who ... talk to?
- ... discuss ... new products?
- ... customer ... like the products?

Now your partner is your manager. Last week, you visited a supplier's factory in Stuttgart. Answer your manager's questions about the business trip. Use this information.

- Trip: good
- Company: Klettbeton AG
- Travel: by plane
- Hotel: Hotel Alpenblick / city centre
- Factory: very modern, with new warehouse
- Talked to: Dieter Mann (Sales Manager) Karl Springer (Production Manager)
- Discussed: factory and production process

COMMUNICATION PRACTICE 24

(8.3, EXERCISE 4)

Student A

Last month, your partner went on holiday. Ask him/her as many questions as you can about it.

- Where ...? When ...? How ...? What ...?
- Did you ...? Was/Were ...?

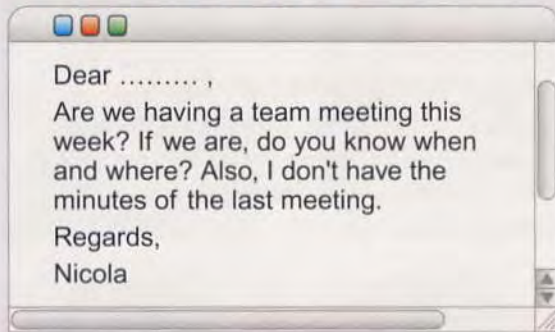
Last month, you went on holiday. Answer your partner's questions. Use this information.



- Destination: New Zealand, South Island
- Transport: flight
- Departure: 9th (last month)
- Return: 28th (last month)
- Accommodation: camping – rented a car, travelled
- Activities: sightseeing, walking, swimming
- Good holiday? very good

COMMUNICATION PRACTICE 25 (9.1, EXERCISE 3)

It's Monday morning. Five minutes ago, you received this email from a colleague.



In pairs, write a reply. Use this information.

- Say you are sorry she didn't receive the information.
- Meeting next Tuesday afternoon / 2 pm / your office.
- Ask her to phone or send an email if there is a problem.
- Attach: minutes (meeting last week) / agenda (meeting this week).

Exchange your email with another pair of students. Write a reply to their email and ask them a question. Exchange replies.

COMMUNICATION PRACTICE 26 (9.2, EXERCISE 4)

Student A

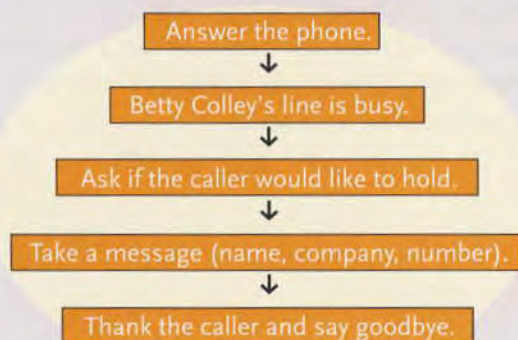
You are Sam/Samantha Gray from Imporex. Your phone number is 05675 2900928.

Make this phone call:

Telephone Everest Consulting. Ask to speak to Tony Davey. If he isn't in the office, ask if he can call you back.

Sit back-to-back with your partner. Start the call.

Now, you are John/Jane Spencer. You work for Connex. Answer the phone when your partner calls you.



COMMUNICATION PRACTICE 27 (9.3, EXERCISE 3)

You and your partner each choose a city (1–10). Ask questions about the weather to work out which city your partner is in. Take it in turns to choose another city.

- A What's the weather like?
 B It's ...
 A Is it very/quite hot/cold?
 B Yes. / No. It's very/quite ...
 A Are you in ...?



Santiago, Chile



Paris, France



London, UK



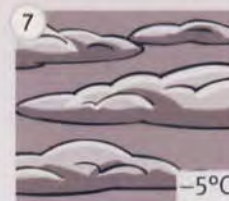
Beijing, China



Berlin, Germany



Los Angeles, USA



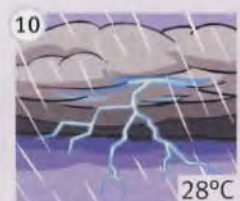
Montreal, Canada



Helsinki, Finland



Auckland, New Zealand



Jakarta, Indonesia

COMMUNICATION PRACTICE 28
(10.1, EXERCISE 4)

Work with a partner. Make comparisons and discuss the advantages and disadvantages of each type of transport. Decide with your partner the best way to travel in the situations.

... is more/less ... than

One advantage/disadvantage is

a for company executive travel



private jet



private helicopter

b for travel in a city



motorbike



bike

c for a journey to work



underground



car

COMMUNICATION PRACTICE 29
(10.2, EXERCISE 3)

You and your partner both work for a company in Paris. Next month, you're going on a business trip to Frankfurt. Use this information to find the best way to travel. Find a compromise between speed, cost and convenience.

I think

Yes, I agree. / Yes, that's true.

I'm not sure.

I prefer

What do you think?

Trip: Paris → Frankfurt

transport	return fare	journey time
Plane (1)	€640 per person	1h 15 (direct)
Plane (2)	€260 per person	3h 30 (one stop)
Train	€160 per person	6h 30 (direct)
Car	€850 for one car	6h 00

Notes: Journey times by plane are airport-to-airport, and by train, station-to-station.

Costs for car travel include fuel and motorway tolls.

COMMUNICATION PRACTICE 30
(10.3, EXERCISE 3)

Student A

You are an assistant at an airline check-in desk. Your partner is a passenger who wants to check in. Have a conversation. Use this information to ask and answer questions.

- ID?
- Seat position?
- Luggage?
- Give the passenger his/her boarding pass.
- Gate B7.
- Departure = 15 mins late.

Now you are a passenger. Check in for your flight. You have a small briefcase and a large suitcase. Ask if the flight is on time.

COMMUNICATION PRACTICE 31 (11.1, EXERCISE 3)

Next month, some British colleagues are coming to your company (in your home town) for a meeting. They're arriving at 5.00 pm on the 15th and they're leaving after the meeting on the 16th.

Conversation 1

Make plans for the meeting. Discuss these points with your partner.

What/Where shall we ...? Shall we ...? Let's... .

- Which hotel?
- Dinner on 15th – where?
- Lunch on 16th – where?

Conversation 2

Now look at the list of the arrangements you need to make. What are the most urgent jobs? Discuss with your partner and put them in order.

First, Then, Before/After that, Finally,

- Book the restaurant.
- Book the hotel.
- Check how many are coming.
- Arrange transport to and from the airport.
- Send a schedule of the trip to colleagues.

COMMUNICATION PRACTICE 32 (11.2, EXERCISE 5)

You work for a large international company. Next year, your company wants to hold a conference for some of its managers. You and your partner have to organise the conference.

Talk about this list of jobs you have to do. Put them in order, from most to least urgent.

- Make a list of people we're going to invite.
- Arrange the timing: number of days, dates.
- Choose a location: country and city.
- Choose accommodation: hotel? conference centre?
- Plan the events at the conference: presentations, meetings ...
- Send invitations.
- Write a brochure giving information about the conference.


Now tell another pair of students about your plans. Explain the reasons for the order of your plans.

First / Then / After that
We're going to ... because
Our aim/objective is to

COMMUNICATION PRACTICE 33 (11.3, EXERCISE 3)


Student A

Your name is Mr/Ms Garner. You're going to stay at the Elm Hotel. Your partner is the receptionist. Check in – say you've got a reservation, and then answer the receptionist's questions. Use this information.

Type of room: 
Nights: 3

You need to get up early in the morning – at 6.30.

Now you're the receptionist. Your partner is going to check out. Use this information.

Room number: 133
Type of room: 
Nights: 2
€130 per night x 2 nights = €260

Extras:
Phone calls: 1 €8
Minibar: 1 mineral water €2
Total extras €10

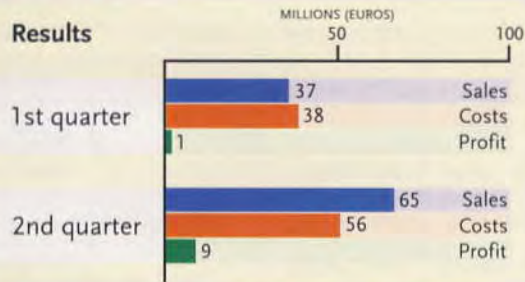
Total bill: €260 + €10 = €270

Notes: Guest's company, ITS, paying bill. Guest paying extras.

COMMUNICATION PRACTICE 34
(12.1, EXERCISE 4)

Student A

Look at your company's results for the last two quarters. Talk to your partner. Describe how well/ badly business is doing. Say if things are improving, and how quickly.



Now ask your partner how business is. Show you're interested in what he/she says.

COMMUNICATION PRACTICE 35
(12.2, EXERCISE 3)

Student A

You and your partner work for Toreador Sports. You are buyers. Use the information to answer your partner's questions about the product from Montego Accessories. Then, ask your partner about the product from Tempora, and complete the information.

How much/many ...?

Toreador Sports – Product File

Supplier: Montego Accessories

Product: 'Mistral' baseball cap



Product cost (full price): €10.00

Number of products in stock: 5,000

Discount: 10%

Price in store: \$16.00

Products sold last week: 3,260 products

Profit from last week: \$40,685

Toreador Sports – Product File

Supplier: Tempora

Product: 'Challenger' watch



Product cost (full price): €.....

Number of products in stock:

Discount:%

Price in store: \$.....

Products sold last week: products

Profit from last week: \$.....

COMMUNICATION PRACTICE 36
(12.3, EXERCISE 3)

Take it in turns to role play a customer and a shop assistant. The customer wants to look at and buy the things in the photos.

How much ...? Could I ...? Can I pay by ...?
Of course. Sure. No problem. I'll go and get ...



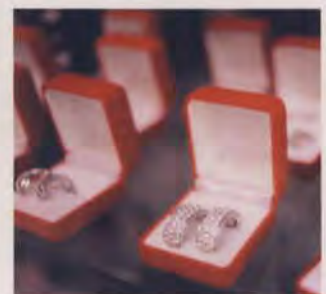
€10,000



€79



€15



€85

COMMUNICATION PRACTICE 4 (2.1, EXERCISE 5)

Student B

Exchange numbers with Student A. Write the numbers.

- A What's your ... number?
 B It's
 A Sorry?
 B It's
 A So,
 B That's right.

Student B	Student A
Tel: 1883 03456680	Tel:
Mobile: 0545223090	Mobile:
Fax: 1883 05339178	Fax:
email: j_carr@gpv.com	email:

COMMUNICATION PRACTICE 7 (3.1, EXERCISE 3)

Student B

Ask and answer questions. Fill in the chart. Student B starts.

Where ... live? What ... do? What company ... work for? Where ... work? How do you spell that?

	Home	Job	Company	Place
1				
2	Madrid	accountant	Top Media	office
3				
4	London	shop assistant	Maxis Home	sales shop
5				
6	Milan	engineer	Electrina	factory

COMMUNICATION PRACTICE 8 (3.2, EXERCISE 6)

Student B

Ask and answer questions. Fill in the chart.

Where ... come from / live? What company ... own?

Name	Comes from	Lives	Company
Ana Pons	Barcelona		Practical PLC
Hans Bauer			Teknix
Sandy Cohen	New York		Novalink
Michael Pitt		San Francisco	
Claire Garnier	Montpellier		TM Mode
Pedro Cruz		Prague	

COMMUNICATION PRACTICE 10 (4.1, EXERCISE 4)

Student B

Read this page from a report about business on the Internet. Ask your partner questions. Find out what the words in highlight stand for/mean and complete the notes. Answer your partner's questions.

... mean? ... stand for? ... spell ...? ... say that again? ... speak slowly?

Business on the Internet – Contents

Page

- 3 Business **online** = *on the Internet*
- 7 What is '**e-business**'? =
- 11 A name for your **URL** = *Uniform Resource Locator*
= *a website address*
- 13 **B2B** =
- business connections
- 17 The **webmaster** = *a website manager*
- 20 Buy the right **PC** =

COMMUNICATION PRACTICE 11

(4.2, EXERCISE 4)

Student B

Write an email to your partner (on paper). Ask for the address of his/her office.

Your partner will send you an email. Write a reply.

COMMUNICATION PRACTICE 12

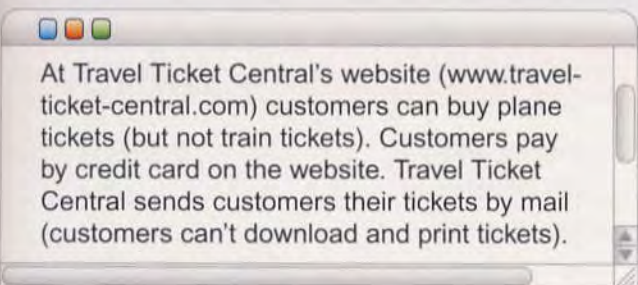
(4.3, EXERCISE 4)

Student B

Ask your partner these questions about Zelton Software's website. Complete the answers.

- ... buy software from the website? Yes/No
- What software ... buy? Software:
- ... pay by credit card? Yes/No
- ... download software? Yes/No
- ... copy software/CD? Yes/No
- ... buy software/CD? Yes/No
- ... website address? Website:

Now read about Travel Ticket Central's website, then answer your partner's questions.



COMMUNICATION PRACTICE 13

(5.1, EXERCISE 4)

Student B

You work at the Statesman Hotel in New York. Student A phones to ask about your business facilities. Use this information to answer the questions:

Facilities in the hotel business centre:

- 6 meeting rooms:
- 3 rooms for 4–6 people
- 2 rooms for 10–12 people
- 1 room for 15–20 people

Facilities in the meeting rooms:
 chairs and tables
 power sockets (no phone sockets)

Facilities in reception:
 a photocopier
 a fax machine
 a computer with Internet connection
 a drinks machine

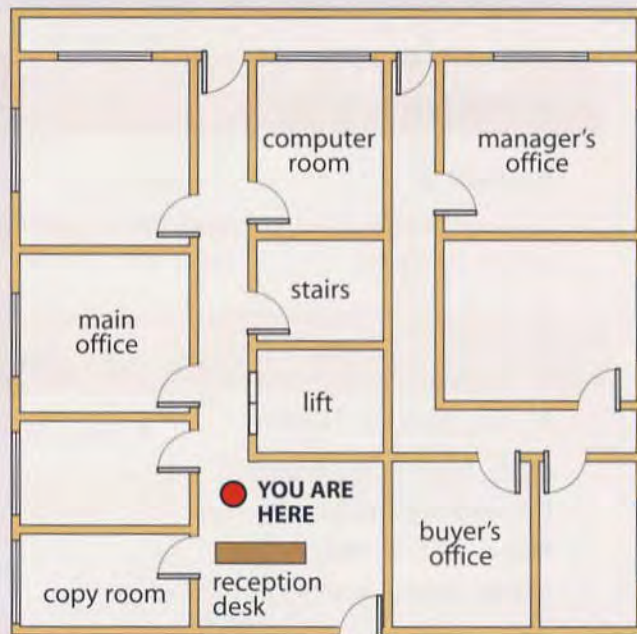
There's a bar and restaurant at the hotel.

