

SPEAKING TASK 1

NEGOTIATING

Task

1. Role play the conversation. Student A is a sales representative, and student B is a sales manager.

Student A is a sales representative for a computer company. Try to persuade your manager to let you have an expensive new car.

- You have an old car. It's too slow.
- You were the top salesperson last year.
- You travel thousands of miles each year.
- An expensive car makes the company look good.
- Your competitors often call you to offer you a job at a higher salary, but you always refuse.

2. The conversation should last **2-3 minutes**.

3. During the role-play, you should try to use some of the expressions below.

Useful language

Describing the problem

There's too much ...

I've got a problem with ...

Emphasizing the problem

It's really important ...

We need to ...

Making suggestions

Why don't you ...?

We could ...

4. Start the conversation like this.

Sales representative: I've got a problem with my old car. It's too slow.

Sales manager: I understand you want a different car, but ...

SPEAKING TASK 1

NEGOTIATING

Task

1. Role play the conversation. Student B is a sales manager, and student A is a sales representative.

Student B is a sales manager. Try to persuade him or her to have an expensive new car until next year.

- You do not want to give the salesperson a new car at the moment.
- No other salesperson in the team has a new car this year.
- The company needs to save money this year.
- You want to spend any extra money on bonuses.
- You don't want this salesperson to leave the company.

2. The conversation should last **2-3 minutes**.

3. During the role-play, you should try to use some of the expressions below.

Useful language

Responding

I'm sorry but ...

I understand but ...

Explaining the reasons

The problem is ...

The reason is ...

Responding

OK, I'll think about it.

All right. I'll get back to you

4. Start the conversation like this.

Sales representative: I've got a problem with my old car. It's too slow.

Sales manager: I understand you want a different car, but ...

SPEAKING TASK 2

STARTING A PRESENTATION

Task

1. Make your presentation.

Student A prepares an introduction to a presentation. Then introduce the presentation to student B.

Topic	The launch of your company's new product
Plan	<ol style="list-style-type: none">1. The background to the launch2. The features of the new product3. The advertising and marketing plans
Aim	To give a clear idea of the sales potential of the product

2. The presentation should last **2-3 minutes**.
3. During the presentation, you should try to use some of the expressions below.

Useful language

Greeting

Good morning / afternoon. I'm ...
Hello, everyone. Nice to see you again.
Firstly,...
Secondly, ... Finally,

Topic

My subject today is ...
I'm going to talk about ...
I'd like to talk to you about ...

Plan

There are three parts to my presentation.
My presentation is in three sections.

Aims

By the end of my presentation, you will have a clear idea of ...
By the end of my talk, you will understand how /why ...

4. Start the presentation like this.
Good morning, everybody. My name's

SPEAKING TASK 2

STARTING A PRESENTATION

Task

1. Make your presentation.

Student B prepares an introduction to a presentation. Then introduce the presentation to student A.

Topic	Your company's new e-mail system
Plan	<ol style="list-style-type: none">1. The background2. Why the company needed to change the system3. How to use it and to report faults
Aim	To give a clear idea of how the new e-mail system improves communication in the company

2. The presentation should last **2-3 minutes**.
3. During the presentation, you should try to use some of the expressions below.

Useful language

Greeting

Good morning / afternoon. I'm ...
Hello, everyone. Nice to see you again.
Firstly,...
Secondly, ... Finally,

Plan

There are three parts to my presentation.
My presentation is in three sections.

Topic

My subject today is ...
I'm going to talk about ...
I'd like to talk to you about ...

Aims

By the end of my presentation, you will have a clear idea of ...
By the end of my talk, you will understand how /why ...

4. Start the presentation like this.
Good morning, everybody. Nice to see you again. My name's

SPEAKING TASK 3

MAKING ARRANGMENTS

Task

1. Role play the conversation. Student A is the MD, and student B is a supplier.

Student A is the MD. You call a supplier and tell that you can't arrive on time.

- You can't meet the supplier at 9 o'clock as arranged.
- You give an excuse. The traffic is very bad. You suggest meeting at 10 o'clock.
- You ask what day suits the supplier.
- You say Thursday is OK.
- 8 o'clock is best.

2. The conversation should last **2-3 minutes**.

3. During the role-play, you should try to use some of the expressions below.

Useful language

Asking

What time is good for you?
What's a good day for you?
What time / day suits you?

Agreeing

I can make (time / day).
I can do (time / date).
(Day / time) is fine for me.

Suggesting a different time / day

How about (time / day)?
Is (date / time) OK for you?

Declining

I'm afraid I can't make (time / day).
I'm sorry I can't do (time / date).

Apologising

I'm sorry I missed our meeting at /on ...
Sorry I didn't make it on time.

Giving an excuse

My flight was late.
The traffic was very bad.

4. Start the conversation like this.

MD: Hello. It'shere. I'm very sorry. I know we arranged to meet at 9 o'clock as arranged, but I won't make it on time.

