

LESSON 1

VOCABULARY

- **networking**: "Every industry has some way to facilitate **networking** within that industry."
- **colleague**: "His **colleagues** became suspicious when he did not appear at work, since he was always punctual."
- **experience**: "Do you have any previous **experience** of this type of work?"
- **habit**: "I'm trying to break the **habit** of staying up too late."
- **constantly**: "We are **constantly** looking for ways to improve our products."
- **necessarily**: "Servants **necessarily** had close contact with their employers."
- **instead of**: "Now I can walk to work **instead of** going by car."
- **exchange**: "There were **exchanges** of goods between the two regions."
- **relation**: "There are close **relations** among firms and their suppliers."
- **conversation**: "I overheard a **conversation** between two colleagues."
- **recent**: "There have been many changes in **recent** years."
- **client**: "The company needs to focus on its biggest **clients**."
- **provide**: "The organization **provides** food and shelter for refugees."
- **interest**: "The case has attracted the **interest** of the public and media."
- **industry**: "The banks lend money to commerce and **industry**."

LESSON 2

GRAMMARPresent Simple Tense

It is used to describe something that happens in general or is part of a routine.

Present Continuous Tense

It is used to describe that is happening right now, and will be continuing for a limited time.

- ✓ I don't usually **enjoy** networking, but I'm **enjoying** this conference.
- ✓ I always **drink** tea at breakfast. But this morning I **am drinking** coffee.
- ✓ I usually **go** to work by bus. But today I **am driving**.

LESSON 3

BUSINESS WORLD

- ☐ You must be Jane from the USA.
- ☐ I think we met in a conference last year.
- ☐ I'm John from NR Company.
- ☐ I don't think we have met before.
- ☐ Great to see you again.
- ☐ I would like to introduce you to Gloria.
- ☐ How do you do?
- ☐ I am not sure if you have met each other before.
- ☐ This is Edward from customer service.
- ☐ Talk a about your recent experience.
- ☐ It is a pleasure to meet you.
- ☐ We have a new printer that is difficult to use.
- ☐ Do you enjoy this presentation?
- ☐ The meeting usually takes only half an hour.
- ☐ How do you spell your name?
- ☐ Sandra works from 8:30 to 5:00 on Thursdays and Fridays.
- ☐ Clara knows Brian because they worked together.
- ☐ I catch the train to work at 8:30 a.m. each morning.

LESSON 4

VOCABULARY

- **fix**: "They couldn't **fix** my old computer, so I bought a new one."
- **consultant**: "Eventually they found a **consultant** they felt they could do business with."
- **run**: "He's been **running** a restaurant/his own company since he left the school." ○
- legal**: "He's planning to go into the **legal** profession."
- **own**: "You may only use company computers to access the Web in your **own** time."
- **suddenly**: "Do you remember much about the accident?" "No, it all happened so **suddenly**."
- **promote**: "If I'm not **promoted** within the next two years, I'm going to change jobs."
- **manager**: "She marched into the office and demanded to speak to the **manager**."
- **train**: "She was **trained** as a pilot. / John was **trained** to be an accountant."
- **award**: "She was in London to accept an **award** for her latest novel."
- **look for**: "He came to New York in order to **look for** a job."
- **employ**: "His company currently **employs** 135 workers in total."
- **lead to**: "The carbon tax will inevitably **lead to** an increase in energy bills."
- **retire**: "She was forced to **retire** early from teaching because of ill health."
- **presentation**: "The conference will begin with a keynote **presentation** by a leading industry figure."

LESSON 5

GRAMMAR

Past Simple Tense

It is used to talk about a single, completed action in the past, past habits, or state that was true for a time in the past.

Past Continuous Tense

It is used to talk about ongoing actions that were in progress at a certain time in the past.

Present Perfect Tense

It is used to talk about events in the recent past that still have an effect on the present moment.

- ✓ I **was working** 60 hours a week before I **came** here.
- ✓ I **was watching** TV when she **called**.
- ✓ Sally **was working** when Joe **had** the car accident.
- ✓ I **have worked** in a few different teams.
- ✓ Julia has a lot of experience because she **has managed** this department for years.
- ✓ They **have invested** in this company since 2010.

LESSON 6

BUSINESS WORLD

- ☐ I was wondering if you could help.
- ☐ I was looking for another job.
- ☐ I fixed computers.
- ☐ Where were you working as a waiter?
- ☐ I ran my own company.
- ☐ What was your last job like?
- ☐ I lost my job when the factory closed.
- ☐ I was happy when I was promoted to senior manager in 2018.
- ☐ When I worked 80 hours a week, I was feeling exhausted all the time.
- ☐ I have worked in marketing since 1997.
- ☐ The company has employed five new people since September.
- ☐ I have worked at this office for more than 25 years now.
- ☐ Chris has visited more than 50 countries so far.
- ☐ I have taken the bus to work all my working life.
- ☐ I worked for TCE consultants.
- ☐ I trained to be a chef.
- ☐ Peter is a terrible waiter. He has started looking for a different job.
- ☐ Suzi has always worked in HR.

LESSON 7

VOCABULARY

- **production**: "The car goes into **production** later this year." *Produce-Producer-Product*
- **marketing**: "The **marketing** of products by village women has brought economic benefits."
- **administration**: "The current **administration** will remain in office until elections in November."
- **purchasing**: "Packaging has a strong influence on consumers' **purchasing** decisions."
- **responsible for**: "Mike is **responsible for** designing the entire project."
- **in charge of**: "John has been put **in charge of** marketing."
- **employee**: "The firm has over 500 **employees**."
- **employer**: "The action forced the **employers** to improve their pay offer."
- **commute**: "People are prepared to **commute** long distances if they are desperate for work."
- **staff**: "The hospital **staff** cared for me so well."
- **construction**: "Ethernet cabling was installed during **construction**."
- **decade**: "This **decade** began badly for us."
- **eventually**: "Our flight **eventually** left five hours late."
- **effort**: "The project was a team **effort**."
- **connection**: "Each laptop has a wireless Ethernet **connection**."

LESSON 8

GRAMMARused to

It describes a regular habit or state in the past.

get used to

It describes the process of becoming familiar with something.

be used to

It describes being familiar with something.

- ✓ Staff **used to** eat lunch at their desks.
- ✓ It took a while to **get used to** commuting/the commute.
- ✓ Nowadays I **am used to** waking up early / early mornings.

LESSON 9

BUSINESS WORLD

- ☐ I used to travel to work by car.
- ☐ I will get used to my new job eventually.
- ☐ Did he use to work in marketing?
- ☐ I used to work in a bank.
- ☐ I am used to working long hours.
- ☐ I am not used to working in such heat.
- ☐ The team used to go out for lunch.
- ☐ We didn't use to have so many meetings.
- ☐ Did you use to work in Paris?
- ☐ I'll never get used to this operating system.
- ☐ Kerry is used to commuting a long way.
- ☐ Paula is used to talking in front of crowds.
- ☐ Claude is used to working weekends.
- ☐ Danielle isn't used to giving presentations.
- ☐ I am not used to spicy food.
- ☐ Dan is used to driving on the left.
- ☐ I'll never get used to English weather.
- ☐ I used to work as a doctor.

LESSON 10

VOCABULARY

- **deal with:** "She is used to **dealing with** all kinds of people in her job."
- **proposal:** "Reaction to the **proposals** from technology companies has so far been muted."
- **support:** "I intend to lend my full **support** to the campaign."
- **increase:** "Costs have **increased** significantly."
- **reveal:** "The report **reveals** that the company made a loss of £20 million last year."
- **target:** "The department has missed its sales **target** for the third month running."
- **sale:** "She gets 10 per cent commission on each **sale**."
- **look after:** "It was a bit silly of him to ask a complete stranger to **look after** his luggage."
- **price:** "In the past year, house **prices** have fallen."
- **take place:** "The film festival **takes place** in October."
- **reach:** "Over half the candidates failed to **reach** the expected standard."
- **delegate:** "The job had to be **delegated** to an assistant."
- **achieve:** "She has worked hard to **achieve** her goal."
- **trust:** "Never **trust** a man who will not look you in the eye."
- **enquiry:** "We received over 300 **enquiries** about the job."
- **handle:** "We can **handle** up to 500 calls an hour at our new offices."