COMMUNICATION PRACTICE 14

(5.2, EXERCISE 4)

Student B

You are at the reception desk of your company. Your partner is a visitor. Answer your partner's questions. Give directions from the reception desk.



Change roles. Ask your partner for directions to these rooms:

- the buyer's office
- the copy room
- the main office
- the manager's office

COMMUNICATION PRACTICE 15
(5.3, EXERCISE 5)

Student B

Ask your partner about his/her home. Complete the information.

city:
house/apartment
..... floor
quite/very old/modern
.....m²
..... bedroom(s)

Now imagine you live in the property below. Talk to your partner about your home.

- 30 km from Madrid
- 6 bedrooms
- small swimming pool
- house
- 3 floors
- garden: 3,500 m²

COMMUNICATION PRACTICE 17
(6.2, EXERCISE 3)

Student B

Answer the phone and tell your partner what these people are doing.

B Hello.
A Hello. Is ... there, ... ?
B No, he's/she's
A Oh, right. OK. Thanks.
Anna: lunch at the moment
Lia: meeting this morning
Pierre: off this week
Nicole: project abroad

Phone your partner and ask to speak to these people. What are they doing? Make notes.

George:
Karen:
Frank:
Helena:

COMMUNICATION PRACTICE 19
(7.1, EXERCISE 4)

Student B

Arrange to meet your partner next month. Arrange a date and time. You are busy on the highlighted dates.

Are you free/busy ... ?
Can you make it ... ?

M	T	W	T	F
1	2	3	4	5
8	9	10	11	12
15	16	17	18	19
22	23	24	25	26
29	30	31		

COMMUNICATION PRACTICE 20
(7.2, EXERCISE 3)

Student B

Imagine you are going on a business trip next week. Complete the information about your trip.

Destination:
Transport:
Departure date:
Departure time:
Arrival time:
Meeting with:
Return date:
Departure time:
Arrival time:

Now answer your partner's questions about your business trip.

Your partner is also going on a business trip next week. Ask your partner questions about his/her trip and make notes.

Destination:
Transport:
Departure date:
Departure time:
Arrival time:
Meeting with:
Return date:
Departure time:
Arrival time:

COMMUNICATION PRACTICE 21
(7.3, EXERCISE 3)

Student B

You work at a ticket office. Your partner wants to buy a train ticket. Complete the information.

- 1 Destination:
- 2 Ticket (single/return):
- 3 Leaving on (day):
- 4 Leaving at (time):
- 5 Returning on (day):
- 6 Returning at (time):
- 7 Class (first/standard):
- 8 Fare: £19.60

Change roles. Use this information and buy a ticket from your partner. Write down the fare.

- 1 Destination: Cambridge
- 2 Ticket: return
- 3 Leaving on: Monday (next week)
- 4 Leaving at: 07.45
- 5 Returning on: Monday (next week)
- 6 Returning at: 18.20
- 7 Class: standard
- 8 Fare: £.....

COMMUNICATION PRACTICE 22
(8.1, EXERCISE 3a)

Student B

Last week, you were on a training course. Answer your partner's questions about it. Use this information.

Course: Making Presentations
 Head office
 26 people
 Trainer: Rita Davies – sales manager
 Quite good, but very long

Last week, your partner was at a conference. Ask questions about it. Complete the information.

- Conference (name):
- Good?
- Location:
- Number of people:
- Key speaker (name):

COMMUNICATION PRACTICE 23
(8.2, EXERCISE 3)

Student B

Last week, you visited a customer in Liverpool. Your partner is your manager. Answer his/her questions about the visit. Use this information.

Trip: very good
 Company: Stone and Sons
 Travel: by train
 Hotel: small hotel near customer's office
 Talked to: Tom Fellows (manager) and Jane Lark (buyer)
 Discussed: you presented your new products
 Customer's opinion: liked products

Now you are your partner's manager. Last week, he/she visited a supplier's factory in Stuttgart. Ask questions about the business trip. Make notes.

- ... good trip?
- What company ... visit?
- How ... travel?
- Where ... stay?
- ... factory good?
- Who ... talk to?
- What ... talk about?

COMMUNICATION PRACTICE 24
(8.3, EXERCISE 4)

Student B

Last month, you went on holiday. Answer your partner's questions. Use this information.



Destination: Bermuda – package tour
 Transport: flight
 Departure: 5th (last month)
 Return: 21st (last month)
 Accommodation: hotel 100 metres from beach
 Activities: swimming, golf, sightseeing (rented a car)
 Good holiday? very good

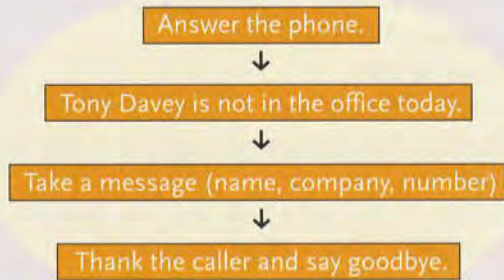
Last month, your partner went on holiday. Ask him/her as many questions as you can about it.

- Where ...? When ...? How ...? What ...?
- Did you ...? Was/Were ...?

COMMUNICATION PRACTICE 26 (9.2, EXERCISE 4)

Student B

You are Chris/Christina Black. You work for Everest Consulting. Sit back to back with your partner. Answer the phone when he/she calls you.



Now, you are Carl/Carla Willan from Pantek. Your phone number is 18789 10338799.

Make this phone call:

Telephone Connex. Ask to speak to Betty Colley. If she isn't in the office, or the line is busy, ask if she can call you back.

Start the call.

COMMUNICATION PRACTICE 30 (10.3, EXERCISE 3)

Student B

You are a passenger. Your partner is an assistant at an airline check-in desk. Check in for your flight. You have one large bag with you. Ask if the flight is on time.

Now you are an assistant at the check-in desk. Your partner is a passenger who wants to check in. Have a conversation. Use this information to ask and answer questions.

- ID?
- Seat position?
- Luggage?
- Give the passenger his/her boarding pass.
- Gate C12.
- No delays.

COMMUNICATION PRACTICE 33 (11.3, EXERCISE 3)

Student B

You're a receptionist at the Elm Hotel. Your partner is a guest who is going to check in. Use the information on the reservations card.

Reservations:	G			
Last name:	Garner	Gardner	Gaston	Geiger
Type of room:				
Nights:	2	3	1	2
Room number:	423	109	325	158
Information/Questions for guests				
Breakfast: 7.00 – 9.00				
Wake-up call?				

Now you are a guest at the Elm Hotel. You are checking out. Your company (ITS) is paying the bill. You have to pay the extras.

Room number:	133
Type of room:	
Nights:	2
Extras: one phone call + a mineral water from the minibar.	

COMMUNICATION PRACTICE 34 (12.1, EXERCISE 4)

Student B

Ask your partner how business is. Show you're interested in what he/she says.

Now look at the results for your company for the last two quarters. Describe how well/badly business is doing. Say if things are improving, and how quickly.



COMMUNICATION PRACTICE 35
(12.2, EXERCISE 3)

Student B

You and your partner work for Toreador Sports. You are buyers. Ask your partner about the product from Montego Accessories and complete the information. Then, use the information to answer your partner's questions about the product from Tempora.

How much/many ...?

Toreador Sports – Product File

Supplier: Montego Accessories

Product: 'Mistral' baseball cap



Product cost (full price): €.....

Number of products in stock:

Discount:%

Price in store: \$.....

Products sold last week: products

Profit from last week: \$.....

Toreador Sports – Product File

Supplier: Tempora

Product: 'Challenger' watch



Product cost (full price): €48.00

Number of products in stock: 300

Discount: 15%

Price in store: \$60.00

Products sold last week: 75 products

Profit from last week: \$2,115

Grammar and vocabulary practice

UNIT 1

1 Fill in the missing letters to complete the conversation.

Paul ¹ Hi. I'm Paul Canning.

Kate ² H _ l _ _ Paul. I'm Kate Brown.

Paul ³ _ _ e to meet you. ⁴ _ l _ _ m _ to Chicago.

Kate ⁵ _ _ nk _ .

2 Fill in the gaps with the correct form of *be*.

1 I'm Paul Reed and this is Julia Bell. We're form Zap Productions.

2 This is Diana Edison. _____ from CCC.

3 This is Alan Parker and this is Alan Dale. _____ from NorthNet.

4 This is George Carter. _____ from B-Line.

5 I'm David Clark. _____ from Safeguard.

3 Put the words in order. Make questions and answers.

1 she / from / where's ?

Where's she from?

Beijing / from / she's .

2 from / Jim / London / is ?

Manchester / from / no / he's .

3 from / they / are / where ?

Montpellier / in / from / France / they're .

4 are / where / from / you ?

Badajoz / in / I'm / from / Spain .

5 you / Germany / are / from ?

from / I'm / no / Austria .

4 Fill in the gaps.

1 Marseille is in the south of F _____ .

2 Gdansk is in the n _____ of P _____ .

3 Birmingham is in the c _____ of the U _____ .

4 Valencia is in the e _____ of S _____ .

5 Bonn is in the w _____ of G _____ .

5 Fill in the gaps with *a* or *an*.

1 Would you like a coffee?

2 Could I have _____ mineral water, please?

3 _____ iced tea, please.

4 A Would you like a drink?

B Yes, _____ orange juice, please.

5 Would you like _____ tea?

6 Could I have _____ drink, please?

6 Put the conversation in order. Write 1-5 in the boxes.

a Sugar, please. No milk.

b Yes. Would you like milk and sugar?

c OK. A coffee with sugar.

d Would you like a drink?

e Yes, please. Could I have a coffee?

UNIT 2

1 This is your business card. Fill in the gaps.

1 My telephone number is 0208 8062345.

2 My _____ is 17, Church Road.

3 My _____ is 07762148411.

4 My _____ is 0208 8062757.

5 My _____ is dkp@yt-line.com



Dan Powers
Marketing Consultant

17 Church Road, London N89 9BT

Tel: 0208 8062345 Mobile: 07762148411

Fax: 0208 8062757 email: dkp@yt-line.com

2 Put the words in order. Make sentences.

- telephone / what's / number / your ?
What's your telephone number?
- what's / address / your / email ?
.....
- the / fax / what's / number ?
.....
- mobile / your / what's / phone / number ?
.....
- email / this / address / my / is .
.....

3 Write the numbers.

- | | |
|----------------------|---------------------|
| 1 fourteen <i>14</i> | 5 forty-seven |
| 2 thirty | 6 eleven |
| 3 twenty-one | 7 fifty |
| 4 fifty-one | 8 thirty-nine |

4 Write the times as words.

- 11.20
twenty past eleven
- 5.15
.....
- 8.30
.....
- 12.40
.....
- 7.05
.....
- 3.45
.....
- 12.00
.....
- 9.25
.....
- 11.35
.....
- 12.50
.....

5 Fill in the gaps.

at what when's it's what's excuse

- Excuse* me. time is it?
- A the time?
B half past two.
- the next train to Brussels?
- The next train is three o'clock.

6 Match the numbers to the words.

- | | |
|-------|-----------------|
| 1 100 | a sixty-two |
| 2 70 | b a hundred |
| 3 62 | c seventy |
| 4 80 | d eighty-nine |
| 5 94 | e ninety-one |
| 6 73 | f ninety-four |
| 7 89 | g eighty |
| 8 91 | h seventy-three |

7 Write the plurals for these words.

- snack *snacks*
- drink
- dollar
- euro
- city
- fax
- student
- company
- phone number
- email address

UNIT 3

1 Fill in the missing letters to make jobs and workplaces.

- I'm an a cc ou nt an t. I work in an o ff ic e.
- He's an e ng in e r. He works in a f ac u l ty.
- She's a t ea ch n er. She works in a l ib.
- I'm a s al e s a g e n t. I work in a s h o p.
- She's a r es e ar ch n t. She works in a h o l.

2 Make questions for these answers.

- Where do you live?*
Dublin.
- ?
ICT Chemicals.
- ?
In the head office, in Dublin.
- ?
I'm a sales manager.

3 Fill in the gaps.

have buy sell make own come from

- Southland companies sell products for the office.
- 350 million customers their products each year.
- James and Ross Milburn the Southland Group.
- James and Ross Milburn the USA.
- They 32 factories.
- They 48 different products in their factories.

4 Write the numbers as words.

- 735 seven hundred and thirty-five
- 400
- 6,900
- 35,000
- 7.5
- 2,000,000
- 8.2 billion
- 50,000,000

5 Write the correct form of the verb.

- David Thomas owns a small company. (to own)
- They products for the home. (to sell)
- I from suppliers in Germany. (to buy)
- We two factories in France. (to have)
- Sarah Taylor Chicago. (to come from)
- The factories mobile phones. (to make)

6 Fill in the gaps in the questions with do or does.

- Where does Eva Bianchi live?
She lives in Rome.
- James Bernard own 50% of Orion?
Yes, he owns 50%.
- Where Goran Tatić come from?
He comes from Croatia.
- Southland factories make office products?
Yes, they make office products.
- you sell products on the Internet?
Yes, we sell products on the Internet.

7 Make seven sentences.

I	finish	breakfast		5.30 pm
She	start	work		7.15 am
He	have	lunch	at	9.00 am
They	get	up		12.15 pm
		a break		7.00 am
		dinner		11.00 am
				8.00 am

- I get up at 7.00 am.
- She has breakfast at 7.15 am.
-
-
-
-
-

8 Make negative sentences.

- My company has a cafeteria.
My company doesn't have a cafeteria.
- Alan is in the office.
.....
- I have the phone number.
.....
- Sharon works in the Melbourne office
.....
- We sell the product.
.....
- I'm an engineer.
.....

UNIT 4

1 Fill in the gaps.

know mean understand spell stand sure

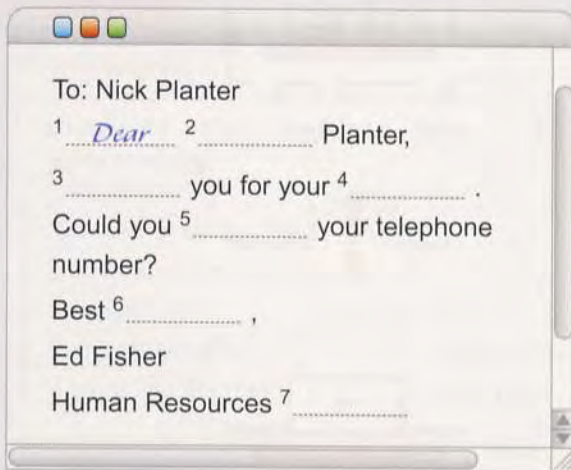
- How do you spell 'information'?
- A What does this ?
B I don't
- A I think 'B2B' means 'business-to-business'.
B Are you ?
- A What does UPS for?
B United Parcel Service.
- A Do you this email in English?
B Yes.