Supplier: I see. Well,

SPEAKING TASK 3

MAKING ARRANGMENTS

Task

1. Role play the conversation. Student A is the MD, and student B is a supplier.

Student B is a supplier. You suggest meeting one day next week.

- You ask what the matter is.
- You are busy at 10 o'clock. You suggest meeting later next week.
- You say Thursday or Friday morning is fine.
- You ask what time is best.
- You agree.

2. The conversation should last **2-3 minutes**.

3. During the role-play, you should try to use some of the expressions below.

Useful language

Asking

What time is good for you?
What's a good day for you?
What time / day suits you?

Agreeing

I can make (time / day).
I can do (time / date).
(Day / time) is fine for me.

Suggesting a different time / day

How about (time / day)?
Is (date / time) OK for you?

Declining

I'm afraid I can't make (time / day).
I'm sorry I can't do (time / date).

Apologising

I'm sorry I missed our meeting at /on
Sorry I didn't make it on time.

Giving an excuse

My flight was late.
The traffic was very bad.

4. Start the conversation like this.

MD: Hello. It'shere. I'm very sorry. I know we arranged to meet at 9 o'clock as arranged, but I won't make it on time.

Supplier: I see. Well,

SPEAKING TASK 4

IDENTIFYING PROBLEMS AND AGREEING ACTION

Task

1. Role play the conversation. Student A is an employee, and student B is the human resources manager.

Student A is an employee. You go to see the HR manager to discuss the problem.

- You are not happy in your department. You do not have enough work
- You think that's good news. The real problem is, you don't like your boss.
- You think your boss is difficult to work with.
- You want to move to a different department
- You agree.

2. The conversation should last **2-3 minutes**.

3. During the role-play, you should try to use some of the expressions below.

Useful language

Identifying the problem

There's a problem with ...

The problem is ...

Suggesting action

We could / should / shouldn't ...

I think / don't think we should ...

Agreeing action

So we're going to ...

I agree. We'll ...

4. Start the conversation like this.

HR manager: Hello. So you wanted to talk to me about something urgent?

Employee: That's right. I'm very unhappy in Admin.

SPEAKING TASK 4

IDENTIFYING PROBLEMS AND AGREEING ACTION

Task

1. Role play the conversation. Student A is an employee, and student B is the human resources manager.

Student B is the HR manager. An employee comes to your office. Find out what his / her problem is.

- January is always quiet. Next month there will be new contracts.
- You ask why the employee doesn't like his boss.
- You suggest the employee should talk to his boss.
- You ask the employee what the solution is.
- You are going to transfer the employee to Accounts.

2. The conversation should last **2-3 minutes**.

3. During the role-play, you should try to use some of the expressions below.

Useful language

Identifying the problem

There's a problem with ...

The problem is ...

Agreeing action

So we're going to ...

I agree. We'll...

Suggesting action

We could / should / shouldn't ...

I think / don't think we should ...

4. Start the conversation like this.

HR manager: Hello. So you wanted to talk to me about something urgent?

Employee: That's right. I'm very unhappy in Admin.

SPEAKING TASK 5

INTERVIEW SKILLS

Task

1. Role play the conversation. Student A is a hotel manager, and student B is a candidate for the job of a receptionist.

Student A is a hotel manager. Find out this information about the candidate.

- Why / want job?
- What/ learn from / last job?
- What strengths/ have?
- Where / want / five years' time?
- What / do / spare time?

2. The conversation should last **2-3 minutes**.

3. During the role-play, you should try to use some of the expressions below.

Useful language		
Interviewer		Candidate
Experience	What didn't you like about your last job?	Well, I had a problem with ...
Skills	Do you have any special skills?	My main strengths are ...
Future plans	What do you want to do in the future?	My main aim is to ...
Interests	What are your main interests?	I spend a lot of time ...

4. Start the conversation like this.

Hotel manager: Good morning. Have a seat, please.

Candidate: Thank you. My name's

SPEAKING TASK 5

INTERVIEW SKILLS

Task

1. Role play the conversation. Student A is a hotel manager, and student B is a candidate for the job of a receptionist.

Student B is a candidate for the job of receptionist. Answer the hotel manager's questions. Use this information.

- like working with people / want to work in the city
- how to deal with people / work well in a team.
- good with numbers / fluent in English
- be / manager
- cycling, watching sports

2. The conversation should last **2-3 minutes**.

3. During the role-play, you should try to use some of the expressions below.

Useful language		
Interviewer		Candidate
Experience	What didn't you like about your last job?	Well, I had a problem with ...
Skills	Do you have any special skills?	My main strengths are ...
Future plans	What do you want to do in the future?	My main aim is to ...
Interests	What are your main interests?	I spend a lot of time ...

4. Start the conversation like this.

Hotel manager: Good morning. Have a seat, please.

Candidate: Thank you. My name's