LESSON 11

GRAMMAR

**have to/ have got to
need to**

Certain modal verbs can be used to say that someone needs to do something. They express strong obligation.

don't have to

It means that there is no obligation to do something.

must

It is a direct, and sometimes impolite, way to say something needs to be done.

must not

It means that something is prohibited.

- ✓ I **have to/ have got to/ need to** leave this with you.
- ✓ You **don't have to** deal with this today.
- ✓ You **must** complete this project by Monday.
- ✓ You **must not** go into the testing area.

LESSON 12

BUSINESS WORLD

- ☐ Could you print me a copy?
- ☐ Would you call the supplier?
- ☐ Could you answer my phone?
- ☐ We have to finish today.
- ☐ Would you book a meeting?
- ☐ Could you send this today?
- ☐ We have to finish this project soon.
- ☐ Could you look after this for me?
- ☐ I need you to take care of this project while I am away.
- ☐ You don't have to complete it today.
- ☐ We can't reveal our new product yet.
- ☐ We need to increase sales to Europe.
- ☐ The conference takes place in August.
- ☐ Sandra must complete the task by tomorrow.
- ☐ You must put the finished proposals on my desk tomorrow.
- ☐ You need to produce a spreadsheet.
- ☐ We must reach our sales target.
- ☐ We don't have to go to work tomorrow.
- ☐ Jim doesn't have to attend the meeting.

LESSON 13

VOCABULARY

- **income**: "The company's **income** fell last year."
- **budget**: "We have a large **budget** for this movie."
- **overdraft**: "The bank charges for **overdrafts** now."
- **break even**: "The company just about **broke even** last year."
- **account**: "We need to make sure the **accounts** are always up to date."
- **expenditure**: "The initial **expenditure** on technology was huge, but now we can work faster."
- **get into debt**: "We must do all we can do to avoid **getting into debt**."
- **profit margin**: "The **profit margin** on these T-shirts is huge!"
- **make a loss**: "We haven't sold enough pineapples. We've **made a loss**."
- **overhead**: "High **overheads** make this business difficult to run."
- **cost**: "I'm selling these earrings at **cost** to attract customers."
- **peak**: "The prices **peaked** in June, but they are down now."
- **drop**: "When the CEO left, the company's value **dropped**."
- **exchange rate**: "Changes in the **exchange rate** make the market uncertain."
- **cash flow**: "Our clients need to pay now or we will have a **cash flow** problem."

LESSON 14

GRAMMARPast Simple Tense & Past Perfect Tense

English uses the past perfect and the past simple together to describe past events that occurred at different times. The past simple describes the event that is closest to the time of speaking.

- ✓ Sales of our cleaning products **had fallen**, so we **hired** a new marketing team.
- ✓ Many of our customers **hadn't tried** online shopping before we **launched** our delivery service.
- ✓ **Had you prepared** for that presentation? It **didn't go** very well.

LESSON 15

BUSINESS WORLD

- The number of complaints had risen, so we sent our staff for training.
- We changed our logo because a lot of people had complained about it.
- Some of our goods had arrived broken, so we asked for a refund.
- There were problems in the warehouse because our manager had resigned.
- Sales of umbrellas were poor because we had had a dry summer.
- Our clients weren't happy because we missed our deadline.
- Edward's presentation had gone very well, so I gave her a promotion.
- Our sales increased because we had launched a new product range.
- Each operator can deal with more than one client.
- Our clients stated that they had been disappointed with the sales figures.
- The following report presents our staffing plans for the coming year.
- It is clear from the research that there were a number of problems.
- A number of focus groups were consulted for this report.
- The purpose of this report is to present the findings of our survey.
- We stayed in the hotel that our client had recommended to us.
- Sales were good because we had organized a good marketing campaign.
- Sales had fallen sharply, so we decided to withdraw the product.

LESSON 16

VOCABULARY

compensation: "The employer has a duty to pay full **compensation** for injuries received at work."

delivery: "We offer free **delivery** on orders over \$200."

delay: "We apologize for the **delay** in answering your letter."

discount: "Do you give any **discount** for students?"

hold: "May I speak to Mr. Smith? - Will you **hold** the line?"

order: "The waiter came to take their **orders**."

look into: "Please could you **look into** the matter with a view to re-positioning the lines if you consider it necessary?"

replacement: "Rare instruments are usually insured for their full **replacement** value."

complain: "Shoppers **complained** about the lack of toilet facilities."

investigate: "The report calls for a commission to **investigate** the matter further."

apologize: "We **apologize** for the late departure of this flight."

previous: "No **previous** experience is necessary for this job."

figure: "The issue **figured** prominently in our discussion."

compare: "We **compared** the two reports carefully."

rise: "Interest rates **rose** to a six-year high."

LESSON 17

GRAMMARPresent Perfect Continuous

It describes an ongoing situation in the past that often affects the present moment. You can use it to offer explanations for problems.

- ✓ Our delivery company **has been experiencing** difficulties recently.
- ✓ We **haven't been getting** good feedback lately.
- ✓ I'm really sorry for the delay. **Have you been waiting** all morning?
- ✓ Our customers **have been complaining** about our poor service recently.

LESSON 18

BUSINESS WORLD

- ☐ I've been waiting for my order to arrive all week.
- ☐ I'm very sorry about that.
- ☐ Can you look into the problem for me?
- ☐ Let's see what we can do.
- ☐ Could you tell me your customer reference number, please?
- ☐ Could you hold the line a moment, please?
- ☐ What has caused this delay?
- ☐ Can you offer me any compensation?
- ☐ We'll offer you a discount on your next order.
- ☐ Could I have a refund?
- ☐ Could you look into the problem for me?
- ☐ My order arrived dirty and broken.
- ☐ Will you send me a replacement?
- ☐ Why isn't my order here yet?
- ☐ Could you tell me your order number, please?
- ☐ I'm very sorry to hear that, Mrs. Smith.
- ☐ Our courier has been having difficulties.
- ☐ The driver has been stuck in traffic.

LESSON 19

VOCABULARY

- **access**: "I can **access** my work emails from my home computer."
- **up to date**: "As a company we always keep our hardware and apps **up to date**."
- **connected to**: "My phone is **connected to** the network so I can receive emails any time."
- **work online**: "For most of the day I have to **work online** to access the internet and emails."
- **mobile device**: "Most people in the office carry a **mobile device** with them."
- **back up**: "I automatically **back up** my documents every 15 minutes."
- **user-friendly**: "This new programme is very **user-friendly**."
- **break up**: "I'm sorry, I can't hear you properly. You're **breaking up**."
- **discuss**: "They met to **discuss** the possibility of working together."
- **timetable**: "I need to look at the **timetable** to see if I can get to Manchester this evening."
- **arrangement**: "There are special **arrangements** for people working overseas."
- **cancel**: "All flights have been **cancelled** because of bad weather."
- **issue**: "This is a big **issue**; we need more time to think about it."
- **inform**: "The leaflet **informs** customers about healthy eating."
- **definitely**: "I **definitely** remember sending the letter."

LESSON 20

GRAMMAR

Present Continuous Tense

It is used to describe what's happening right now. You can use it to inform clients about current situations and future arrangements. Continuous tenses can also soften questions and requests.

- ✓ We **are aiming** to give you a full progress report.
- ✓ We **are having** a meeting with the IT department later today.

Continuous Tenses For Politeness

In correspondence with clients, English often uses continuous tenses to make requests more polite or promises.

- ✓ We **are hoping** to deliver your order next Monday. (Present Continuous)
- ✓ I **was wondering** if we could meet at your office. (Past Continuous)
- ✓ **Will you be attending** the launch of our soft drink arrange? (Future Continuous)

LESSON 21

BUSINESS WORLD

- ☐ I am aiming to have a final meeting.
- ☐ What happened to the delivery van?
- ☐ We are still waiting for a part from our supplier.
- ☐ Who should I contact for any problem?
- ☐ Who should Aurora contact if she has questions?
- ☐ We're very sorry about the inconvenience .
- ☐ Do not hesitate to contact me if you have any question.
- ☐ I was wondering if you could call me back.
- ☐ I am hoping to finish my report on July's sales later today.
- ☐ We are still waiting to hear from the Chinese partners.
- ☐ I am writing to inform you.
- ☐ We are aiming to send the new designs by Friday.
- ☐ Will you be paying for the order in cash or by card?
- ☐ Julia is talking to Sales this afternoon to agree new discounts.