2 Put the words in order. Make sentences.

- 1 you / could / that / say / again ?
Could you say that again?
- 2 spell / you / that / could ?
- 3 could / slowly / more / speak / you ?
- 4 repeat / your / you / could / please / name ?
- 5 me / write / could / for / number / the / you ?

3 Fill in the gaps in the email.

dear manager message Mr regards
send thank



4 Fill in the gaps.

my 's your his of her our their

- 1 John and Rita are in *their* office.
- 2 Mr Evans is the sales manager. This is _____ phone number.
- 3 I have Ms Wade's email address, but I don't have _____ fax number.
- 4 We make the products at _____ factory in China.
- 5 I have a mobile phone. _____ number is 0589 198273801.
- 6 A Do you have a fax?
B Yes.
A What's _____ fax number?
- 7 What's the number _____ the Paris office?
- 8 What's Jan _____ email address?

5 Fill in gaps in the computer expressions.

software (x2) print save copy files
music

computer < *software*

> a document

download < _____

6 Put the words in order. Make sentences.

- 1 buy / products / where / I / can / the ?
Where can I buy the products?
- 2 CDs / I / how / the / can / copy ?
- 3 the / can't / read / I / file .
- 4 your / have / email / can / address / I ?
- 5 website / this / you / download / can't / from / music .
- 6 Internet / on / buy / can / books / where / we / the ?

UNIT 5

1 Fill in the missing letters to complete the sentences.

- 1 You can use our *f a x m* _____ e to send a message.
- 2 You can use the hotel *p* _____ *c* _____ *r* to make copies.
- 3 We can't plug in the laptop because there are no *p* _____ *r* *s* _____ *s*.
- 4 Each computer in the room has a *p* _____ *r*.
- 5 Can you book a *m* _____ *g* *r* _____ *m* for tomorrow at 10 am?
- 6 I can draw a diagram on the *f* _____ *p* *c* _____ *t*.

2 Fill in the gaps with the correct form of there is/are.

- 1 ? Is there a drinks machine here?
- 2 ✓ a photocopier in the office.
- 3 ✓ two messages for you.
- 4 X a fax machine here.
- 5 ? two power sockets in the room?
- 6 ? a phone I can use?
- 7 ✓ 20 stores in this country.
- 8 X two managers at the factory.

3 Make sentences.

- 1 I / need / use / photocopier .
I need to use a photocopier.
- 2 she / need / phone / the office .
.....
- 3 I / need / new computer .
.....
- 4 he / need / mobile phone .
.....
- 5 they / need / meet / the customer .
.....

4 Write the ordinal numbers as words.

- 1 His office is on the fifth (5th) floor.
- 2 The lift is at the (10th) floor.
- 3 Reception is on the (1st) floor.
- 4 The Zantek offices are on the - (22nd) and - (28th) floors.
- 5 There's a very good view from my office on the - (33rd) floor.
- 6 There are meeting rooms on the (7th) floor.

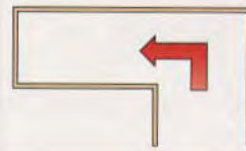
5 Fill in the gaps.

turn where's on over through where
end excuse past please

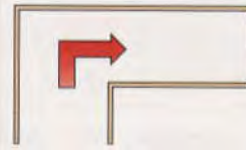
- 1 A Excuse me.
B Yes?
A the lift, please?
B The lift? It's there, just the stairs.
- 2 A are the toilets, ?
B Go to the of the corridor and right.
A the doors?
B Yes, and it's the second door your left.

6 Make sentences using imperatives.

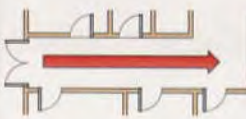
right past the lift to the end of the corridor
left through the doors



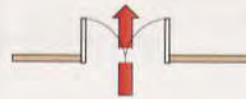
1 Turn left.



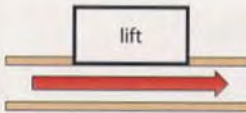
2



3



4



5

7 Homes. Fill in the missing letters.

- 1 I live in a two-room a p a r t m e n t.
- 2 His h _ _ _ e is in the city centre.
- 3 We have TVs in the k _ _ _ _ n and in the l _ _ _ _ g room.
- 4 The property is big. It has five b _ _ _ _ _ s and two b _ _ h _ _ _ s.
- 5 There's a swimming pool in the g _ _ _ _ n.

8 Write the opposites of the adjectives.

- 1 hot cold
- 2 new
- 3 nice
- 4 cheap
- 5 high
- 6 small

9 Make sentences. Use *very* or *quite* and the adjectives.

- 1 The house has nine bedrooms and three bathrooms. (*big*)
The house is very big.
- 2 The building has six floors. (*high*)
- 3 My apartment has one bedroom and a living room. (*small*)
- 4 My kitchen is 40 m². (*large*)
- 5 The corridor is 7 m. (*long*)

UNIT 6

1 Fill in the gaps.

conference trips meetings fairs
presentations

- 1 Do you go on business trips?
- 2 I sometimes go to trade
- 3 I usually have in my office.
- 4 I sometimes give to large groups.
- 5 I go to our company every year.

2 Add the words in brackets to the sentences.

- 1 I get up at 6.30. (*usually*)
I usually get up at 6.30.
- 2 I take work home. (*never*)
- 3 I don't send faxes. (*often*)
- 4 Do you go to trade fairs? (*sometimes*)
- 5 I have lunch at home. (*always*)
- 6 I go to meetings. (*a lot of*)
- 7 I don't go to conferences (*a lot*)

3 Fill in the missing letters to make 'present time' words.

- 1 What are you doing at the m o m e n t?
- 2 We're working in the office n _ _ .
- 3 Are they having the conference t _ _ _ week?
- 4 I'm working at home t _ _ _ _ .

4 Make sentences. Use the present continuous.

- 1 he / have / coffee at the moment .
He's having coffee at the moment.
- 2 she / not / work / at home today .
- 3 you / leave / now ?
- 4 where / you / go ?
- 5 I / not / read / the report now .
- 6 what / you / do ?
- 7 he / have / lunch at the moment ?
- 8 they / not / have / a meeting this morning .

5 Underline the correct form of the verbs.

- 1 I love swim/swimming. I go every morning.
- 2 I like watch/watching football, but I can't play/playing very well.
- 3 I hate run/running. I much prefer cycle/cycling.
- 4 What do you like do/doing in your spare time?
- 5 I can't ski/skiing very well. It's very difficult.
- 6 I don't like play/playing chess. It's boring.

6 Fill in the gaps with correct form of *go*, *play* or *do*.

- 1 I go running.
- 2 Do you football?
- 3 He weight training.
- 4 She aerobics after work.
- 5 I cycling in the morning.
- 6 He the guitar in a band.
- 7 They fishing.

UNIT 7

1 Write the dates as words.

- 10.05 May the tenth / the tenth of May
- 14.07 _____ / _____
- 03.12 _____ / _____
- 05.11 _____ / _____
- 01.04 _____ / _____
- 22.01 _____ / _____

2 Fill in the gaps with *in, on, or at*.

- I can make it on the fifteenth.
- Can we meet _____ the beginning of the month?
- I'm going to the Toronto office the last week _____ March.
- Our next meeting is _____ the end of April.
- Vickie can see you _____ Thursday.
- What about a meeting _____ the nineteenth?
- I can phone you _____ the afternoon.
- The presentation is _____ three o'clock.

3 Fill in the gaps.

busy meet free make fine about

- When can we meet ?
- When are you _____ ?
- What _____ the fifth of June?
- Yes, I can _____ it on the tenth of April.
- No, I'm _____ on the thirtieth.
- Ten o'clock? Yes, that's _____ .

4 Fill in the gaps.

driving arriving changing flying
coming staying

- A Where are you staying in Avignon?
B At the hotel Ibis.
- A Are you _____ to Barcelona?
B Yes, with Lufthansa.
- A When are you _____ in London?
B At 20.30.
- A When are you _____ back from Zurich?
B On Monday evening.
- I'm _____ to Bologna this time. It's only two hours by car.
- A Are you flying direct to Hong Kong?
B No, I'm _____ in Amsterdam.

5 These are your arrangements for next week. Describe what you are doing.

Mon 1

Fly to Frankfurt LH208 - 8.20
Meeting: 2.30 Hans Baumann

Tues 2

Train > Cologne 8.00.
Dinner with Tony at hotel

Wed 3

Cologne office

Thu 4

Train to Frankfurt 1.30
Fly home LH209 - 5.35

Fri 5

Give presentation - 2.30
Finish early (drink with Jill)

Sat 6

Golf - 9.30

Sun 7

1 On Monday morning, I'm flying to Frankfurt.

2 _____

3 _____

4 _____

5 _____

6 _____

6 Buying a train ticket. Fill in the gaps.

- A single _____ or a return ticket?
- I don't know the times of trains. Do you have a t _____ ?
- What time does the train a _____ in London?
- Can I r _____ a seat, please?
- A first or second c _____ ticket?
- How much is the f _____ from London to Paris?

7 Complete the questions to match the answers.

- 1 A Where would you like to go?
B I'd like to go to Milan.
- 2 A do you want to pay?
B I want to pay by credit card.
- 3 A you like a single or a return?
B I'd like a single, please.
- 4 A do you want to come back?
B I want to come back on Monday.
- 5 A you like to book a seat now?
B Yes, I'd like to book a seat now.
- 6 A you want to travel second class?
B No, I want to travel first class, please.

UNIT 8

1 Fill in the gaps with was, wasn't, were or weren't.

- 1 A Where WERE you yesterday?
B We in a meeting.
- 2 A you at the conference in Paris last month?
B Yes, I in Paris.
- 3 A Julia at the trade fair last year?
B No, she there.
- 4 A they at the presentation yesterday?
B No, they there. They on a trip.

2 Fill in the gaps.

yesterday weeks ago morning last night

- 1 He was in New York ten days
- 2 Today is Monday so, was Sunday.
- 3 I was in Australia month.
- 4 The trade fair was three ago.
- 5 They were in the office this
- 6 There was a problem at the factory last

3 Match the pairs to make sentences. Write a-e in the boxes.

- 1 c She presented
- 2 We didn't talk
- 3 They discussed
- 4 I visited the factory
- 5 We didn't look

- a at the new office.
- b about work over lunch.
- c the new project at the presentation.
- d prices at the meeting
- e to see the new production line.

4 Make sentences in the past simple.

- 1 he / present / sales report / last Friday .
He presented the sales report last Friday.
- 2 we / not discuss / prices / yesterday .
.....
- 3 she / phone Gavin / last week ?
.....
- 4 they / email you / yesterday ?
.....
- 5 I / phone Alan / last Monday .
.....
- 6 she / talk to Sally / yesterday .
.....

5 Match the pairs to make sentences. Write a-j in the boxes.

- 1 d Last year
 - 2 We travelled by ferry from
 - 3 We travelled around by
 - 4 We stayed
 - 5 Our accommodation
 - 6 We went sightseeing
 - 7 Every afternoon we
 - 8 The nightlife was
 - 9 There were lots of good
- a was near the beach.
 - b discos and restaurants.
 - c every morning.
 - d we went to Spain on holiday.
 - e relaxed by the pool.
 - f at a small hotel.
 - g car.
 - h very good.
 - i Plymouth to Santander.

6 Write the past simple form of the verbs.

- 1 We flew back last night. (*fly*)
- 2 I this CD on my holiday. (*buy*)
- 3 I home last Friday. (*come*)
- 4 We a ferry to the island. (*take*)
- 5 We a week in France last year. (*have*)
- 6 They on May 5th. (*leave*)
- 7 We at a good restaurant last night. (*eat*)
- 8 Tom to China last year. (*go*)
- 9 I a coffee at the airport. (*drink*)
- 10 The ticket €395. (*cost*)
- 11 We lots of interesting things. (*see*)
- 12 We from London to Barcelona. (*drive*)

UNIT 9

1 Match the documents to their definitions.

- | | |
|-------------|-------------------------------|
| 1 bar chart | a the record of a meeting |
| 2 schedule | b the plan for a meeting |
| 3 agenda | c a circle showing data |
| 4 pie chart | d information in columns |
| 5 minutes | e the timetable for a project |

2 Fill in the gaps with the correct object pronouns.

me you him her it us them

- 1 I don't have the agenda. Could you send it to me?
- 2 There's a message for Can you phone Trevor before 3 pm?
- 3 Julia wants to see your report. Can you send a copy?
- 4 I'm sending four attachments. I hope you can open
- 5 Mr Johnson phoned. Can you contact today, please?
- 6 We don't have the new schedule. Can you email it to ?
- 7 Could you send the minutes for the last meeting? I don't have a copy.

3 Fill in the gaps with the past simple form of the irregular verbs.

- 1 I spoke to Roberto yesterday. (*speak*)
- 2 I John about the meeting. (*tell*)
- 3 Scott me a copy of the schedule at the last meeting. (*give*)
- 4 Sarah phoned. She she needs to speak to you. (*say*)
- 5 I Claire at the conference last week. (*see*)
- 6 We Sam's presentation was very interesting. (*think*)
- 7 He my report after the meeting. (*read*)
- 8 We a planning meeting last Friday (*have*)
- 9 Tom me an email this morning. (*send*)
- 10 I a report on the project last month. (*write*)

4 Fill in the gaps in the telephone conversation.

- A Could I ¹ speak to Nathalie, please?
- B Who's ², please?
- A ³ 's Jessica Keen.
- B Just a ⁴, please. Would you like to ⁵ ..?
- A Yes, please.
- B Sorry. I'm ⁶ she's not in her office.
- A OK, I'll call her ⁷ later.

5 Make offers and decisions using I'll.

- 1 send / you / information .
I'll send you the information.
- 2 give / Tom / message .
.....
- 3 phone / you / later .
.....
- 4 ask / manager / about / order .
.....
- 5 email / Tina / this morning .
.....
- 6 call / back / after / meeting .
.....

6 Sense (S) or nonsense (N)? Write S or N in the boxes.

- 1 Is it warm there? – Yes, it's freezing. N
- 2 It's hot and sunny here.
- 3 It's windy and cloudy in the office this morning.
- 4 It's freezing this morning. It's minus ten degrees.
- 5 The weather's miserable here. It's foggy and cold.
- 6 A What's the weather like there?
B There's a thunderstorm.

7 Circle the correct tense.

- 1 It every day last month in Moscow.
a is snowing **(b) snowed** c snows
- 2 It often in April.
a rains b rained c is raining
- 3 The sun now.
a shone b shine c is shining
- 4 We a thunderstorm last night.
a have b had c are having
- 5 It two days ago.
a is foggy b was foggy
- 6 It at the moment.
a is windy b was windy

2 Make comparisons.

- 1 planes/trains (+ fast)
Planes are faster than trains.
- 2 Ferraris/Fords (– economical)
Ferraris are less economical than Fords.
- 3 driving /flying (+ dangerous)
.....
- 4 modern jets/older planes (+ safe)
.....
- 5 Airbus 380/Boeing 747 (+ big)
.....
- 6 planes/high-speed trains (– reliable)
.....

3 Make superlatives.

- 1 flying / safe way to travel .
Flying is the safest way to travel.
- 2 a high-speed train / convenient way to travel .
.....
- 3 what / good way / get to the airport ?
.....
- 4 which / expensive airline ?
.....
- 5 a low-cost airline / cheap option .
.....

4 Fill in the gaps.

sure right agree think true prefer

- 1 A A ticket on the Eurostar costs 200 euros.
B Yes, you're *right* .
- 2 A I think trains are the most convenient way to travel.
B Oh, I to drive.
- 3 A Flying is the best option.
B Yes I
- 4 I driving is the most dangerous way to get from A to B.
- 5 A There are no high-speed trains in England.
B Oh, I'm not so What about the Intercity?
- 6 A On short journeys the TGV is faster than flying.
B Yes, that's

UNIT 10

1 Write the opposites.

small bad safe near old cheap
difficult high

- 1 expensive *cheap*
- 2 low
- 3 large
- 4 dangerous
- 5 easy
- 6 modern
- 7 far
- 8 good

5 Fill in the gaps in the conversation at check-in.

gate aisle luggage briefcase
boarding delayed hand time
passport card suitcase

- Stewardess Hello, can I see your ticket and your ¹ *passport*, please?
- Passenger Yes, here's my ticket and I have an identity ² Is that OK?
- Stewardess That's fine, no problem. Would you like an ³ or a window seat?
- Passenger A window seat, please. Is the flight on ⁴ ?
- Stewardess Sorry, no. I'm afraid it's ⁵ about 40 minutes. Do you have any ⁶ to check in?
- Passenger Only one ⁷
- Stewardess And do you have any ⁸ luggage?
- Passenger Only my ⁹
- Stewardess Yes, that's fine. OK, here's your ¹⁰ pass.
- Passenger Thank you.
- Stewardess Boarding starts in 30 minutes. ¹¹ 42 B.
- Passenger OK, thank you.
- Stewardess You're welcome.

6 Fill in the gaps with *some, any or no*.

- 1 I have *some* identification – here's my passport.
- 2 I'm sorry there aren't aisle seats left.
- 3 I have hand luggage – a briefcase.
- 4 No, I have luggage.
- 5 There aren't shops after the security check.
- 6 There are shops and a café over there.
- 7 I'm sorry, I have other identification with me.
- 8 Yes, there's information about flights on the screen over there.

UNIT 11

1 Put the words in order. Make sentences.

- 1 agenda / shall / the / this / we / afternoon / discuss ?
Shall we discuss the agenda this afternoon?
- 2 him / I / the / an / email / send / shall / about / price / new / list ?
.....
- 3 meeting / shall / where / have / we / the?
.....
- 4 again / let's / on / Friday / afternoon / talk .
.....
- 5 shall / when / visit / the / we / factory ?
.....
- 6 go / by / to / train / the / let's / conference .
.....

2 Fill in the gaps.

first after urgent next finally then

¹ *First*... let's have a coffee and ² that we can discuss work. Let's talk about the new office plan, that's the most ³ job, and ⁴ we can discuss the new office furniture. The ⁵ thing to do is to look at suppliers and prices for the furniture. ⁶, we need to arrange a meeting with the suppliers we choose.'

3 Make sentences with *going to*.

- 1 where / they / meet ?
Where are they going to meet?
- 2 what / she / present / at the conference ?
.....
- 3 he / fly / to Moscow / on Friday .
.....
- 4 we / have dinner / at the hotel .
.....
- 5 you / work / late / tonight ?
.....
- 6 I / not book / the tickets / on the Internet .
.....

4 Fill in the missing letters to complete the sentences.

- 1 What are your p l a n s for next week?
- 2 What's your main a ?
- 3 Our o j is to make the website easier to use.
- 4 Our t t date is the end of the year.
- 5 Our g is to finish the project in two months.

5 Make sentences with the correct form of *have got*.

- 1 Do you have the bill?
Have you got the bill?
- 2 We have a reservation for two nights.
.....
- 3 Mr Soga doesn't have a minibar in his room.
.....
- 4 They don't have their keys.
.....
- 5 The receptionist has a message for you.
.....
- 6 I don't have your extension number.
.....

6 Fill in the gaps.

signature double room extras bill
wake service check up in minibar

- 1 Two people need a double room at a hotel.
- 2 When you arrive at a hotel you
- 3 You write your on a cheque.
- 4 The hotel gives you a when you leave.
- 5 If you want a meal in your room, phone
- 6 You ask for a - call, if you need to get up early.
- 7 Phone calls aren't included in the price of a hotel room. They are
- 8 There's a in your room, if you want a drink.

UNIT 12

1 Fill in the gaps so that the second sentence in each pair has a similar meaning to the first.

loss quarter increased profit improved costs

- 1 We earned a lot of money.
We made a big profit .
- 2 Here are figures for the last three months.
Here are figures for the last
- 3 We spent less money.
We cut
- 4 Sales grew by 10%.
Sales by 10%.
- 5 We lost money last year.
We made a last year.
- 6 Our business got better.
Our business

2 Change the sentences. Use adverbs.

- 1 The train is slow.
The train is travelling slowly .
- 2 It was a quick meeting.
The meeting went
- 3 We had a good holiday.
Our holiday went
- 4 It's hard work.
We're working
- 5 It was a bad project.
The project went
- 6 She's a fast worker.
She works

3 Match the pairs of sentences with similar meanings. Write a-e in the boxes.

- 1 A lot of companies sell the same products as us.
 - 2 Lots of people want to buy this.
 - 3 You can buy this product a bit cheaper.
 - 4 We have a large stock of products.
 - 5 We provide the same service as them.
- a You can get a small discount.
b We have lots of goods in our warehouse.
c We have lots of competitors.
d We compete with them.
e There's a big demand for it.

4 Make questions with *much* or *many*.

- 1 how / products / are on sale ?
How many products are on sale?
- 2 are / stores / making a profit ?
.....
- 3 how / profit / did you make ?
.....
- 4 was there / demand / for snacks and drinks ?
.....
- 5 how / discount / did you get ?
.....
- 6 are / suppliers / selling this product ?
.....

5 Fill in the gaps.

pin changing off credit receipt
sale size on

- 1 They're having a *sale* . Everything is half price.
- 2 They're half price. There's 50%
- 3 The room's just over there.
- 4 It's too small. Do you have it in a bigger ?
- 5 A Can I pay by card, please?
B Yes, of course. Can you put in your number, please?
- 6 A Is it the right size?
B I don't know. I'll try it
- 7 I'll put your in the bag.

6 Fill in the gaps with *this*, *that*, *these* or *those*.

- 1 Can I try on *those* shoes over there?
- 2 How much is T-shirt in the shop window?
- 3 A Do you like shirt?
B Yes, it looks great on you?!
- 4 Mmm! sandwiches are delicious!
- 5 Excuse me. Are jeans over there in the sale?
- 6 A I've got little present for you.
Here you are. Happy birthday!
B Oh, thanks!

Grammar reference

1 BE: PRESENT SIMPLE

- The verb *be* is irregular.

Positive

long form *short form*

I am	I'm
you are	you're
he is	he's
she is	she's
it is	it's
we are	we're
they are	they're

Negatives

long form *short form*

I am not	I'm not
you are not	you aren't / you're not
he is not	he isn't / he's not
she is not	she isn't / she's not
it is not	it isn't / it's not
we are not	we aren't / we're not
they are not	they aren't / they're not

Questions

Short answers

positive *negative*

Am I ... ?	Yes, I am.	No, I'm not. (<i>one form</i>)
Are you ... ?	Yes, you are.	No, you aren't / you're not.
Is he ... ?	Yes, he is.	No, he isn't / he's not.
Is she ... ?	Yes, she is.	No, she isn't / she's not.
Is it ... ?	Yes, it is.	No, it isn't / it's not.
Are we ... ?	Yes, we are.	No, we aren't / we're not.
Are they ... ?	Yes, they are.	No, they aren't / they're not.

- We use the short form in conversations. *Be* has two negative short forms. They are both common.

2 SUBJECT PRONOUNS

Singular

I/you/he/she (to talk about people)
it (to talk about things and animals)

Plural

we/you (to talk about people)
*they (to talk about people, animals
and things)*

- We use pronouns to replace nouns.
John is in the office. > He is in the office.
Sally and I are in London. > We are in London.
Dan and Fergal are at the sales conference. > They are at the sales conference.
- The pronoun *I* always has a capital letter.
Tom and I are from Boston.
- You* is singular and plural.
Joe, are you from New York?
Ann and Nick, are you from New York?

3 DEFINITE ARTICLE: THE

- There is only one gender for nouns in English, so there is only one definite article: *the*.
He is in the London office.
St. Petersburg is in the north of Russia.
- We use *the* with singular and plural nouns.
Where's the office?
Where are the offices?
- We use *the* when we are talking about a particular thing.
Close the door.

4 INDEFINITE ARTICLES: A/AN

- There are two indefinite articles: *a* and *an*. We use *a* or *an* with a singular noun.
- We use *a* before consonants:
a coffee, a company, a tea
- We use *an* before the vowel sounds:
an apple juice, an iced tea, an email, an office, an umbrella

- Some words begin with *u*, but it is not a vowel sound: **a university**.
H is a consonant, but some words begin with a silent *h*:
a hotel (consonant)
an hour (silent *h*)

5 POSSESSIVE ADJECTIVES

- Use these adjectives to talk about possessions.

Singular

my/your/his/her/its

Plural

our/your/their

- The form is the same before a singular or plural noun.
What's his mobile number?
Where are his tickets?
- We use *his/her* for people. We use *its* for things and animals.
Marie is the marketing manager. This is her email address.
FJK is a big company. Its head office is in Edinburgh.

6 POSSESSIVE 'S AND OF

- Use the possessive 's with people's names.
What's Sally's phone number?
(NOT *What's the phone number of Sally?*)
- Use the possessive *of* when you talk about places.
What's the phone number of the factory?
(NOT *What's the factory's phone number?*)

7 PLURALS

- We use a plural noun to talk about two (or more) persons or things.
Two hotdogs, please.
The faxes are on your desk.
ZY have offices in five countries.
- Nouns ending in *-ch*, *-sh*, *-x* or *-s*
sandwich > *sandwiches*
fax > *faxes*
address > *addresses*
- Nouns ending in consonant + *-y*
country > *countries*
company > *companies*

- There are some irregular plurals (*man* > *men*, *woman* > *women*, *child* > *children*).
- When there are two words, only the second word ends in *-s* in the plural.
phone number > *phone numbers* (NOT *phones numbers*)

8 QUESTION WORDS

- We use these question words to ask about:

places:	<i>Where ...?</i>
things:	<i>What ...?</i>
time:	<i>When ...? / What time ...?</i>
people:	<i>Who ...?</i>
method/way:	<i>How ...?</i>
price:	<i>How much ...?</i>
number:	<i>How many ...?</i>
reason:	<i>Why ...?</i>

Where are you from? – *Dijon.*

What's the address? – *It's 52, King Street.*

When's / What time's the flight to Beijing? – *At seven fifteen.*

Who's the Training Manager? – *Matthew Crawford.*

How do you spell your name? – *C-H-R-I-S-S-Y.*

How much is a coffee? – *Two euros.*

How many people work in your office? – *Nine or ten.*

Why isn't Jenny here? – *She's at the Milan office this week.*

(*What's = What is, When's = When is, What time's = What time is, Who's = Who is*)

(See also questions with *much/many*, Grammar reference 34.)

9 PRESENT SIMPLE

- We use the present simple to talk about routines, regular activities and things that are generally true.
Helen works in Manchester.
I go to work by train.

Positive

I/you/we/they	work
he/she/it	works

Negative

I/you/we/they	don't work
he/she/it	doesn't work

Questions	Short answers
Do I/you/we/they work?	Yes, I/you/we/they do . No, I/you/we/they don't .
Does he/she/it work?	Yes, he/she/it does . No, he/she/it doesn't .

(don't = do not, doesn't = does not)

- For most regular verbs, add an -s to the infinitive to make the third person singular. Add -es to *do*, *go*, and verbs ending in -ch, -sh, -s or -x. For verbs ending in consonant + -y, change -y to -ies.

Infinitive	he/she/it
live	lives
go	goes
do	does
watch	watches
fax	faxes
supply	supplies
study	studies

- For company names we can use the third person singular or the third person plural. *Metalin **sell/sells** products all over the world.*
- We use *do* to make questions in the present simple, but *do* is also an ordinary verb. *What do you **do**? – I'm an accountant.*
*She **does** judo at an evening class.*
- Normally we use the short forms (negative) in conversation. *He **doesn't** work in an office.*

10 THERE IS/ARE

- We use *there is/are* to say if something exists or how many exist.
- there's / there is* + singular noun
***There's** a car park at the factory. (there's = there is)*
***Is there** a cafeteria? – No, **there isn't**.*
- there are* + plural noun
***There are** five computers in the office.*
***Are there** power sockets in the room? – No, **there aren't**.*
- The past simple of *there is/are* is *there was/were*.

11 IMPERATIVE

- We use the imperative to give directions, orders and instructions.
- For the positive it is the same as the infinitive. The negative form is: *Don't* + infinitive.
Go to the end of the corridor. Turn left/right.
***Don't use** that computer – it isn't working.*
- In English people mainly use the imperative for directions. It can be very impolite in other situations. For example, it is much more polite to say '*Could I have a coffee, please?*' than '*Give me a coffee, please*'.

12 ADJECTIVES

- Adjectives go before the noun they describe (or after the verb *be*).
*It's a **new** computer.*
*This computer is **new**.*
- Adjectives have only one form for singular and plural.
*It's a **big** house with a **small** garden.*
*They are **big** houses with **small** gardens.*
- We use *quite* and *very* before an adjective to describe something in more detail.

	very big.
	quite big.
His office is	not very big.
	quite small.
	very small.

- We can also use *really* and *fairly* in this way.
*This meeting is **really** important. (= very)*
*It's **fairly** expensive. (= quite)*

13 PREPOSITIONS

Location:

- Use *in* and *near* for location of a town/city.
*Madrid is **in** Spain, **in** the centre.*
*Canton is **near** Hong Kong.*

Time:

- Use *the ... of* with dates:
***the tenth of** June*
- Use *on* for a specific day or date:
on** Saturday / **New Year's Day** / **15th March

- Use *in* for a period of time:
in June / the first quarter / 2006
- Use *at* with clock times and parts of weeks or months:
at ten o'clock / the end of June / the weekend
BUT: *in the middle of April*
- For parts of the day we say:
in the morning/afternoon/evening
BUT: *at night*

14 CAN

- We use *can* to ask permission and make requests.
Permission:
Can I use your phone?
Requests:
Can you photocopy this, please?