LESSON 22

VOCABULARY

- **raw material:** "The price goes up as the cost of **raw materials** increases."
- **prototype:** "We can make changes. This is just a **prototype**."
- **mass production:** "These cars have become much cheaper with **mass production**."
- **manufacture:** "These fabrics are much cheaper to **manufacture** abroad."
- **handmade:** "The bags are expensive because they are all **handmade**."
- **overproduction:** "The **overproduction** of these shirts has meant we need to lower the price."
- **product testing:** "All our toys go through a process of **product testing**."
- **product approval:** "We cannot begin manufacture without **product approval**."
- **packaging:** "The **packaging** of certain goods is vital for sales."
- **process:** "The painting **process** starts in this room and takes two days."
- **ethically sourced:** "All the ingredients for this product are **ethically sourced**."
- **labor-intensive:** "These watches are beautiful, but their production is very **labor-intensive**."
- **warehouse:** "Can you ask the **warehouse** how many we have available to ship today?"
- **quality control:** "With food products, **quality control** is vital."
- **supplier:** "They have been our main **supplier** of light bulbs for years."

LESSON 23

GRAMMAR

Passive Voice

TO BE + VERB3

am, is, are, be, been, was, were + Verb3

- ✓ Our products **are designed** in London.
- ✓ The new models **are being released** before Christmas.
- ✓ All the latest technologies **have been used**.
- ✓ Our original model **was sold** worldwide.
- ✓ We tested extensively while it **was being redesigned**.
- ✓ The media **had been notified** before we announced the launch.

by

"**by**" can be used to show the person or thing doing the action.

- ✓ The launch will be announced soon **by** our CEO.

LESSON 24

BUSINESS WORLD

- New models are being produced to coincide with the premiere of the movie.
- Our coffee is produced using the finest coffee beans from Kenya.
- Our competitors' prices are increasing day by day.
- These toys can't have been checked.
- The order can't have been taken by her.
- Faults in the products shouldn't be ignored.
- A free bag can be given to every customer.
- His order must have been placed late.
- I should have been informed about the discount.
- Security staff scan all passengers' luggage.
- The design has been patented so nobody can copy it.
- Our packing department checks all the orders before delivery.
- Brad designs all our marketing material for the Asia office.
- Nicola adds new lines to our women's fashion range on a regular basis.
- Jason invented the new product tracking app for customers.
- Our marketing team launched our new website in January.

LESSON 25

VOCABULARY

- **run out:** "We **ran out** of fuel."
- **look into:** "A working party has been set up to **look into** the problem."
- **catch up:** "After missing a term through illness, he had to work hard to **catch up** with the others."
- **hang up:** "Let me speak to Melanie before you **hang up**."
- **deal with:** "She's used to **dealing with** difficult customers."
- **fill out:** "**Fill out** the application carefully, and keep copies of it."
- **figure out:** "I'm trying to **figure out** a way to make this work."
- **chill out:** "**Chill out**, Dad. The train doesn't leave for another hour!"
- **fix up:** "They **fixed up** the house before they moved in."
- **bring up:** "**Bring it up** at the meeting."
- **turn up:** "We arranged to meet at 7.30, but she never **turned up**."
- **back up:** "It's a good idea to **back up** your files onto a memory stick."
- **give out:** "After a month their food supplies **gave out**."
- **call off:** "They have **called off** their engagement."
- **pass on:** "Much of the discount is pocketed by retailers instead of being **passed on** to customers."

LESSON 26

GRAMMARModals in the Passive Voice

Certain modals can be used as set phrases in the passive voice to express ideas such as possibility, ability, likelihood, and obligation.

- ✓ The importance of product testing **can't be overestimated**.
- ✓ All products **must be approved** before leaving the factory.
- ✓ The product **must have been damaged** before it was shipped.
- ✓ The shipment **could have been packaged** more carefully.
- ✓ This device **couldn't have been tested** before it went on sale.

LESSON 27

BUSINESS WORLD

- ☐ What a nice team!
- ☐ We offer many affordable options.
- ☐ Business world may be affected by the latest increase in taxes.
- ☐ I love buying wooden furniture for the office.
- ☐ My boss drives a tiny car to work.
- ☐ We aim to offer awesome customer service at all times.
- ☐ We have everything for your hotel or restaurant needs, from guest towels to tablecloths.
- ☐ Look at this new type of our product.
- ☐ What a lovely new design for offices.
- ☐ Jane has bought an expensive classic car at an auction.
- ☐ Our rivals are selling the same products with the same price.
- ☐ I love buying large yellow flowers for the office.
- ☐ We have an amazing Italian coffee machine in our office.
- ☐ I have ordered some of those fabulous double-sided business cards.
- ☐ Their website is easy to use.
- ☐ The new brochure is very bright and attractive.

LESSON 28

VOCABULARY

- **tagline**: "Writing a **tagline** is a good way to add character to your brand."
- **unique**: "The preview offers a **unique** opportunity to see the show without the crowds."
- **advertisement**: "You can place an **advertisement** on a classified website."
- **brand**: "We compared our product with the leading **brands**."
- **door to door sales**: "On the way out the door he is confronted by a **door-to-door salesman**."
- **publicity**: "There has been a great deal of **publicity** surrounding his disappearance."
- **sales pitch**: "I didn't want to listen to his **sales pitch**."
- **leaflet**: "Pick up a free **leaflet** from your local post office."
- **word of mouth**: "I am not speaking of **word-of-mouth** declarations, but of documents and reports."
- **demand**: "I think your **demand** for a higher salary is perfectly reasonable."
- **awful**: "That's an **awful** colour."
- **disgusting**: "He has some rather **disgusting** habits."
- **encourage**: "We were greatly **encouraged** by the support we received."
- **merchandise**: "Shoppers complained about poor quality **merchandise** and high prices."
- **tiny**: "The print is so **tiny**, you need a magnifying glass to read it."

LESSON 29

GRAMMAR

"enough" and "too"

"**enough**" can be used after an adjective or adverb to show that it's the right degree. Too is used before an adjective

- ✓ Our warehouse is big **enough** for your needs.
- ✓ We always package items safely **enough** for delivery.
- ✓ Their product is **too** expensive. Nobody will buy it.

"so" and "such"

"**such**" can be used before a noun to add emphasis. It can also be used before an adjective and noun combination.

"**so**" can be used before an adjective or an adverb to add emphasis.

- ✓ The new model was **such** a success.
- ✓ It was **such** an important meeting.
- ✓ Initial reviews are **so** important **that** they should never be skipped.

LESSON 30

BUSINESS WORLD

- ☐ Our products are extremely good.
- ☐ They have a unique design.
- ☐ Our customer service is always online.
- ☐ The demand is big enough for us.
- ☐ They have a totally new design.
- ☐ His decision to invest was entirely right.
- ☐ The new gadget is completely digital.
- ☐ What you need is a really brilliant idea.
- ☐ Inventing a new product is pretty difficult.
- ☐ Is the office big enough for us?
- ☐ The price is so high!
- ☐ It is such a great product!
- ☐ My boss is so ambitious.
- ☐ There is such a big crowd at the trade fair this year!
- ☐ The slogan is far too complicated.
- ☐ We need to understand our consumers.
- ☐ Maria is so persuasive when she delivers a sales pitch.

LESSON 31

VOCABULARY

- **quit**: "I am considering **quitting** my job to start a business."
- **workload**: "We have taken on extra staff to cope with the increased **workload**."
- **recognize**: "You might not **recognize** the name but you'll know her face."
- **ambitious**: "I am very **ambitious**. Nothing means more to me than winning."
- **initial**: "The government will make an **initial** investment of \$ 4.7 billion in the company."
- **simplify**: "The application forms have now been **simplified**."
- **brilliant**: "What a **brilliant** idea!"
- **supervisor**: "All work is done under the guidance of a **supervisor**."
- **trade**: "Market prices and **trade** liberalization have increased prices."
- **item**: "What's the next **item** on the agenda?"
- **consider**: "The company is being actively **considered** as a potential partner."
- **showcase**: "The trade fair was a **showcase** for young companies."
- **likely**: "The new investment will **likely** be a great success."
- **ensure**: "Rent rises were limited in order to **ensure** that housing remained affordable."
- **exactly**: "You haven't changed at all—you still look **exactly** the same."

LESSON 32

GRAMMAR

GIVING ADVICE

You can use "**could**", "**should (ought to)**" and "**must**" to vary the strength of advice given.