(See also *could* for permission and requests, Grammar reference 15.)
- We also use *can* to talk about possibility and ability.
Possibility:
You can't buy it in the shops, but you can order it on the Internet.
Ability:
He can speak Chinese, but he can't write it.
- There is only one form of this verb for all persons.
Positive: subject + *can* + infinitive
I can open this file.
Negative: subject + *can't* + infinitive
She can't use a computer.

Questions: *Can* + subject + infinitive
Can we pay by credit card?
Short answers: *Yes/No* + subject + *can/can't*
Yes, you can./No, you can't.
- In the negative there is also long form (*cannot*). Normally, we use the short form (*can't*). The long form is very formal.
- We use *You can ...* to mean 'people in general'.
You can book your ticket online.

15 COULD

- We use *could* to ask permission and make polite requests. It is more polite than *can*.
Permission:
Could I use your phone?
Requests:
Could you photocopy this, please?
- There is only one form of this verb for all persons. In questions the form is:
Could + subject + infinitive
Could you say that again, please?
(NOT ~~*Could you to say that again, please?*~~)

16 NEED (TO)

- We use *need* in two different ways, to talk about things which are necessary.
need + *to* + infinitive
I need to read the report before the meeting.
need + noun
He needs 20 copies of the report.

17 ADVERBS OF FREQUENCY

- We use adverbs of frequency (*often, sometimes, never, etc.*) with verbs to say how often people do things.
- Adverbs of frequency generally go before the main verb, but after the verb *be*.
I always go to the sales conference.
We never give presentations.
Our profits are usually very good.
- We also use *a lot/lots* to mean *often*.
He travels abroad a lot.

18 PRESENT CONTINUOUS (FOR THE PRESENT)

- We use this tense to describe things that are happening now / at the moment.
Where's Nick? – He's having lunch at the moment.
They're visiting our new factory this week.
I'm working at home today.
- The form of the present continuous is:
be + verb + *-ing*.

Positive

I'm		going.
he's/she's/ it's		
you're/we're/ they're		

Negative

I'm not working		going.
he/she/it		
you/we/they		

Questions

Am I		going?
Is he/she/it		
Are you/we/they		

Short answers*positive*

Yes, I am.

Yes, he/she it is.

Yes, you/we/they are.

negative

No, I'm not.

No, he/she/it

No, you/we/they

- If the infinitive of the verb ends in *-e*, remove the *-e* before adding *-ing*.

make > **making***phone* > **phoning***have* > **having**

- With some verbs you double the last consonant.

run > **running***swim* > **swimming***travel* > **travelling****19 GERUND**

- We use a verb + *-ing* (or an ordinary noun) after verbs of like and dislike (for example, *like/love/hate/prefer/don't mind*)

*I love **swimming**.**He likes **travelling** but he doesn't like long flights.***20 PRESENT CONTINUOUS: FUTURE ARRANGEMENTS**

- We use the present continuous to talk about definite arrangements for the future.

*She's **presenting** the new product on Friday.**I'm **going** to Milan next week.*

(See Grammar reference 18, for the form.)

21 WOULD LIKE TO

- We use *would like to* to ask polite questions. It is more polite than *want to*. The negative form of *would* is *wouldn't*.

***Would** you **like to** reserve a seat? –**Yes, **I would**. / No, **I wouldn't**.*

- The positive form is *would like to* + infinitive. We normally use the short form of *would* ('d) when we speak.

I'd like to** travel second class, please.**(= I would like to)22 BE: PAST SIMPLE****Positive**

I/he/she/it was

you/we/they were

Negative

I/he/she/it wasn't

you/we/they weren't

Questions

Was I/he/she/it ...?

Were you/we/they ...?

Short answers*positive*

Yes, I/he/she/it was.

Yes, you/we/they were.

negative

No, I/he/she/it wasn't.

No, you/we/they weren't.

- *Wasn't* and *weren't* are short forms for *was not* and *were not*. We normally use the short forms of the negative in conversation.

- With *be*, no auxiliary verb is needed in the past simple:

*Was he late?*NOT ~~*Did was he late?*~~

23 PAST SIMPLE

- The form for the past simple is the same for all persons. Most regular verbs follow the same pattern.

Positive: subject + infinitive + *-ed*

He **talked** to Ben yesterday.

Negative: subject + *didn't* + infinitive

They **didn't discuss** the report.

Question: *Did* + subject + infinitive

Did you **talk** about the trip to China?

Short answers: *Yes/No* + subject *did/didn't*.

Yes, I **did**. / No, I **didn't**.

- For verbs ending in *-e*, just add *-d*, to make the positive form.

phone

I **phoned** him, but he was in a meeting.

receive

We **received** your order last Monday.

- For verbs ending in consonant + *-y*, change *-y* to *-ied*.

supply

Last year we **supplied** all their stores.

study

She **studied** German for two years.

24 OBJECT PRONOUNS

- We use object pronouns when we don't want to repeat the names of people or things. Object pronouns go after the main verb or after a preposition.

I can speak to Ms Jones. I'm seeing **her** today.

Do you have the agenda? – Yes, I have **it**.

Jim and Rosa are here. I'm working with **them**.

- In English there is no difference between direct object and indirect object pronouns.

Peter, could you send **me** the schedule?
(indirect object = *to me*)

I sent **it** last week. (direct object)

He needs the file. Can you send it to **him**?
(indirect object)

Can you check the figures and send **them** to Kelly? (direct object)

25 WILL: SPONTANEOUS DECISIONS AND OFFERS

- Use *will* when you offer or quickly decide to do something:

Can I give you the number? – Yes, **I'll** write it down.

Antonio's having lunch. – OK, **I'll** call back later.

The photocopier isn't working. – Right, **we'll** send someone to repair it.

- The short form of *will* is 'll (*I'll* = *I will*, *you'll* = *you will*, etc.) Always use the short form when you speak, for offers and decisions.

26 COMPARATIVES

- When you compare two things use the comparative form + *than*.

Modern planes are **bigger than** older ones.

Business class is **more expensive than** economy class.

- There are two different ways to make the positive comparative form of regular adjectives:

– adjective + *-er*

– *more* + adjective

The form you use depends on the number of syllables in the adjective.

- For one-syllable adjectives ending in a consonant, add *-er*:

small > **smaller** *cheap* > **cheaper**
fast > **faster**

(Some short adjectives double the final consonant: *big* > **bigger**)

- If a one-syllable adjective already ends in *-e*, you just add *-r*:

safe > **safer** *nice* > **nicer** *large* > **larger**

- If a two-syllable adjective ends in *-y*, take away the *-y* and add *-ier*:

busy > **busier** *easy* > **easier**

- If a two-syllable adjective ends in a consonant, use *more* + adjective:

modern > **more modern**
formal > **more formal**

- With long adjectives of three or more syllables, use *more* + adjective:

expensive > **more expensive**
economical > **more economical**

- There is only one negative comparative form: *less* + adjective:
less cheap less busy less modern less expensive
- There is no pattern to irregular adjectives. You have to learn the different forms of the comparative. (See Unit 10.1.)

27 SUPERLATIVES

- There are two different ways to make the superlative form of regular adjectives:
 - *the* + adjective + *-est*
 - *the* + *more/less* + adjective
 As for the comparative, the form you use depends on the number of syllables in the adjective.
- For one-syllable adjectives ending in a consonant, add *-est*:
small > the smallest cheap > the cheapest fast > the fastest
(Some short adjectives double the final consonant: *big > biggest*)
- If a one-syllable adjective already ends in *-e*, you just add *-st*:
safe > the safest nice > the nicest large > the largest
- If a two-syllable adjective ends in *-y*, take away the *-y* and add *-iest*:
busy > the busiest easy > the easiest
If a two-syllable adjective ends in a consonant, use *the most* + adjective:
modern > the most modern formal > the most formal
- With long adjectives of three or more syllables, use *the most* + adjective:
expensive > the most expensive economical > the most economical
- There is only one negative comparative form: *the least* + adjective:
the least cheap the least busy the least modern the least expensive
- There is no pattern to irregular adjectives. You have to learn the different forms of the superlative. (See Unit 10.2.)

28 SOME/ANY/NO

(See countable/uncountable nouns, Grammar reference 33.)

- Use *any* with uncountable or plural nouns in questions.
Do you have any identification/luggage?
Are there any shops / window seats?
- Use *any* with uncountable or plural nouns in negative sentences.
I don't have any luggage.
I don't have any bags.
- Use *some* with uncountable or plural nouns in positive sentences.
I have some identification/luggage.
There are some shops/suitcases there.
- Use *no* with uncountable or plural nouns to say that you don't have something.
I have no luggage.
I have no bags.

29 SUGGESTIONS: SHALL I/WE ...? LET'S ...

- We use *shall* and *let's* to make suggestions. Their form is:
Shall + *I/we* + infinitive?
Let's + infinitive
- Use *Shall I ...?* when you offer to do something or suggest doing something.
Offer:
Shall I do the photocopies?
Suggestion:
Shall I write the report now?
- Use *Shall we ...?* when you want to suggest doing something with someone else.
Shall we meet next week?
Shall we talk about the design?
- Use *Let's ...* when you want to suggest doing something with someone else.
Let's catch the ten o'clock train.
Let's go to the Berlin trade fair.
Let's is the short form of *Let us*. Always use the short form – the long form is uncommon.

30 FUTURE WITH GOING TO

- We use *going to* to talk about plans and intentions.
- The form is: *be* + *going to* + infinitive.

Positive

I'm		
He's/She's/It's	going to	start early.
You're/We're/They're		

Negative

I'm not		
He/She/It isn't	going to	start early.
You/We/They aren't		

Questions

Am I		
Is he/she/it	going to	start early?
Are you/we/they		

Short answers

positive	negative
Yes, I am.	No, I'm not.
Yes, he/she/it is.	No, he/she/it isn't.
Yes, you/we/they are.	No, you/we/they aren't.

31 HAVE GOT

- In British English *have got* is a very common variant of the verb *have* (when it refers to possession). It is used very often when people speak. Usually people use the short form – the long form is uncommon.

She's **got** a new job.

We **haven't got** time to discuss it now.

Have you **got** Caroline's email address?

Positive

I've/You've/We've/They've got a new address.
He's/She's/It's got a new address.

Negative

I/You/We/They haven't got a new address.
He/She/It hasn't got a new address.

Questions

Have I/you/we/they got a new address?
Has he/she/it got a new address?

Short answers

positive

Yes, I/you/we/they have.
Yes, he/she/it has.

negative

No, I/you/we/they haven't.
No, he/she/it hasn't.

- We don't use *have got* with meals/drinks/snacks or shower/bath.
I usually have breakfast at seven o'clock.
(NOT ~~*I've usually got breakfast at eleven o'clock.*~~)

32 ADVERBS OF MANNER

- We use adverbs of manner to describe actions (how people do things).

*She talks very **quickly**.*

*He works **hard**.*

(See Unit 12.1 for the form of regular and irregular adverbs.)

- Adverbs of manner usually come after the verb.

*It's falling **quickly**.*

*It increased **slowly**.*

33 COUNTABLE AND UNCOUNTABLE NOUNS

- Most nouns are countable (they have a plural form and you can count them).

a computer > two computers

an email > some emails

- Some nouns are uncountable (they do not have a plural form).

(some) information/luggage/news/competition
(NOT ~~*an information*~~)

- Use a singular verb with uncountable nouns.

*There's some **information** about flights on the screen.*

(See also *some/any/no*, and questions with *much/many*, Grammar reference 28 and 34.)

34 QUESTIONS WITH MUCH/MANY

- We use *how much* and *how many* in questions about quantity and number.

- We use *much* with uncountable nouns to ask about quantity.

*Is there **much** demand for this product?*

- We also use *how much* to ask about price.

***How much** is a hamburger? – Two pounds fifty.*

- We use *many* with countable nouns to talk about number.

***How many** competitors do you have? – About five or six for this market.*

(See also countable and uncountable nouns, Grammar reference 33.)

35 THIS/THESE, THAT/THOSE

- We use *this/these* to talk about things which are very near or in our hands.

*Is **this** your pen?*

- We use *that/those* to talk about things which are not near or which we point at.

***That's** my car, over there.*

*I like **those** bracelets in the shop window.*

- *This/that* refer to singular nouns. *These/Those* refer to plural nouns.

- We sometimes use *this/that* to talk about people.

*Who's **that**?*

*Martin, **this** is my colleague, Jenny.*

IRREGULAR VERBS

Infinitive	Past simple	Infinitive	Past simple
be	was/were	learn	learned/learnt
become	became	leave	left
begin	began	lose	lost
break	broke	make	made
bring	brought	meet	met
build	built	pay	paid
buy	bought	put	put
catch	caught	read	read /red/
choose	chose	ring	rang
come	came	run	ran
cost	cost	say	said
cut	cut	see	saw
do	did	sell	sold
draw	drew	send	sent
drink	drank	sing	sang
drive	drove	sleep	slept
eat	ate	speak	spoke
fall	fell	spend	spent
feel	felt	stand	stood
find	found	swim	swam
fly	flew	take	took
forget	forgot	teach	taught
get	got	tell	told
give	gave	think	thought
go	went	throw	threw
have	had	understand	understood
hear	heard /hɜ:d/	wake	woke
keep	kept	wear	wore
know	knew	win	won
		write	wrote

Transcripts

▶▶ 4

1 UPS 2 IBM 3 AOL 4 RNX Auto 5 TDK 6 ZY Systems 7 VW 8 GEC 9 JFK Cargo 10 Snack HQ

▶▶ 7

1 I'm Brad Carrington. I'm from the USA.
2 Hello. I'm Hans Schwartz. I'm from Germany.
3 Hi. Jan Grabowski, from Poland.
4 I'm Maria Gonzales and I'm from Spain.
5 I'm Shen Lin, from China. Nice to meet you.
6 I'm Nathalie Lemaire. I'm from France.
7 Hi. I'm Pedro da Silva. I'm from Brazil.
8 Hello. I'm Alison Smith, from the UK.

▶▶ 10

1 A coffee, please.
2 An orange juice, please.
3 Could I have an iced tea, please?
4 An apple juice, please.
5 Um ... a tea, please.
6 Could I have a mineral water, please?

▶▶ 11

Joe Would you like a drink, Claire?
Claire Yes, please. Could I have a tea?
Joe Yes. Milk? Sugar?
Claire With milk, please. No sugar.
Joe OK. And Anne?
Anne Could I have an orange juice, please?
Joe Sure.

▶▶ 13

zero, one, two, three, four, five, six, seven, eight, nine, ten

▶▶ 14

1 A What's your telephone number?
B Zero two eight six, one zero four, four nine three.
A Zero two eight six, one zero four, four nine three?
B That's right.
2 A My phone number's two one two ...
B Sorry?
A Two one two.
B Right.
A Six three seven, four eight five nine.
B So, two one two, six three seven, four eight five nine.
A That's right.
3 A So, your phone number is oh one six three two, seven five four, nine double six.
B Yes.
A OK.

4 A What's your number?
B My phone number?
A Yes.
B Oh seven nine eight ...
A Five eight?
B No, *nine* eight.
A Right.
B Two five one ...
A Sorry?
B Two five one.
A Right.
B Three seven four six.
A OK. So, oh seven nine eight, two five one, three seven, four six.
A That's right.