- ✓ You **could** ask the clients for more time.
- ✓ You **should** delegate more work to your team.
- ✓ You **must** talk to your manager.
- ✓ You **ought to** make a list of all your tasks.

MAKING SUGGESTIONS

You can use "**What about...?**" with a gerund or "**Why don't we...?**" with a base verb to make suggestions.

- ✓ **What about** hiring more staff?
- ✓ **Why don't we** hire more staff?
- ✓ **What about** working from home on Fridays?
- ✓ **Why don't we** organize a team lunch?

LESSON 33

BUSINESS WORLD

- ☐ What about buying better equipment?
- ☐ Why don't we train new employees?
- ☐ Why don't we go for a walk outside?
- ☐ What about delegating this to Edward?
- ☐ You shouldn't start work so early.
- ☐ You must tell your boss it will be late.
- ☐ You really need a break.
- ☐ He could try to delegate more tasks.
- ☐ She should talk to her colleagues.
- ☐ You ought to relax more.
- ☐ You shouldn't work so hard.
- ☐ You could do a training course.
- ☐ You must give him a call.
- ☐ The secretary really should ask her boss for a raise.
- ☐ You shouldn't try to do everything yourself.
- ☐ This situation is quite typical for new employees here.
- ☐ Why don't we organize a feedback session?
- ☐ What about inviting the clients to dinner?

LESSON 34

VOCABULARY

- **appraisal**: "He had read many detailed critical **appraisals** of her work."
- **initiative**: "She needs to show more **initiative** if she wants to succeed."
- **approve**: "We hope that the proposals will soon be **approved** by the committee."
- **allocate**: "More resources are being **allocated** to the project."
- **designate**: "Who has she **designated** as her deputy?"
- **data analysis**: "The study was based on field research and **data analysis** supported by the National Geographic Society."
- **negotiate**: "They have refused to **negotiate** on this issue."
- **research**: "He has carried out extensive **research** into renewable energy sources."
- **time management**: "As for me, I'll take care of your advertising and your **time management**."
- **argue**: "He **argued** that they needed more time to finish the project."
- **nervous**: "I was very **nervous** about driving again after the accident."
- **keep on**: "I want to **keep on** with part-time work for as long as possible."
- **confidence**: "Higher profits should raise business **confidence**."
- **get along with**: "We can't **get along with** each other well, just like a cat and a dog."
- **messy**: "On his desk was a **messy** pile of notes and drawings."

LESSON 35

GRAMMAR

PRESENT ABILITY

You can use "**can**", "**can't**" and "**cannot**" to talk about people's skills and abilities in the present.

- ✓ Her team **can** finish the job really quickly.
- ✓ They **can't** work together without arguing.

PAST ABILITY

You can use "**could**", "**couldn't**" and "**could not**" to talk about abilities in the past.

- ✓ My old team **could** work really well.
- ✓ I used to be so nervous that I **couldn't** speak in public.

FUTURE ABILITY

You can use "**could**" to talk about people's future abilities and potential. You can also use "**would**" followed by "**do**", "**make**" or "**be**" to talk about future potential.

- ✓ If John keeps working hard, he **could** become head chef.
- ✓ She **would** do well in the customer services department.

LESSON 36

BUSINESS WORLD

- ☐ Kim is good at training people. She would make an excellent team leader.
- ☐ Jane could reach the top of our company's sales ranking.
- ☐ You could be head of your department.
- ☐ He would do well in a smaller team.
- ☐ I can fix your car by the end of the day.
- ☐ Sally can't cook in a professional kitchen.
- ☐ You are an excellent sales assistant, and you would do well in the marketing team.
- ☐ We think that you are really creative and would make a great addition to our company.
- ☐ Julia can't manage her staff any more. They do what they like.
- ☐ Karl can't drive. He failed his driving test again.
- ☐ Paul has great people skills. He can talk to all sorts of people.
- ☐ Matt joined us as an assistant chef.
- ☐ We believe he would make a great mentor to talented young chefs.
- ☐ She was promoted two years ago.
- ☐ She wouldn't be a good trainer.
- ☐ Patrick could train staff to do them.

LESSON 37

VOCABULARY

- **day to day**: "I have organized the cleaning on a **day-to-day** basis, until our usual cleaner returns."
- **trait**: "We do not know which behavioural **traits** are inherited and which acquired."
- **pointless**: "We searched until we knew it would be **pointless** to continue."
- **on time**: "The train arrived right **on time**."
- **challenging**: "I have had a **challenging** and rewarding career as a teacher."
- **overcome**: "He finally managed to **overcome** his fear of flying."
- **obstacle**: "So far, we have managed to overcome all the **obstacles** that have been placed in our path."
- **require**: "True marriage **requires** us to show trust and loyalty."
- **spot**: "She was wearing a black skirt with white **spots**."
- **identify**: "Passengers were asked to **identify** their own suitcases before they were put on the plane."
- **laziness**: "The problem has been caused by **laziness** on the part of management."
- **rewarding**: "Nursing can be a very **rewarding** career."
- **regular**: "The equipment is checked on a **regular** basis."
- **back to back**: "I have **back to back** meetings today."
- **co-worker**: "He is worried about his job after seeing his **co-workers** laid off."

LESSON 38

GRAMMAR

SIMILAR IDEAS

- ✓ The training is useful. It is **also** fun.
- ✓ Laziness is a terrible trait. Dishonesty is very bad, **too**.
- ✓ It is important to say what we all think. We should listen to each other **as well**.
- ✓ Team A completed the task very quickly. Team B were **equally** successful.

CONTRASTING IDEAS

- ✓ The training today was useful. **However**, yesterday's task was pointless.
- ✓ **Although** Team A completed the task quickly, Team B didn't finish.
- ✓ Some people want to run a team, **while** others want to be team members.
- ✓ Laziness is a terrible trait **whereas** hard work is excellent.

RESULTS

- ✓ The training days are useful. **As a result**, everyone attends them.
- ✓ The course taught us how to lead a team. **Consequently**, I feel more confident.
- ✓ I'd never ridden a horse before. **For this reason**, I was quite scared during the training.
- ✓ I learned a lot from the training. **As a consequence**, I was promoted within a year.

LESSON 39

BUSINESS WORLD

- ☐ Team building is a good way to learn new skills and it's also a chance to relax.
- ☐ I love learning new things. As a result, I really enjoyed the training day.
- ☐ Team A had to build a cardboard tower while Team B had to bake a cake.
- ☐ We sometimes identify future managers in this way.
- ☐ Paul's staff have learned how to make good connections with clients.
- ☐ Tim can identify which employees are leaders.
- ☐ This course will teach you the new skills.
- ☐ Although I attended the training session, I'm not sure I learned very much.
- ☐ Team building days are useful. They are also fun.
- ☐ Some people always wash their coffee cups while others don't.
- ☐ Hard work is an excellent trait in a team whereas laziness is terrible.
- ☐ Although Team A did the task quickly, Team B didn't finish it.
- ☐ The training is also useful for team members.
- ☐ It is important to read instructions carefully.
- ☐ We hope you also found it very rewarding.
- ☐ Creative thinking can be equally useful.

LESSON 40

VOCABULARY

- **entertaining**: "I found the talk both informative and **entertaining**."
- **high- quality**: "The company had a reputation for building **high-quality**, fuel-efficient cars."
- **accommodation**: "Hotel **accommodation** is included in the price of your holiday."
- **expect**: "The company is **expecting** record sales this year."
- **remind**: "Your advertisements should **remind** people of the product's benefits."
- **impress**: "She **impressed** us with both the depth and range of her knowledge."
- **event**: "Everyone was frightened by the strange sequence of **events**."
- **examine**: "This important issue must be carefully **examined**."
- **register**: "The regulations require doctors and patients to **register** in a database."
- **in advance**: "Thanks **in advance** for your help."
- **regret**: "She **regretted** the words the moment they were out of her mouth."
- **healthcare**: "**Healthcare** workers are some of the lowest paid people in the country."
- **announce**: "The company **announced** its decision to the public in March."
- **book**: "Most customers now **book** their holidays online."
- **arrange**: "Can I **arrange** an appointment for Monday?"

LESSON 41

GRAMMARVerbs and Gerunds/ Infinitives

- ✓ I really **enjoy** **entertaining** new clients at our company parties.
- ✓ Our clients **expect to** have high-quality accommodation.
- ✓ I'll **consider** **organizing** the refreshments for our guests.
- ✓ You **remember** **meeting** David, don't you?
- ✓ You must **remember to** meet David to make plans for conference.
- ✓ I **stopped** **reading** the timetable because my manager called me.
- ✓ I **stopped to** read the timetable for our team training day.
- ✓ I **regret** **telling** you that I can't come to dinner. I can see that you are angry.
- ✓ I **regret to** tell you that I can't come to dinner. I'm really sorry.

LESSON 42

BUSINESS WORLD

- ☐ I really regret making that mistake at the conference.
- ☐ We stopped holding breakfast meetings because few people attended them.
- ☐ I'm sure Jane will remember that there will be some job losses.
- ☐ Sandra went on working until midnight in order to finish the report.
- ☐ Edward's boss expects him to impress the clients.
- ☐ The conference is about healthcare products.
- ☐ I remember meeting him Tokyo.
- ☐ We expect all our staff to attend a party with our clients.
- ☐ I've invited our new clients to have lunch with us.
- ☐ My manager asked me to book the conference room.
- ☐ We want all our staff to feel happy at work.
- ☐ I expect my manager to give me a promotion soon.
- ☐ Would you consider organizing the accommodation for the visitors?
- ☐ We must keep on reminding customers of our new product range.
- ☐ I really enjoy giving presentation.
- ☐ After lunch, we have a brainstorming session in groups.
- ☐ We planned a launch for a media company.

LESSON 43

VOCABULARY

- **absent**: "He was **absent** from work for two weeks."
- **reach a consensus**: "Computer science has **reached a** rough **consensus** on this issue."
- **run out of time**: "We **ran out of time** and didn't finish the project."
- **main objective**: "Awareness can be one of the **main objectives** of advertising."
- **unanimous**: "**Unanimous** agreement must be reached for this plan to go ahead."
- **take question**: "We will **take questions** at the end of the meeting."
- **take minutes**: "Who is going to **take the minutes** in the meeting?"
- **attendee**: "The list of **attendees** could grow before Friday."
- **wrap up**: "My guess is they'll **wrap** the meeting **up** quickly."
- **sum up**: "The report attempts to **sum up** recent economic trends."
- **review**: "His **review** appeared in yesterday's paper."
- **interrupt**: "Sorry to **interrupt**, but there's someone to see you."
- **invoice**: "Please pay the final **invoice** within two weeks."
- **press release**: "The company issued a **press release** to end speculation about its future."
- **candidate**: "He is the best **candidate** for the job."

LESSON 44

GRAMMARReported Speech

- ✓ Luke said that he was too busy to come to the meeting. (I can't come to the meeting. I'm too busy.)
- ✓ She said she was working in New York. (I'm working in New York.)
- ✓ He said that he had been to China twice. (I have been to China twice.)
- ✓ He said he'd call me the following day. (I'll call you tomorrow.)
- ✓ She said she'd seen me the week before. (I saw you last week.)
- ✓ He told me the weather was nice there. (The weather is nice here.)
- ✓ She said that she really likes their new office. (I really like our new office.)

LESSON 45

BUSINESS WORLD

- ☐ They explained that the building had to be closed for security tests.
- ☐ That's right! Our profits have risen this year.
- ☐ I am not the person in charge of this project.
- ☐ I have to change the meeting date.
- ☐ I am not very good at sales.
- ☐ Perhaps you could ask your boss about a rise.
- ☐ Don't worry. I will definitely stay late to help you finish the report.
- ☐ The coffee from the machine tastes awful.
- ☐ This project is very frustrating!
- ☐ I don't believe these sales reports!
- ☐ She said she needed to talk to Julia.
- ☐ I can't open my emails.
- ☐ John said that he wanted a promotion before the end of the year.
- ☐ He denied that he had broken the coffee machine.
- ☐ Susan said she was going to design a new app with Tim the week after.
- ☐ I am not happy with the customer service I have experienced.
- ☐ How about asking Sandy what she thinks?

LESSON 46

VOCABULARY

- **admire**: "You have to **admire** the way he handled the situation."
- **reduce**: "Costs have been **reduced** by 20% over the past year."
- **target**: "I will **target** to finish it on time if I can start it immediately."
- **plenty of**: "You've had **plenty of** chances."
- **include**: "The tour **included** a visit to the Science Museum."
- **incorrectly**: "He claims that his remarks were **incorrectly** reported."
- **investigate**: "The report calls for a commission to **investigate** the matter further."
- **hand in**: "You must all **hand in** your projects by the end of next week."
- **confirm**: "The authorities refused to **confirm** any details."
- **printout**: "There were a few pages of computer **printout** on her desk."
- **annual**: "Success will be evaluated on an **annual** basis."
- **particular**: "We must pay **particular** attention to this point."
- **focus on**: "The discussion **focused on** three main issues."
- **range**: "Accommodation **ranges** from tourist class to luxury hotels.""
- **come up**: "We'll let you know if any vacancies **come up**."

LESSON 47

GRAMMAR

Reported Open Questions

- ✓ Adam asked me where his laptop was. (Where is my laptop?)
- ✓ He asked me why I couldn't come to the meeting. (Why can't you come to the meeting?)
- ✓ They asked me what I thought about suggestions. (What do you think about the suggestions?)

Reported Closed Questions

- ✓ My boss asked me if I was meeting my sales targets. (Are you meeting your sales targets?)
- ✓ Kara asked whether I would be at the meeting on Monday. (Will you be at the meeting on Monday?)

LESSON 48

BUSINESS WORLD

- ☐ I couldn't get a job in the Paris office.
- ☐ Can I have a word with you later?
- ☐ Can you do me a favor?
- ☐ Did you make notes during the meeting?
- ☐ Can I make a suggestion?
- ☐ Who is the new senior manager?
- ☐ Hans has finished the promotional materials.
- ☐ Kevin asked me how the negotiations had gone.
- ☐ You should try as hard as you can.
- ☐ Why did you hand in the reports so late?
- ☐ Which candidate did you choose?
- ☐ He explained that he didn't know how to use the photocopier.
- ☐ Susan said she had come into work early that morning.
- ☐ Did you remember to call the hotel about the catering?
- ☐ Our clients expect to receive excellent service.
- ☐ We enjoy all aspects of the job.

LESSON 49

VOCABULARY

- **willing**: "Many consumers are **willing** to pay more for organic food."
- **option**: "There are various **options** open to you."
- **unfortunately**: "**Unfortunately**, I won't be able to attend the meeting."
- **doubt**: "He was starting to have some serious **doubts**."
- **submit**: "She **submitted** her report to the committee."
- **accountancy**: "He works in **accountancy**."
- **mistake**: "You must try to learn from your **mistakes**."
- **shape**: "He was responsible for **shaping** my career."
- **dramatically**: "Prices have increased **dramatically** in the last few years."
- **intense**: "There is **intense** competition for the top jobs."
- **solution**: "Attempts to find a **solution** have failed."
- **lower**: "The company may be forced to **lower** prices in order to stay competitive."
- **familiar**: "Are you **familiar** with the computer software they use?"
- **demand**: "I think your **demand** for a higher salary is perfectly reasonable."
- **facility**: "They provide **facilities** management services to corporations, hospitals and universities."

LESSON 50

GRAMMARQuantities

- ✓ There have been **many** new customers this quarter.
- ✓ We have **much** stress in this company these days.
- ✓ We have very **few** items left in stock.
- ✓ I have **a few** suggestions for how to improve sales.
- ✓ I have **little** doubt that next year will be challenging.
- ✓ The summer should offer **a little** boost to sales.

"all" as a pronoun

- ✓ I hope **all** goes well.
- ✓ **All** we can do is hope that they like the product.

LESSON 51

BUSINESS WORLD

- ☐ There are few options left for us to apply.
- ☐ I have told you all I know about it.
- ☐ All you can do is apologize for your mistake.
- ☐ All I want is a raise.
- ☐ There is little money left in the budget.
- ☐ Not many people like him.
- ☐ We have some time.
- ☐ All we need is a photo of the product.
- ☐ There is not much chance of a quick solution.
- ☐ The company should reduce its prices dramatically.
- ☐ The brand is well known among older people.
- ☐ If we take a long-term view, there are a few solutions.
- ☐ We have very few stores in Asia.
- ☐ There is a little bit of money left in the budget.
- ☐ Some people can afford our luxury vacations.
- ☐ I have some suggestions about how we can improve staff morale.