▶▶ 16

A My phone number's oh one six one, nine three eight, four five two seven.
B Zero one six one, nine three eight, four five two seven.
A That's right. And my mobile number is oh double seven, nine one, double oh, three four six.
B Zero seven seven, nine one zero zero, three four six. ...
And your fax number?
A Um ... It's oh one six one, nine three nine, eight double two, three.
B Zero one, six one, nine three nine, eight, two two three.
A That's right.
B OK. Thanks, Richard.
A No problem.

▶▶ 17

1 r dot cane at orange dash design dot com
2 service at c c s dot f r
3 k dash suzuki at east dot j p
4 f underscore carlton at netgate dot co dot u k
5 prince underscore one at c n v dot d e
6 smirnov at u dash mail dot r u

▶▶ 18

eleven, twelve, thirteen, fourteen, fifteen, sixteen, seventeen, eighteen, nineteen, twenty, thirty, forty, fifty, fifty-one

▶▶ 19

thirteen, thirty
fourteen, forty
fifteen, fifty

▶▶ 20

1 The fourteen thirteen flight to Frankfurt Main is now ready for boarding ...
2 The fourteen twenty departure, flight AA one one one to Rome is ...
3 British Airways, flight zero zero nine seven, departing at fourteen thirty-five to London Heathrow is ...
4 ... flight to Mexico City, due to depart at fourteen forty-eight, will now depart at 15.30 ...

- 5 The fifteen twelve departure to Madrid, flight number IB seven six one three is now ready ...
- 6 The fifteen eighteen departure to Toronto Pearson, flight number AA ...

▶▶ 21

- 1 nine am / nine o'clock in the morning
- 2 midday/noon
- 3 three pm / three o'clock in the afternoon
- 4 seven pm / seven o'clock in the evening
- 5 eleven pm / eleven o'clock at night
- 6 midnight
- 7 one pm / one o'clock in the afternoon
- 8 five am / five o'clock in the morning

▶▶ 22

- 1 A What's the time?
B It's quarter past eleven.
- 2 A What time is it?
B It's ten past twelve.
- 3 A What's the time?
B It's five to eight.
- 4 A What time is it?
B It's quarter to five.
- 5 A Excuse me. What's the time?
B It's half past nine.

▶▶ 24

sixty seventy eighty ninety a hundred

▶▶ 25

- 1 In Brazil, a Big Mac is one dollar sixty-five.
- 2 A How much is a Big Mac in France?
B Two euros eighty-two.
- 3 A Big Mac is two dollars seventy-eight in Japan.
- 4 In Switzerland, a Big Mac is three dollars forty-eight.
- 5 A How much is a Big Mac in the UK?
B In pounds?
A Yeah.
B One pound ninety.

▶▶ 26

tomato, salad, chips, beef, chicken, hotdog, burger, tuna, egg, cheese

▶▶ 27

- 1 A Could I have a burger, please?
B Anything else?
A Um ... yes, and a tea, please.
B That's four euros sixty-five, please.
A Four ... sixty-five.
B Thanks.
- 2 A Two hotdogs, please.
B Two?
A Yes, please. And two coffees. How much is that?
B Um ... eight seventy.
A OK, eight dollars seventy.

- 3 A Two tuna sandwiches, please. And a cheese sandwich.
B Anything else?
A No, thanks.
B OK. That's seven pounds eighty.

▶▶ 31

- 1 A So, you're here on business?
B Yeah. I work for a consulting company. Santia Partners.
A And what do you do?
B I'm an accountant.
A Right.
B I work at the office in Mexico City.
A OK. So is it an international company, Santia?
- 2 B So, what company do you work for?
A Irex Chemicals. I'm an engineer.
B OK. And where do you work?
A In a factory in Boston.
B Right. And do you live in Boston?
A Yes. I live near the coast, not far from ...

▶▶ 34

four hundred, eight hundred and fifty, sixty-five thousand, two hundred and seventy thousand, three point two million, six point eight billion

▶▶ 37

- Frank At this factory, we make steel products. And at the other factory in Munich, they make products from aluminium.
- Jane Right. Where does your steel come from?
- Frank Where do we buy it?
- Jane Yeah.
- Frank From a supplier here, in Hamburg.
- Jane Right. And does it come from Germany?
- Frank No. It comes from China. Our supplier is an importer.
- Jane OK.
- Frank We buy about two hundred and fifty tonnes a year. So we're only a small buyer. But ... with two hundred and fifty tonnes of steel, we make twelve thousand products.
- Jane Right. So you make twelve thousand products a year at this factory. Where do you sell your products?
- Frank We sell fifteen percent of them in Germany, and ... the other eighty-five percent ... all over the world. We have customers in ... twenty-two countries.
- Jane Huh, OK.
- Frank In the UK, we sell a lot of equipment to a company in ...

▶▶ 38

- 1 Where does your steel come from?
- 2 Where do we buy it?
- 3 Does it come from Germany?
- 4 Where do you sell your products?

▶▶ 39

- 1 A What time do you get up in the morning?
B Quarter past six.
- 2 I have breakfast at half past seven.
- 3 A What time do you start work?
B At nine o'clock.
- 4 I have lunch at twelve thirty.
- 5 A Do you have a break in the afternoon?
B Yes, we have a break at three o'clock.
- 6 A What time do you finish work?
B I finish at five thirty.
- 7 A When do you have dinner?
B At about half past seven.

▶▶ 40

- A Good morning.
B Morning. Sorry I'm late.
A Oh, you're not late. It's only five past eight.
B Five minutes late.
A No problem. Would you like a coffee?
B Oh, yes please. Five past eight. It isn't late for me, it's early!
A What time do you start work then?
B Nine o'clock. I'm not a morning person!
A We start at seven thirty.
B Seven thirty!
A But we don't work late We aren't evening people!
B My boss isn't a morning person or an evening person! He starts at nine and finishes at four But he doesn't have lunch.
A Right. He doesn't have time!
B No!

▶▶ 43

- 1 In Spain, we have dinner at nine or ten o'clock in the evening. When my colleagues come here from other countries, they say we eat late. They're quite surprised.
- 2 In hotels in the UK, they serve bacon and eggs for breakfast, so a lot of people from other countries think that's the normal English breakfast. But, in fact, at home, most British people don't have bacon and eggs in the morning. They just have cereal or toast ... just a light breakfast. And then they have lunch at twelve or twelve thirty.
- 3 In France, we have an hour, an hour and a half, two hours for lunch. It depends on the company you work for. But people like to have a ... a good break at lunchtime. Lunch is an important meal in France.
- 4 In the United States, we don't have long lunch breaks. A lot of people just stop work for half an hour and have a sandwich in the office. People prefer to have a short break at lunchtime, and finish work early.

- 5 Here in Switzerland, people start work at ... half past seven, eight o'clock. And we like to have a good breakfast before we go to work, so we get up, um ... quite early.
- 6 In Japan, a lot of managers have dinner in the evening, then they go back to the office and work until nine or ... or ten o'clock. Or later, sometimes.

▶▶ 44

- Neil Hello Tina, it's Neil.
Tina Hi, Neil.
Neil Tina, I have a question.
Tina Mmm.
Neil It's about the sales report. I don't understand an abbreviation on page six. It says 'We need to invest in the B2B market'.
Tina B2B?
Neil Yeah – letter B, number two, letter B. It's sales jargon. What does it mean?
Tina B2B ... Good question. I don't know. Er ... Is it, um ... Does B stand for 'business'? Does it mean 'business-to-business'?
Neil Oh, so the 'two' means 'to'. Yeah ... maybe ...
Tina Do you know, um ... NetLingo? The website?
Neil No.
Tina It has a dictionary of ... Internet business jargon, ...
Neil Oh, right. What's the address?
Tina I'm not sure, but I think it's netlingo dot com.
Neil How do you spell 'netlingo'?
Tina N-E-T-L-I-N-G-O.
Neil Netlingo dot com. OK, thanks very much Tina.
Tina No problem.

▶▶ 45

- Customer My name's Linda Sammerson. And I'm from Hughes Insurance.
Neil Sorry? Could you say that again?
Customer Linda Sammerson. S-A double M-E-R-S-O-N.
Neil Could you speak more slowly, please?
Customer Sorry. S-A double M-E-R-S-O-N.
Neil S-A-double M-E-R-S-O-N.
Customer That's right. And I'm from Hughes Insurance.
Neil Hughes? Could you spell that, please?
Customer H-U-G-H-E-S.
Neil H-U-G-H-E-S.
Customer That's right.
Neil OK. Well, thanks very much for your call. I'll check ...

▶▶ 50

- Sue Stephan?
Stephan Yeah?
Sue Can I buy train tickets for France here in the UK?
Stephan Yeah. You can book on the Internet.
Sue Right.
Stephan At SNCF dot com.

Sue SNCF – that's the French train company?
 Stephan Yeah. Do you need to book a ticket?
 Sue I'm not sure. Possibly. So is this website just in French, or is it ...?
 Stephan No, you can choose English.
 Sue And can you pay by credit card?
 Stephan Yeah, and they send the tickets by mail.
 Sue To your home address?
 Stephan Yeah.
 Sue You can't receive tickets if you live in the UK, though ...
 Stephan Yes, you can. They send tickets to different countries.
 Sue Oh, right. So SNCF dot com, then.
 Stephan That's right.
 Sue OK, thanks.
 Stephan No problem.

▶▶ 53

(Rec = Receptionist)

Customer So, there are meeting rooms at the hotel.
 Rec Yes, we have a business centre with four rooms.
 Customer Right. So for a meeting with three people, um ...
 Rec Oh yes, that's no problem. There are six chairs in each room, so ...
 Customer OK. That's fine, then.
 Rec Then in reception there's a photocopier, if you need to make copies.
 Customer Right.
 Rec There's a fax machine, um ... a drinks machine ... Do you need a telephone?
 Customer Er, no.
 Rec OK. It's just we don't have phones in the rooms. Most people have mobiles, so ...
 Customer Of course, yeah. No, that's no problem. Er ... Just a question about computers. Um ...
 Rec We don't have computers, I'm afraid.
 Customer No, no, that's OK. It's just I have a laptop. Um ...
 Rec Oh, I see.
 Customer Are there power sockets?
 Rec Yes.
 Customer Great. And is there a phone socket, for an Internet connection? So I can send emails.
 Rec Um ... We don't have phone sockets in the meeting rooms, so ... no. Um ...
 Customer Well, no. It's not a problem. I can connect to the phone socket in the bedroom.
 Rec Oh, yes. The bedrooms all have phones, so ...
 Customer OK. That's fine then. Um ... OK, so can I book ...

▶▶ 55

- 1 A I need to photocopy this. Could I use the photocopier?
 B Yes, sure.
- 2 A I need to phone my assistant. Can I make a phone call from here?
 B Yes, go ahead.
- 3 A I need to fax this to my office. Could I use the fax machine?
 B Yes, of course.
- 4 A I need to email this file. Can I send emails from this computer?
 B Yes, no problem.
- 5 A I need to print a copy of this file. Is there a printer I can use?
 B Yes, sure.

▶▶ 58

- 1 Where's the lift, please?
- 2 Where are the stairs, please?
- 3 Excuse me. Where's the exit?
- 4 Excuse me. Where are the toilets?

▶▶ 59

- 1 A Excuse me, where's the exit?
 B The exit?
 A Yeah.
 B It's just over there. Go to the end of the corridor, then turn left ...
- 2 A Are there toilets on this floor?
 B Yes. They're in the corridor. If you go out of the office, through ...
- 3 A Is there a lift?
 B Sorry?
 A Is there a lift?
 B Yes, there is. It's just past the stairs ...
- 4 A Are you lost?
 B Um ... yes. Where are the stairs?
 A They're just through the doors. If you go through those ...

▶▶ 60

- 1 A Excuse me. Where's the lift?
 B It's over there. The first door on the right.
- 2 A Excuse me. Where are the stairs?
 B On the right, just after the lift.
 A OK. Thanks.
- 3 A Where's the computer room?
 B It's just past the stairs. The third door on the right.
 A Oh right. Thanks.
- 4 A Where's the drinks machine?
 B Go to the end of the corridor, through the doors, and turn left.
- 5 A Where are the toilets, please?
 B Go through the doors at the end, and they're on the right.
 A OK.

▶▶ 62

- 1 house 2 apartment 3 kitchen 4 bedroom
5 living room 6 bathroom 7 garden

▶▶ 63

- A So, do you live near the office?
B Yeah. My house is about ... six, seven kilometres from here.
A Oh, so you live in a house. Not an apartment.
B Yeah. It's quite small. Just two bedrooms.
A Yeah.
B But, you know, it's near the centre of town, so ...
A Yeah, that's good. Does it have a garden?
B Um ...
A You're not sure!
B There *is* a garden, but it's, um ... *very* small. It's about twenty-five square metres!
A Right.
B There's just a bin!
A OK.
B It's quite an old property, but, um ... it's OK, you know. The problem here is property prices are crazy.
A Expensive?
B Oh, yeah. Very. Over the last ... four, five years ...

▶▶ 64

- 1 I have a lot of meetings. Um ... they're usually here in the office. Not big meetings. There are usually ... four, five, six people.
2 I don't often give big presentations, um ... to large numbers of people. They're often just to small groups.
3 Our company has a conference every year. Um ... so I always go to that. But that's the only conference I go to.
4 I never go to trade fairs in other countries. But I go to two or three in this country.
5 We have a branch in Brussels, so I sometimes go to the office there. Um ... that's all, really. I don't go on a lot of business trips.

▶▶ 65

- Interviewer So, you're a television producer? Is that right?
Veronica Um ... What's my job title? That's a good question!
Interviewer You make TV programmes, basically.
Veronica Yeah, I usually work for television companies in Japan – for Japanese TV channels. And I make programmes about ... the UK. About life in the UK.
Interviewer So you live and work here in the UK, and you make all your programmes here.
Veronica That's right.
Interviewer And are the programmes in Japanese?
Veronica Yes. The TV presenters are always from Japan. Um ... The programmes are never in English.
Interviewer And the production team? The cameraman and ...

Veronica Um ... it depends. We sometimes work with a team from Japan, sometimes it's a team from the UK. It depends on the TV channel. But the presenter is always Japanese.

Interviewer And do you often go to Japan, on business?

Veronica Um ... sometimes, yeah. For big programmes, before we start production, I go to Tokyo, and ... and I have meetings with colleagues ... at the TV companies. But I don't go very often. Um ... We sometimes talk on the phone, but ... but not a lot, really. The problem with phone calls is the time difference. You know, if it's lunchtime in the UK, it's ten o'clock in the evening in Japan. So ... we send a lot of emails.

Interviewer And do you travel a lot in the UK?

Veronica Oh, yeah. Yeah. I go all over the country.

Interviewer So what subjects are the programmes about? You say 'life in the UK'.