LESSON 52

VOCABULARY

- **approve**: "I wholeheartedly **approve** of his actions."
- **vacation**: "I'm going on **vacation** for a couple of weeks."
- **complaint**: "The most common **complaint** is about poor service."
- **progress**: "We hope to see some real **progress** by March."
- **theme**: "Several familiar **themes** emerged from the discussion."
- **quote**: "Can you **quote** me an instance of when this happened?"
- **respond**: "She never **responded** to my letter.""
- **margin**: "She won the presidency by a wide **margin**."
- **negotiator**: "Some very skillful **negotiators** will be needed to settle this dispute."
- **sample**: "A small **sample** of blood must be tested by a doctor."
- **any further**: "I can't walk **any further**."
- **busy**: "I'll be too **busy** to come to the meeting."
- **reply**: "He hasn't **replied** to any of my text messages."
- **guest**: "Liz was not on the **guest** list."
- **funding**: "About 70 per cent of current **funding** has gone on schools."

LESSON 53

GRAMMARQuestion Tags

- ✓ Hi everyone! I'm late, **aren't I?**
- ✓ I'm not late, **am I?**
- ✓ Jack takes the calls, **doesn't he?**
- ✓ Susan studied accounting, **didn't she?**
- ✓ You haven't seen my laptop, **have you?**
- ✓ Tim should be here by now, **shouldn't he?**

Subject Questions

- ✓ **Who** took the minutes?
Clara took the minutes.
- ✓ **What** is on the agenda?
The new project is on the agenda.
- ✓ **Who** is going to the conference?
We are all going to the conference?

LESSON 54

BUSINESS WORLD

- ☐ I really wonder what the real problem is.
- ☐ Who is the manager?
- ☐ Who answers the telephone?
- ☐ What's the complaint about?
- ☐ Denim jeans are our most popular products.
- ☐ What is your lowest price?
- ☐ I'm invited to the meeting, aren't I?
- ☐ You haven't read my proposal, have you?
- ☐ You work in marketing, don't you?
- ☐ Could you say that again?
- ☐ I didn't catch it.
- ☐ Sorry, I missed that.
- ☐ What was the last figure? I didn't hear it.
- ☐ Who wants to work in New York?
- ☐ What should I tell the client?
- ☐ Should I tell the client the truth?
- ☐ What is our timetable for this project?

LESSON 55

VOCABULARY

- **hospitality**: "We were entertained in the company's **hospitality** suite."
- **chemical**: "They use special **chemicals** to accelerate the growth of crops."
- **catering**: "Who did the **catering** for your son's wedding?"
- **agriculture**: "The number of people employed in **agriculture** has fallen in the last decade."
- **finance**: "The project will only go ahead if they can raise the necessary **finance**."
- **fashion**: "Long skirts have come into **fashion** again."
- **journalism**: "I'd like a career in **journalism**."
- **mining**: "Traditional industries such as coal **mining** have almost disappeared."
- **recycling**: "What's the company's position on **recycling**?"
- **shipping**: "She arranged for the **shipping** of her furniture to England."
- **efficient**: "We offer a fast, friendly and **efficient** service."
- **flexible**: "You need to be more **flexible** and imaginative in your approach."
- **innovative**: "She was an imaginative and **innovative** manager."
- **accurate**: "The cost is an **accurate** reflection of the quality of our products."
- **punctual**: "Always be **punctual** for an interview."

LESSON 56

GRAMMARARTICLES (a, an, the, zero article)

- ✓ I applied for **a** job last week as **an** engineer.
- ✓ **The** application form was really long.
- ✓ **The** catering jobs at this café are really well.
- ✓ **Accountants** work long hours.
- ✓ Henry likes giving **presentations**.
- ✓ Henry wants to give the **presentation** tonight.

LESSON 57

BUSINESS WORLD

- ☐ The salary in this job is really good.
- ☐ We need someone who can speak Italian.
- ☐ I applied for a job in the finance department at your company.
- ☐ The presentations she gave last week were great.
- ☐ Doctors are very dedicated people.
- ☐ Mary is good at selecting flawed products.
- ☐ The job I applied for is based in Madrid.
- ☐ I don't think I'll apply for the job.
- ☐ The ideal candidate should enjoy working in a team.
- ☐ The job requires market-specific knowledge.
- ☐ No previous experience is needed.
- ☐ Full product training will be given to the successful candidates.
- ☐ We need someone who is willing and has no travel disability.
- ☐ Do you have a passion for selling new ideas?
- ☐ I started looking for a job as an engineer.

LESSON 58

VOCABULARY

- **graduate from**: "She **graduated from** Harvard this year."
- **passionate**: "She is **passionate** about her work."
- **dedicated**: "Only a truly **dedicated** scientist would want to read such a detailed report."
- **opportunity**: "You'll have the **opportunity** to ask any questions at the end."
- **broaden**: "Going to college will **broaden** your interests."
- **enthusiasm**: "The news was greeted with a lack of **enthusiasm** by those at the meeting."
- **gain**: "I **gained** an insight into the work of a journalist."
- **aspect**: "The project has two main **aspects**."
- **profit**: "The radio station earns a **profit** from its advertising."
- **reliable**: "We are looking for someone who is **reliable** and hard-working."
- **transportation**: "The neighborhood offers easy access to public **transportation**."
- **property**: "This building is government **property**."
- **adaptable**: "Older workers can be as **adaptable** and quick to learn as anyone else."
- **determined**: "The opposition to her plan made her more **determined** than ever."
- **independent**: "Going away to college has made me much more **independent**."

LESSON 59

GRAMMARDependent Prepositions

- ✓ I am writing to **apply for** the position of Senior Police Officer.
- ✓ I **graduated from** college in July.
- ✓ At college, I **focused on** mechanical engineering.
- ✓ He is highly **trained in** all aspects of catering.
- ✓ I **worked with** the head chef in a busy restaurant.
- ✓ I **worked for** the head chef in a busy restaurant.
- ✓ I look forward to **hearing from** you.
- ✓ I was responsible for a **rise in** sales.

LESSON 60

BUSINESS WORLD

- ☐ In our department we focus on sales and marketing.
- ☐ Katrina graduated from college with a degree.
- ☐ Our technicians are fully trained in all aspects of health and safety.
- ☐ I am responsible for more than 20,000 customers to my company.
- ☐ I am passionate about working in the travel industry.
- ☐ I'm extremely reliable and hard-working.
- ☐ I have been working with John for three years.
- ☐ I have experience in managing large commercial websites.
- ☐ I am enthusiastic and passionate about being at the cutting edge of web development.
- ☐ Edward is eager to develop his skills and broaden his knowledge.
- ☐ I have several years of experience in the catering industry.
- ☐ I heard about the job on your website.
- ☐ In her current position, she is responsible for training junior members of staff.
- ☐ I would welcome the opportunity to learn new skills.
- ☐ I look forward to hearing from you.
- ☐ What did you develop in your previous job?
- ☐ How long has Tim worked in marketing?

LESSON 61

VOCABULARY

- **eager**: "Everyone in the class seemed **eager** to learn."
- **excellent**: "Both the food and the service were truly **excellent**."
- **district**: "Delivery is free within the London postal **district**."
- **area**: "People who live in remote **areas** of the country may not have access to electricity."
- **proud**: "He was tremendously **proud** of himself."
- **encourage**: "My parents have always **encouraged** me in my choice of career."
- **seriously**: "You're not **seriously** expecting me to believe that?"
- **fluently**: "She speaks German **fluently**."
- **internship**: "He served his **internship** at Garfield Hospital."
- **apprenticeship**: "She was in the second year of her **apprenticeship** as a carpenter."
- **intern**: "He began work at the White House as an unpaid **intern**."
- **benefit**: "The industry will be one of the first to enjoy the **benefits** of the recovery."
- **inspire**: "The director **inspired** everybody on the project."
- **previous**: "No **previous** experience is necessary for this job."
- **guide**: "Our tour **guide** showed us around the old town."