Veronica Yeah, um ... there are lots of subjects. Er ... London buses, the Loch Ness Monster, er ... music, property, er ...

▶▶ 66

- Jacky Good meeting, Stuart?
Stuart Yeah, OK. But a bit long. Five hours!
Jacky *Five* hours?
Stuart Yeah. I don't have a lot of meetings, but when I do ...
Jacky They're long.
Stuart Yeah.
Jacky Do you have a lot of meetings at head office?
Stuart No, I don't often go to head office, now. I don't travel a lot, really. I never go abroad on business.
Jacky No?
Stuart No. I don't need to. With the new job, it's ... it's just phone calls and emails. A lot of phone calls!

▶▶ 70

- 1 A Hello. Is Steve there, please?
B No, he's having lunch at the moment.
A OK, no problem. I can call back later.
2 A Hello.
B Hello, Olivia. It's Rick.
A Hi, Rick. Can I phone you later? I'm driving.
B Yes, OK.
3 A Could I speak to Colin, please?
B He's having a meeting this morning.
A Oh, right.
4 A Hi, it's Mitch. Is Nadia there?
B No, she's not here, Mitch. She's visiting a customer this week in Australia.
B Australia!
A Yeah.
5 Hello, this is Paolo Constantine's extension. I'm not in the office at present. I'm working on a project abroad. Please send me an email if you need to contact me urgently. Thank you.

- 6 A Could I speak to Sylvia Jarvis, please?
 B She isn't in the office today. She's working at home.
 A Oh.
 B She's here on Monday.
 A Right. OK, I can call on Monday, then. Thanks.

▶▶ 72

- A There's a nice swimming pool here.
 B Here at the hotel?
 A Yeah. In the basement. It's quite big.
 B Oh. Well I'm not going in it.
 A Don't you like swimming?
 B I hate swimming!
 A Oh, I love swimming. It's good for you, as well.
 B Not if you can't swim!
 A No, that's true!
 B Do you often go?
 A Swimming?
 B Yeah.
 A Quite often, yeah. I go running quite a lot as well.
 I don't like it, though!
 B No, I don't like running.
 A Do you go?
 B No. No, I don't like sports. I go walking, sometimes.
 Oh, and I like skiing.
 A Yeah?
 B Yeah. I don't go very often. Just ..., you know, on holiday.
 A So, are you good?
 B Yeah, I'm quite good.
 A I'm ... not very good at skiing ...

▶▶ 73

- 1 A So, what do you do when you're not at work?
 B Um ... I play basketball.
 A Basketball?
 B Yeah, I'm in a local team.
 A Right.
 B I do aerobics, as well. Um ... What about you?
 A I go cycling sometimes.
 B Oh, I go cycling as well.
 A Right.
 B Yeah. Where do you go?
 A Er ...
- 2 A So, you play football?
 B I play football, I do weight training two or three times a week, I go fishing ...
 A What sort of fish do you catch?
 B Big ones! I have some photos I can show you ...
- 3 A So, what do you do in your spare time?
 B Um ... I play chess, um ... I play the guitar.
 A Oh. Are you good?
 B At chess or the guitar? Well, actually I'm not very good at either, so ...
 A Right!

- B I go running.
 A Yeah.
 B What about you?
 A Um ..., well ...

▶▶ 74

- 1 A So, we need to have a meeting about this new project.
 B Yeah.
 A When can we meet? I'm free at the end of January.
 B The *end* of January? Um ... yeah.
 A What about the twenty-eighth?
 B Um ... Yes, I can make it on the twenty-eighth.
 A OK. The twenty-eighth of January, then.
- 2 A I'm free in February. Can we visit the factory then?
 B I'm busy at the beginning of February. What about the last week in February?
 A Yeah.
 B Monday the twenty-second?
 A Yes, that's fine.
- 3 A So, for our next meeting, um ... are you free in the middle of March?
 B What date?
 A What about the twelfth?
 B Friday the twelfth?
 A Yes.
 B No, I can't make it on Friday. What about the Monday after? Monday the fifteenth?
 A Yes, OK.
 B Right. So, Monday the fifteenth.
- 4 A We need to arrange a date for the meeting.
 B Yes. Um ...
 A Can you make it on the fifth of April?
 B Yes. I'm free on the fifth. What time?
 A In the morning?
 B Yeah.
 A At nine o'clock?
 B OK. Yes, that's fine.
 A OK. So the fifth of April at nine am.

▶▶ 76

- 1 I can't make it on Wednesday morning.
 2 The meeting's on Monday.
 3 Are you free on Tuesday?
 4 I'm not here on Friday afternoon.
 5 I'm going cycling on Sunday.
 6 I'm busy on Thursday.
 7 I'm working on Saturday morning.

▶▶ 79

- Lilly When are you going to Europe, Gary? Next week?
 Gary Yes. I'm leaving Los Angeles on Monday.
 Lilly Where are you going? To the London office?
 Gary Yes.
 Lilly Uhuh. Who are you meeting? Tanya Dolan again?
 Gary Yes. I'm working with Tanya on Tuesday. Then I'm meeting Sue Redman and James Barker on Wednesday, then I'm going to Paris.

Lilly Really? Why are you going to Paris? On business?
 Gary No. I'm taking a break. I'm having two days off.
 Lilly Good idea. So, how are you travelling to Paris? Are you driving?
 Gary No. I'm taking the train – the Eurostar.
 Lilly Oh, right.
 Gary Then I'm staying in Paris for three nights.
 Lilly Great. So are you flying back to LA from Paris? Or ...
 Gary No. I'm coming back to London on the train. Then I'm flying home on Saturday afternoon.
 Lilly OK.
 Gary I'm arriving in LA in the middle of the night. Just after midnight.
 Lilly Mmm. So, is it just one flight between LA and London?
 Gary No. I'm not flying direct. I'm going LA, New York, London. Then, on the flight home, I'm changing in Chicago.

▶▶ 81

Assistant Hello.
 Gary Hi. I'd like to book two seats to Paris, please. For tomorrow.
 Assistant At what time?
 Gary At about five pm. I don't have a timetable.
 Assistant There's a train at seventeen fifteen. It arrives in Paris at twenty fifty-five, local time.
 Gary Right. OK, that's fine.
 Assistant Would you like to travel first class or standard class?
 Gary Standard.
 Assistant And would you like a single or a return ticket?
 Gary A round-trip, please.
 Assistant When would you like to come back?
 Gary I want to return on Saturday, but I don't know what time.
 Assistant Do you want to book the return trip now?
 Gary If I reserve a seat, can I change the reservation?
 Assistant With a standard fare, you can change or cancel the booking, yes.
 Gary OK. How much is the standard fare, then?
 Assistant One moment.

▶▶ 82

1 a single 2 a return 3 a timetable 4 local time
 5 to return 6 to reserve 7 a reservation 8 a fare
 9 standard

▶▶ 84

Customer I'd like to book a ticket to Birmingham, please. A return.
 Assistant When do you want to leave?
 Customer July the thirtieth.
 Assistant The thirtieth?
 Customer Yes.
 Assistant At what time?
 Customer On the nine fifteen.
 Assistant In the morning?
 Customer Yes.
 Assistant And when are you coming back?

Customer The day after. July the thirty-first. On the last train. I don't know what time it leaves.
 Assistant The last train's at ... twenty fifteen.
 Customer OK. On the twenty fifteen, then.
 Assistant First or second class?
 Customer Second, please.
 Assistant That's ... seventy-three pounds, please.

▶▶ 85

Colleague Were you at the trade fair last week, Hanna? In India?
 Hanna Yes.
 Colleague Where was it? Delhi?
 Hanna Yeah.
 Colleague How was it? OK?
 Hanna It was very good, yeah.
 Colleague Was it big?
 Hanna Yeah. There were thousands of people.
 Colleague How many companies were there?
 Hanna Um ... about four hundred, I think.
 Colleague Really?
 Hanna Yeah, it was big. I was surprised. I wasn't there last year. I was there two years ago, in Calcutta, and um ... there weren't a lot of companies there. Only about a hundred.
 Colleague So this wasn't your first visit to India, then?
 Hanna No, my second.
 Colleague Right. Were you the only person there, from the company?
 Hanna No. Ingrid Werner was there, from the Frankfurt office. And Rafael and Maria, you know from, um ...
 Colleague Oh, from Barcelona?
 Hanna Yeah.
 Colleague Were you all in the same hotel?
 Hanna We weren't in the same hotel, no. Um ... but it was a good trip. Long, though.

▶▶ 87

Hanna Martin, are you free for five minutes? Can we talk about your trip to Mexico?
 Martin Yeah, sure.
 Hanna So, how was it?
 Martin It was OK.
 Hanna When did you arrive?
 Martin Last Tuesday. Tuesday evening. I stayed Tuesday night, worked all day Wednesday and then travelled back Wednesday evening.
 Hanna Right. So where did you stay? What hotel were you in?
 Martin The Socorro Hotel. Near the office.
 Hanna Oh, yeah. It's good there.
 Martin Yeah. Um ... Yes, so I presented the business plan on Wednesday morning.
 Hanna Right. Was Pedro happy?
 Martin Well ... I wasn't sure at first. He didn't talk a lot after the presentation. We started at nine, I talked about the plan for thirty minutes, and ... that was it. There were no questions. We finished at half past nine.

Hanna Oh.
 Martin Hmm ... I think he wanted to look at the figures in the report.
 Hanna Hmm.
 Martin He needed time to read it. Anyway, he phoned yesterday, with one or two questions. Just small points. And, er ... he's happy. No problems.
 Hanna OK. That's fine, then. And did you talk about the cost of materials?
 Martin Yes. I talked to Miguel after the meeting. We discussed suppliers, as well, um ... He's now talking to two new companies. I received an email this morning, saying he has a meeting with one company today, and one next Friday. So ...
 Hanna OK. That's good. And did you visit the factory?
 Martin No. There was no time. So I didn't look at the new production line.
 Hanna Well, you're going again next month.
 Martin Yeah, that's right. I can see it then.
 Hanna OK. So, a good trip, then?
 Martin Yeah. So, how was your trip to Delhi?

▶▶ 88

- 1 He presented the business plan.
- 2 He talked about the cost of materials.
- 3 He discussed suppliers with Miguel.
- 4 He didn't visit the factory.
- 5 He didn't look at the new production line.

▶▶ 89

- 1 When did you arrive?
- 2 Where did you stay?
- 3 Did you talk about the cost of materials?
- 4 Did you visit the factory?

▶▶ 91

Hanna Hi Steven.
 Steven Oh hi, Hanna. How are you?
 Hanna OK thanks. And you?
 Steven Not too bad. The first day back is never easy, but ...
 Hanna Oh, of course, you're just back from holiday. I bet it was quiet in the office last week – I was in India, Martin was in Mexico, you were ... where did you go?
 Steven Greece. Crete.
 Hanna Crete, OK. So how was it?
 Steven Fantastic. We really enjoyed it. We had two days in Athens, as well.
 Hanna Right. So your flight was to Athens?
 Steven Yeah. We flew to Athens. We stayed in a hotel there for ... just one night. Then we took a ferry to Crete.
 Hanna The ferry left from Athens, then.
 Steven Yeah. It went direct to Chania in Crete, which was the town where we stayed, so ...
 Hanna And did you stay in a hotel?

Steven No, we rented an apartment – nothing special. We didn't spend a lot of time in it, really. We ate out every night. The nightlife was good – lots of restaurants and bars, and, er ... the food was generally good ... and it cost very little for a good meal.
 Hanna Mmm. So you enjoyed the food, and drank Greek wine, and ...
 Steven Yeah. It was ... all very relaxing.
 Hanna And how much of the island did you see? Did you travel around?
 Steven Yeah. We saw quite a few different places.
 Hanna So you rented a car and drove around, then ...
 Steven No, no. We ... we went on coach trips – organised trips – on a couple of days. And we travelled around by bus as well. You know, on ... just on public buses. I don't speak a word of Greek, but ... you just bought your ticket and ... it was no problem.
 Hanna Sounds good.
 Steven We came back on Friday. So I had the weekend at home. And now ... back to work! So how was your trip?

▶▶ 93

- 1 We had two days in Athens, as well.
- 2 We flew to Athens.
- 3 Then we took a ferry to Crete.
- 4 The ferry left from Athens, then.
- 5 It went direct to Chania in Crete.
- 6 We ate out every night.
- 7 It cost very little for a good meal.
- 8 So you enjoyed the food, and drank Greek wine
- 9 We saw quite a few different places.
- 10 So you rented a car and drove around, then.
- 11 You just bought your ticket and ... it was no problem.
- 12 We came back on Friday.

▶▶ 95

- 1 gave 2 had 3 read 4 said 5 saw 6 sent
 7 spoke 8 told 9 thought 10 wrote

▶▶ 96

- A Hello, APC Limited.
 B Hello, could I speak to André Thomas, please?
 A No, I'm afraid he's not here today.
 B Oh.
 A He's back tomorrow. Can I take a message?
 B Um ... yes. Could you ask him to call me?
 A Sure.
 B My name's Jeanne Maire. J-E-A double N-E.
 A Sorry, could you say that again? I'm just ... getting a pen.
 B Yeah. J-E-A double N-E.
 A J-E-A double N-E. Yeah.
 B Then Maire is M-A-I-R-E.
 A M-A-I-R-E. Right. And does he have your number?
 B Well, I'll give it to you. It's oh double one seven eight ...
 A Oh one one seven eight. OK.
 B Double two seven six seven four one.

- A Two two seven six seven four one.
 B That's right.
 A OK. I'll give him the message.
 B Thanks very much. Bye.
 A Bye.

▶▶ 99

- 1 I'll call back later.
 2 I'll ask her to call you back.
 3 I'll give her the message as soon as possible.

▶▶ 100

- 1 It's sunny. 2 It's raining. 3 It's cloudy.
 4 It's snowing. 5 It's freezing. 6 It's windy.
 7 It's foggy. 8 a thunderstorm

▶▶ 101

- 1 beautiful 2 miserable 3 warm 4 cool
 5 minus one

▶▶ 102

- Nigel** Well, it's a beautiful day.
Olivier Yeah, it's nice to see the sun. It rained nearly every day last week.
Nigel Really?
Olivier Yeah. Not a very good start to the summer.
Nigel Does it normally rain much here, in July?
Olivier No. You sometimes get one or two wet days. Or thunderstorms, sometimes. But, um ... anyway, the sun's shining today, that's the main thing.
Nigel Yes. Ah ... The waiter's coming with our bottle of water.
Olivier Thank you. Would you like some?
Nigel Yes, please.
Olivier So, is this your first visit to Marseille?
Nigel No. I came here once before, about two years ago. In winter. It was ... it was quite warm, actually.
Olivier Yeah, winters are great here. Before, when I lived in Paris, I always hated winter. But here, it's, um ... if there's no wind, and the sun's out, you can wear a T-shirt. We get a cold wind, sometimes, called the Mistral. It blows down from the mountains ... from the Alps. But, um ... if it's sunny, and there's no wind, then it's ... it's quite warm.
Nigel Well, my boss phoned me, from the UK office, half an hour ago. Apparently, it's raining there at the moment.
Olivier Oh dear.
Nigel So, here's to our colleagues in London!
Olivier Yes. Cheers!
Nigel Cheers!