LESSON 62

GRAMMAR

REDUCTION IN RELATIVE CLAUSE

- | | |
|---|---|
| <ul style="list-style-type: none"> ✓ The man who is walking down the street is my father. ✓ The people who bought the car are my friends. ✓ The clients who come to my product launch will be very impressed. | <hr/> <ul style="list-style-type: none"> ✓ I worked in a café which was built before 1900. ✓ The books that are sold here are mostly about politics. ✓ The clients who were brought here by the manager said my work was excellent. |
|---|---|

LESSON 63

BUSINESS WORLD

- ☐ Last summer, when I had just graduated, I did an internship at a law firm.
- ☐ The fashion industry is where I would hope to expand our client base.
- ☐ My team, whose members are very motivated, always meet their targets.
- ☐ What benefits do you think you would bring to our company?
- ☐ How soon can you start, supposing we offer you the job?
- ☐ Do you think you are a good team leader?
- ☐ What do you think of your current salary?
- ☐ What would you say is your biggest weakness?
- ☐ What do you like most about your job?
- ☐ We work for the clients wanting innovative products.
- ☐ The car sold to the new client was very advantageous in terms of price.
- ☐ What do you think you would bring to our company?
- ☐ What are your salary expectations?
- ☐ What experience do you have of customer service?
- ☐ That's why I applied for this job.

LESSON 64

VOCABULARY

- **come up with**: "She **came up with** a new idea for increasing sales."
- **put up with**: "I'm not going to **put up with** their smoking any longer."
- **get along with**: "We can't **get along with** each other well, just like a cat and a dog."
- **look up to**: "He'd always **looked up to** his uncle."
- **look down on**: "She **looks down on** people who haven't been to college."
- **live up to**: "He failed to **live up to** his parents' expectations."
- **keep up with**: "She likes to **keep up with** the latest fashions."
- **come across as**: "He **comes across as** rude and conceited."
- **ignore**: "He **ignored** all the 'No Smoking' signs and lit up a cigarette."
- **irritate**: "The noise was beginning to **irritate** me intensely."
- **loyal**: "The staff were intensely **loyal** and hard-working."
- **let down**: "This machine won't **let you down**."
- **punishment**: "They use a system of reward and **punishment** to discipline their children."
- **happen**: "Is this really **happening** or is it a dream?"
- **escape**: "We were able to **escape** to the countryside during the summer months."

LESSON 65

GRAMMAR**Three- word phrasal verbs and separable phrasal verbs with pronouns**

- ✓ It is important to **get along with** clients.
- ✓ I **look up to** my manager.
- ✓ Jack **comes up with** great ideas.
- ✓ I can't **put up with** his loud music.
- ✓ Pauly **look down on** her co-workers.
- ✓ I'm **looking up** our competitors on social media.
- ✓ I'm **looking them up** on social media.
- ✓ I'm **looking** our competitors **up** on social media.

LESSON 66

BUSINESS WORLD

- ☐ Using social media platforms can increase awareness of our company.
- ☐ Please could you come up with a proposal on how to improve punctuality?
- ☐ The two interns don't get along with each other very well.
- ☐ Here's a new form. Please can you fill it in?
- ☐ They have a great website. You must check it out.
- ☐ Our clients are relying on you. Don't let them down.
- ☐ I think we should call off the meeting.
- ☐ We are giving away free bags.
- ☐ Can we talk over your sales proposal?
- ☐ This is a difficult task. Can you take it on?
- ☐ Can you take on the presentations?
- ☐ The team looks up to me.
- ☐ She comes across as rather superior.
- ☐ We need to keep up with the schedule.
- ☐ What do customers expect from business social media sites?
- ☐ Can we talk over your problem?
- ☐ I can't figure out these sales figures.
- ☐ The copier has run out of paper.

LESSON 67

VOCABULARY

- **recruit**: "They **recruited** more staff to deal with the complaints."
- **mentor**: "The company runs a **mentor** programme."
- **fire**: "He was responsible for **hiring** and **firing** staff."
- **additional**: "He provided **additional** information about this incident."
- **understaffed**: "The hospital was desperately **understaffed**."
- **attitude**: "You're taking a pretty selfish **attitude** over this, aren't you?"
- **competent**: "She is highly **competent** at her job."
- **trivial**: "I know it sounds **trivial**, but I'm worried about it."
- **subscriber**: "**Subscribers** to the magazine can take advantage of this special offer."
- **strengthen**: "The new manager has **strengthened** the side by bringing in several younger players."
- **feature**: "Teamwork is a key **feature** of the training programme."
- **perhaps**: "He had a difficult upbringing, which **perhaps** explains why he behaves like that."
- **resume**: "She **resumed** her career after an interval of four years."
- **pick up**: "The bus **picks up** passengers outside the airport."
- **turn down**: "He has been **turned down** for ten jobs so far."

LESSON 68

GRAMMAR"will" and "might"

We use "**will**" when something is certain or very likely to happen. We use "**might**" for things that are possible.

- ✓ Mary **will** add a great deal to the team.
- ✓ We **might** need to recruit more staff.
- ✓ John **won't** meet his sales.
- ✓ You **might not** get a bonus.
- ✓ You **will definitely** be promoted.
- ✓ You **will probably** be promoted.

LESSON 69

BUSINESS WORLD

- ☐ Tim has used up all his leave.
- ☐ We won't go on vacation this year. I studied at a vocational school.
- ☐ David is bad at managing people.
- ☐ He will be promoted to lead his team.
- ☐ It has been a bad year for the company.
- ☐ We will probably get a thank-you gift.
- ☐ She will get a raise in her new position.
- ☐ We might/may have to fire her.
- ☐ Ella made a lot of mistakes in her new year's business report.
- ☐ Robert may get the position of head of branch managing.
- ☐ I won't definitely change my job.
- ☐ Everything is up in the air right now.
- ☐ We may need to give her additional training in this field.
- ☐ How does the company think she will perform?
- ☐ We will definitely hire a new assistant soon.
- ☐ You are doing a good job, but our profits are down.
- ☐ We might not meet our deadline.

LESSON 70

VOCABULARY

- **expansion**: "The economy is still showing healthy **expansion**."
- **difficulty**: "He was often in financial **difficulties**."
- **predict**: "He **predicts** a bright future for the business in the next financial year."
- **switch**: "The dates of the last two exams have been **switched**."
- **gadget**: "We live in a world filled with high-tech **gadgets**."
- **highlight**: "Students **highlighted** the need for better communication between staff."
- **load**: "The plane took off with a full **load**."
- **remote**: "Who took the **remote** control again? I can't find it."
- **tip**: "Follow these **tips** to improve your communication skills."
- **aid**: "She is now able to get around with the **aid** of a walking stick."
- **ensure**: "The system **ensures** all children equal access to education."
- **intend**: "I never **intended** to hurt you."
- **indifferent**: "Our manager is **indifferent to** other rivals"
- **handout**: "We need to distribute more **handouts** ."
- **field**: "Production development is such an interesting **field**."

LESSON 71

GRAMMARFuture Perfect Tense

- ✓ I **will have sent** the e-mail by tomorrow morning.
- ✓ Tom **will have finished** his exercises by the time of the exam.
- ✓ I **will have finished** my homework before the deadline.

LESSON 72

BUSINESS WORLD

- We'll look at the data, then I'll take questions.
- My talk today is about reducing our energy bills.
- So, we've looked at the main difficulty facing us.
- Let's now turn to the potential solutions.
- To sum up, we have to cut costs across the board.
- Do feel free to ask any questions.
- You can ask for copies of the slides after the talk.
- This projector is noisy. I'll turn the power button off.
- Thank you for coming to my presentation this morning.
- I'll quickly go through the figures and then I'll take any questions.
- That brings me to the end of my talk.
- Let's now turn to future prospects.
- Don't forget the handouts.
- Now, all of you already have company laptops.
- That is the end of my talk.
- Make your presentation interesting and whatever you use should be enough.

LESSON 73

VOCABULARY

- **convey**: "He managed to **convey** his enthusiasm to his team."
- **smooth**: "They are introducing new measures to ensure the **smooth** running of the business."
- **commodity**: "Crude oil is the world's most important **commodity**."
- **disaster**: "They had no real experience in **disaster** management."
- **except for**: "Everyone was there **except for** Sally."
- **reputation**: "He has the **reputation** of being a hard worker."
- **campaign**: "They began a grass-roots **campaign** to encourage people to shop locally."
- **distribution**: "She had it printed for **distribution** among her friends."
- **attention**: "Public **attention** is focused on the issue of plastic pollution."
- **relevant**: "Send me all the **relevant** information."
- **make sure**: "Our staff will do their best to **make sure** you enjoy your visit."
- **impact**: "The project's **impact** on the environment should be minimal."
- **drop**: "The temperature has **dropped** considerably."
- **suitable**: "Would now be a **suitable** moment to discuss my report?"
- **downward**: "The business was on a **downward** path, finally closing in 2019."