▶▶ 104

- 1 further 2 better 3 worse

▶▶ 105

We all know that today companies want to spend less on business travel. That means more businesspeople are flying economy class. The advantage of economy class, obviously, is the lower cost. The disadvantage is, you have a smaller seat. If you want to work, it's not easy – your table's very small, so you can't put papers on it. It's difficult to use a laptop, etc.

So, we asked the question 'How can we make economy class better for our business customers?'. And we think we have the solution. So, that's what I'm going to talk about now.

▶▶ 106

- 1 The safest way to travel is by plane.
 2 The TGV is the fastest train in Europe.
 3 Air France-KLM is the largest airline in Europe.
 4 People often want to buy the cheapest tickets.
 5 Some people want the most convenient way to travel.
 6 Low-cost airlines often have the least expensive fares.
 7 The best seats are in first class.

▶▶ 107

- A What time do we get to Frankfurt? Quarter past?
 B Um ... yes. Yes, we're on time, I think. The last time I took this flight it was about an hour late.
 A Yeah? I don't usually fly. I normally go to Frankfurt on the train.
 B From Paris?
 A Yeah. It takes ... six and a half hours.
 B Hmm.
 A It's not a high-speed train.
 B No. I drove last year, from Paris to Frankfurt. It took me ... six hours, I think.
 A Right.
 B No, the fastest way's by plane. Definitely.
 A Oh yeah, I agree. I think the train's the most convenient way, though. There's more space, so you can work. You arrive right in the city centre.
 B Oh, I'm not so sure. For me the most convenient way's the fastest way. I prefer to fly.
 A Well, I suppose, for me, it's a question of cost, really. The train's cheaper.
 B How much is it to Frankfurt?
 A From Paris? It's about, um ... a hundred and eighty euros.
 B Yeah. You're right. And that's cheaper than going by car. With fuel and running costs.
 A Hmm. I don't like driving. I think it's the worst way to travel. For longer distances.
 B Yes, that's true. When I drove to Frankfurt, I arrived at about ...

▶▶ 109

- 1 The flights to New York, London and Los Angeles aren't late. They're on time.
 2 The flight to Tokyo is late. It's delayed by thirty minutes.
 3 You can check in now for the flight to Los Angeles. The check-in is open.

- 4 You can't check in for the flight to London. The check-in is closed.
- 5 There's no flight to Singapore. It's cancelled.
- 6 For the flight to Los Angeles, go to gate D ten.
- 7 The passengers are getting on the plane to New York now. They're boarding.

▶▶ 110

- Stewardess** Hello.
- Passenger** Hello. Where did I put my ticket? Ah. There it is. Here you are.
- Stewardess** Thank you. Do you have any ID?
- Passenger** Sorry?
- Stewardess** Do you have any identification? Your passport or an identity card ...
- Passenger** Oh yes. My passport. There you are.
- Stewardess** Thanks. I'm afraid there are no window seats left. Is an aisle seat OK?
- Passenger** Yes, that's fine.
- Stewardess** The plane's quite full. The last flight was cancelled.
- Passenger** Right. So is this flight on time?
- Stewardess** Um ... it's delayed about ten minutes. Do you have any luggage?
- Passenger** Just one case.
- Stewardess** A suitcase?
- Passenger** No, it's just a briefcase. I'll take it as hand luggage.
- Stewardess** OK. So you have no luggage to check in.
- Passenger** No, I don't have any other bags.
- Stewardess** OK, fine. Here's your boarding pass.
- Passenger** Thank you.
- Stewardess** We're boarding in ... thirty-five minutes. Gate twelve B.
- Passenger** Right. Um ... are there any shops, after the security check?
- Stewardess** No. There are some shops over there. Before you go through security.
- Passenger** Oh, I see. OK, thank you.
- Stewardess** You're welcome.

▶▶ 111

- Kristi** So, where shall we meet?
- Akio** Um ... well, I can come to your office, or you can come here.
- Kristi** Well, you came here last time, so ... shall I come to Tokyo?
- Akio** Yes, OK. Yeah, then you can meet our new design manager.
- Kristi** Oh, yes. Good idea. OK, so let's meet in Tokyo.
- Akio** OK. How many days do we need?
- Kristi** Hmm ... good question.
- Akio** Shall we plan the meeting, first? Then we can decide when to meet, and how long we need ...
- Kristi** Yes, OK.
- Akio** I wrote a list, this morning, of the things I'd like to look at with you.
- Kristi** Right. Good.
- Akio** So, um ... well, shall I email it to you? Then you can look at it, and we can talk later.

- Kristi** Yes, OK, good idea. Let's do that.
- Akio** I'll send it now. And I'll call back, um ... When shall I call you?
- Kristi** Let's talk again in an hour.
- Akio** OK, fine. Bye.
- Kristi** Bye.

▶▶ 113

- Akio** The most important job is the brochure – to start work on the sales brochure.
- Kristi** Yes, I agree. I think we need to do that first. Um ... but then, I think, before we check the prices, we need to choose the photos for the brochure. Hmm ... I think that's more important.
- Akio** Yes, you're right. That is urgent. The marketing people need those photos quickly.
- Kristi** Yes. So, I think that ...
- Akio** And after that we can check the prices.
- Kristi** Yes.
- Akio** So that's all we need to do on the brochure. Um ...
- Kristi** Then, before we talk about new products, it's better if we look at the website design, because there's a lot of work to do on that.
- Akio** Hmm. OK. Then, finally, we can talk about new products.
- Kristi** Mmm, yes, if we have time. Let's do that last. It's not that urgent.
- Akio** Yes, OK.
- Kristi** So, how much time do we need to do all that?
- Akio** Well, if we start quite early and work all day on the ...

▶▶ 115

- 1 First of all, arrange a date for the meeting.
- 2 Then book a meeting room.
- 3 After that, prepare the agenda.
- 4 Finally, email the details to everybody.

▶▶ 116

- 1 **A** It's very important to check the dates.
B Yes, I agree.
- 2 **A** The design of the brochure is a small job.
B I'm not sure about that.
- 3 **A** I think you're the best person for the job.
B I'm sorry, I don't agree.
- 4 **A** Shall we call to find out the latest figures?
B That's a good idea.

▶▶ 117

- Simon** So, when are you leaving for Tokyo?
- Kristi** Um ... next Wednesday. I'm leaving on Wednesday, coming back on Saturday.
- Simon** Right. And you're going to meet Akio.
- Kristi** Yes. We're going to work on the sales brochure. The Japanese brochure.
- Simon** OK.
- Kristi** Er ... we're going to look at the website, as well.
- Simon** Right. I wanted to ask you about that. What's the plan for the website, exactly?
- Kristi** Well, I want to change the design. Um ...

Simon Completely?

Kristi I think we need to make some big changes, yes.

Simon Why? What's the ... what's the aim?

Kristi Well, we need to make it easier to use. Um ... that's the main objective.

Simon Right.

Kristi And I want to improve the look, as well.

Simon Hmm. Are you going to show me the new site? Before you put it online?

Kristi Oh yes, sure.

Simon OK, good. When are you going to have it ready? What's your target date?

Kristi Well, our aim is to have the new site online this year ... before the end of the year. That's our goal. But, um ... I'm going to talk to Akio next week, and plan the project in detail. So I can send you a copy of the schedule after the meeting, if you want.

Simon Yes, OK, great. Right, well, have a good trip.

Kristi Thanks.

▶▶ 118

- 1 You're going to meet Akio.
- 2 I'm going to talk to Akio next week.
- 3 We're going to look at the website.
- 4 Are you going to show me the new site?
- 5 When are you going to have it ready?

▶▶ 119

(Rec = Receptionist)

Kristi Hello. I've got a reservation. Kristi Cortland.

Rec Ms Cortland ... a single room, for three nights?

Kristi That's right.

Rec OK. Could you fill in this form, please?

Kristi Sure. Have you got a pen?

Rec Yes. Here you are.

Kristi Thanks. Um ... It says 'company account number'. I haven't got the number. My company made the reservation, but, um, I don't ...

Rec It doesn't matter. You don't need to write that. Just put your name, address, passport number, and signature. That's fine.

Kristi OK.

Rec This is the card for your room.

Kristi To open the door?

Rec Yes. You just insert the card, and the door opens automatically.

Kristi Right. OK.

Rec It's room three one five, on the third floor.

Kristi Right.

Rec In the morning, breakfast is from six-thirty to ten.

Kristi From six-thirty. Right.

Rec The dining room's just over there.

Kristi OK.

Rec We've got twenty-four-hour room service. Just dial nine from your room.

Kristi Right.

Rec Would you like a wake-up call?

Kristi Um ... no. No, thanks.

Rec OK. And you've got a message from Mr Soga. He says he's coming to the hotel at seven forty-five.

Kristi Seven forty-five. Right. OK, thanks very much.

Rec You're welcome. Have a nice stay.

Kristi Thanks.

▶▶ 120

- 1 I've got a reservation.
- 2 Have you got a pen?
- 3 I haven't got the number.
- 4 We've got twenty-four-hour room service.
- 5 You've got a message from Mr Soga.

▶▶ 121

(Rec = Receptionist)

Kristi 'Morning. Could I check out, please?

Rec Certainly. Room three one five.

Kristi My company's paying the bill. I just have to pay the extras.

Rec OK. So, one phone call.

Kristi Yes. And some orange juice from the minibar.

Rec Yes. That's all. OK. So that's one thousand five hundred and fifty yen, please.

Kristi Can I pay by credit card?

Rec Of course.

Kristi Here you are.

Rec Thank you.

▶▶ 123

When I came here two years ago, I had one objective – stop losing money and start making a profit. My first goal was to improve business in the stores we had. We stopped opening new stores, we worked hard to increase sales and cut costs. And we did that quickly. Today, we have lower costs, higher sales, and a good profit margin. We're making money again.

Now, we can think about opening new stores. At the moment, we have no final target. Our aim is to open one new store at a time. It's better to progress slowly and make a profit, than grow fast and lose money.

Managers make their biggest mistakes when things are going well. I'm not saying we're doing well now. But we're not doing badly. We're on the right track, and we're aiming to stay on the right track. We're not going to try to run before we can walk.

▶▶ 125

- 1 At the moment, Toreador is doing quite well.
- 2 After Mr Clay joined the company, his people worked hard.
- 3 After Mr Clay joined the company, business improved quickly.
- 4 Mr Clay thinks it's better for businesses to grow slowly.

▶▶ 126

- A So, how's business in Vienna?
- B Um ... improving.
- A Yeah?
- B Yeah, slowly. It's um ... it's easier than last year.

- A Yeah.
 B We had a hard year, last year.
 A Low sales?
 B Well, we sold a lot of products. But, um ... nearly all low-margin goods.
 A We had exactly the same situation in Dublin.
 B Last year?
 A Yeah. We made a profit – just.
 B We lost money.
 A Did you?
 B Yeah. Not too much, but, um ...
 A But this year, you're doing OK?
 B Yeah, we're making money.
 A That's good. We are. The good thing is, costs are lower this year, with the stronger euro.
 B That's true, yeah. And they're getting lower. Of course, you're in the euro zone, in Ireland.
 A That's right.
 B So, do you just manage one store?
 A Yeah, the Dublin branch. There is another one, in ...

▶▶ 129

- A So how many T-shirts did we order?
 B Um ... two thousand five hundred.
 A Right. So it's quite a small order, then.
 B Yeah. It's a new product, so we want to test it first.
 A Sure. How many stores are we selling them in?
 B Five.
 A Right. And do you know the selling price?
 B They're on sale at nine euros, in the stores. It's a cheap product.
 A Hmm. Are we making much profit on them?
 B On this order, forty percent.
 A And what about bigger orders? How much discount can we get?
 B Ten or fifteen percent more.
 A So we can make a fifty, fifty-five percent profit margin on them?
 B Yeah. And more, if they sell well. I think we can get a maximum twenty percent discount on really big orders.
 A Is there much demand at the moment? That's the question. Do many people want to buy T-shirts in winter?
 B Well, people buy them to wear under sweaters and shirts ...

▶▶ 132

- 1
 Assistant Do you need any help?
 Customer Yes, how much is this T-shirt? I can't find the price on it.
 Assistant Er ... Let's have a look. ... Is that it, there? Yes. Thirteen pounds.
 Customer Oh right. OK. Thank you.
 2
 Customer Excuse me. I'm just looking at these shoes. I'm a size forty-five, European size. What's that in a UK size? Do you know?
 Assistant UK size, that's a ... ten-and-a-half.
 Customer Right. Could I try them in a ten-and-a-half, then, please?

- Assistant Yes, I'll go and get you a pair.
 Customer Thanks.
 3
 Assistant Can I help you?
 Customer Yes, I'd like to look at a watch, if I can, please.
 Assistant Sure.
 Customer It's that one there, at the back.
 Assistant This one here?
 Customer Yes, that's it.
 Assistant There you are.
 Customer Thanks. So it's ninety-nine fifty?
 Assistant Ninety-nine pounds fifty, that's right. Guaranteed for two years.

4

- Assistant Hello.
 Customer Hello. Could I have one of those, please?
 Assistant One of these, here? The bracelets?
 Customer Yes.
 Assistant What colour would you like? There's blue, pink ... yellow. Um ... I think we've got them in green, as well.
 Customer Um ...
 Assistant Is it a present?
 Customer Yeah. It's not for me!
 Assistant That's what they all say!
 Customer It's for my daughter. She's thirteen. Um ...
 Assistant The pink ones are nice.
 Customer I'll have a pink one, then, please. Thank you.

5

- Assistant That's thirty-nine pounds ninety, please.
 Customer Can I pay with this credit card?
 Assistant Yes, we accept those. That's fine.
 Customer Here you are.
 Assistant Thanks. If you could just sign here. ... Thanks.

▶▶ 134

- 1 I don't often go shopping for clothes but when I go, I buy quite a lot. I usually know what I want before I go. So I just buy what I need, and come back as soon as I have everything. And I try to go when it's quiet. I hate shopping when it's busy.
- 2 I love shopping ... especially for clothes. Even if it's only window shopping. I don't think I spend too much on clothes. I don't buy lots of things and then never wear them, like some people. But I can understand why people do that.

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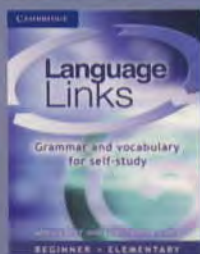
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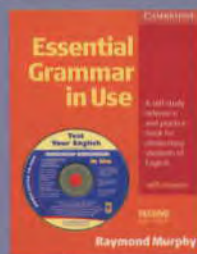
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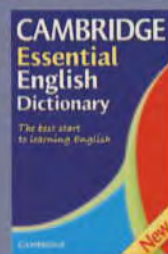
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