LESSON 74

GRAMMARImportant Structures

- ✓ **Generally speaking**, consumers are buying the latest models.
- ✓ Customers buy all models **except for** this older model.
- ✓ **If we focus on** last year's sales, we can see things have shifted.
- ✓ **For instance**, our new distribution method has been a huge success.
- ✓ **As an example**, our products have been very popular in Asia.
- ✓ We have made progress in new sectors **such as** the travel market.
- ✓ He seems very serious, but **in fact** he has a delightful sense of humour.
- ✓ She looks young, but **as a matter of fact** she is older than you are.
- ✓ We thought the figures were correct. **However**, we have now discovered some errors.

LESSON 75

BUSINESS WORLD

- ☐ We put a lot of effort into writing presentations.
- ☐ As a rule, our customers love promotions.
- ☐ Today we are going to focus on social media.
- ☐ Both brands have a good reputation.
- ☐ How do our customers spend their free time?
- ☐ Did all the stores improve sales last year?
- ☐ Where do you think we should open the next store?
- ☐ Have sales increased after the launch of our new TV advert?
- ☐ Concentrating on the basics, there are many areas where we can improve.
- ☐ Excepting East Asia, our sales have grown by more than 10 percent.
- ☐ Actually, there is little we can do to increase production.
- ☐ In actual fact, the consumer group said they really liked our prototype.
- ☐ If we focus on prices, it's clear they are too high.
- ☐ In general, China is our biggest market.
- ☐ Quality is more important than quantity.
- ☐ John needs to improve key skills such as dealing with customers.

LESSON 76

VOCABULARY

- **tend to:** "People **tend to** be happier if they are in a long-term relationship."
- **affordable:** "We offer quality products at **affordable** prices."
- **existing:** "The new pill will be used alongside **existing** medicines."
- **efficiently:** "We need to invest in technology **efficiently**."
- **survey:** "According to the **survey**, many young adults have experimented with drugs of some kind."
- **substitute:** "The company produces **substitutes** for lead in petrol."
- **local:** "Many **local** shops will be forced to close if the new supermarket is built."
- **place:** "He **placed** himself directly in front of the window."
- **recommendation:** "The committee made **recommendations** to the board on teachers' pay and conditions."
- **conclusion:** "It is difficult to base a definitive **conclusion** on their data."
- **summarize:** "The results of the research are **summarized** at the end of the chapter."
- **brief:** "I will keep my comments **brief**."
- **disappointed:** "He was **disappointed** to see she wasn't at the party."
- **deserve:** "This idea **deserves** more attention."
- **condition:** "Read the terms and **conditions** carefully before you sign."

LESSON 77

GRAMMARComparative and Superlative Adjectives/ "as...as" Comparison

- ✓ Our competitors might offer **cheaper** broadband, but ours is **the fastest**.
- ✓ This sports car is **more stylish** than anything else on the market, and the **most beautiful** car on sale today.
- ✓ We offer **better** customer service than any of our competitors.
- ✓ This is **the best** frying pan I have ever used.
- ✓ Our laptops are **as fast as** our competitors' laptop.
- ✓ Our new watch is **just as light as** any other design on the market.
- ✓ This drill is **not as noisy as** many existing brands.

LESSON 78

BUSINESS WORLD

- ☐ This is the best laptop I have ever owned.
- ☐ Our phones are much more reliable than our competitors' phones.
- ☐ Our new smartwatch is easier to operate than the old one.
- ☐ Our tablet is the cheapest on the market.
- ☐ This is the most beautiful dress in our range.
- ☐ Our washing machine is as quick as more expensive models.
- ☐ This sport drink is as healthy as the leading brand, but much cheaper.
- ☐ These energy- efficient light bulbs are just as effective as the old ones.
- ☐ Organic fruit is not as cheap as supermarket fruit, but it tastes better.
- ☐ The box is available in different sizes.
- ☐ There is no extra charge for home delivery.
- ☐ The ad claims that the fruit tastes delicious.
- ☐ This sports car is the fastest car on sale today.
- ☐ This digital camera is the best model ever.
- ☐ Book a train trip with us in advance to get the cheapest fares.
- ☐ In our boxes, you will find all you need to make salads as exciting as they can be.
- ☐ So what are you waiting for?

LESSON 79

VOCABULARY

- **decline**: "Sales of whole milk **declined** by 4 per cent."
- **considerably**: "Interest rates on bank loans have increased **considerably** in recent years."
- **fluctuate**: "The rate of inflation has been **fluctuating** around 4% for some time."
- **widely**: "The company is **widely** acknowledged as a leader in the field."
- **steady**: "We've had five years of **steady** economic growth."
- **rally**: "They have **rallied** a great deal of support for their campaign."
- **slightly**: "She earns **slightly** less than \$100000 a year."
- **spike**: "If price **spikes** continue, people will not be able to afford the new houses they want."
- **drop**: "We've seen a 15 per cent **drop** in price since May."
- **rise**: "There has been a sharp **rise** in the number of people out of work."
- **gradually**: "Women have **gradually** become more involved in the decision-making process."
- **suddenly**: "I **suddenly** became aware of just how late it was."
- **shrink**: "The market for their products is **shrinking**."
- **tighten**: "The government is to **tighten** controls on the sale of alcohol."
- **virtually**: "Housing has become **almost/virtually** as big a problem as education."

LESSON 80

GRAMMAR**Collocations**

- ✓ Sales have **declined considerably**.
- ✓ House prices are **fluctuating wildly**.
- ✓ Public interest has **fallen steadily**.
- ✓ The markets have **rallied slightly**.
- ✓ There was a **steady increase** last quarter.
- ✓ We expect a **considerable drop** in the new year.
- ✓ After the news, there was a **dramatic spike** in sales.
- ✓ There was a **sharp rise** in profits over the winter.

LESSON 81

BUSINESS WORLD

- ☐ The value of the dollar is fluctuating wildly.
- ☐ Sales of our bags have rallied slightly.
- ☐ We have had a sharp rise in customer numbers.
- ☐ Interest in our bags declined considerably.
- ☐ There was a dramatic spike in sales in July.
- ☐ We expect a sharp rise in profits.
- ☐ Between 30 and 45 percent of our stock is seasonal.
- ☐ Sales have fallen by 40 percent in the last quarter.
- ☐ We are increasing our fleet from 25 cars to 35.
- ☐ Last year, our sales declined steadily.
- ☐ Customer complaints are more common.
- ☐ Prices are likely to fall significantly.
- ☐ The share value has improved a bit.
- ☐ When was your best sales period last year?
- ☐ Your production facility seems very efficient.
- ☐ How much of the stock is on sale?
- ☐ Why have our costs gone up?
- ☐ What's happening to the price of rice?
- ☐ What are you doing about customer service staff?

LESSON 82

VOCABULARY

- **significantly**: "Profits have increased **significantly** over the past few years."
- **installment**: "The final **installment** on the loan is due next week."
- **terrible**: "I thought something really **terrible** had happened."
- **discuss**: "Have you **discussed** the problem with anyone?"
- **calculate**: "We haven't really **calculated** the cost of the vacation yet."
- **deduction**: "The company automatically makes tax **deductions** from your salary."
- **compensate**: "The advantages of the plan more than **compensate** for the risks associated with it."
- **warranty**: "The television comes with a full two-year **warranty**."
- **incorrectly**: "I apologize if I behaved **incorrectly**."
- **satisfy**: "We cannot **satisfy** demand for the product."
- **dispatch**: "Goods are **dispatched** within 24 hours of your order reaching us."
- **retail**: "The recommended **retail** price is £9.99."
- **withhold**: "Payment was **withheld** until the work was completed."
- **situation**: "There is no doubt that the current **situation** is very serious."
- **revised**: "They should create a **revised** marketing plan."

LESSON 83

GRAMMARPassive Voice

- ✓ It seems that **a mistake has been made**.
- ✓ I'm afraid **the invoice was not paid on time**.
- ✓ It looks as if **your staff are not very well trained**.

LESSON 84

BUSINESS WORLD

- ☐ Would you mind bringing the delivery date forward?
- ☐ Neither of these options is suitable.
- ☐ Maybe we could discuss some alternatives.
- ☐ We would like to resolve this issue as soon as possible.
- ☐ We might move forward with the contract if you can cut the price.
- ☐ I am afraid we can't pay your fee now.
- ☐ Are you able to pay in installments?
- ☐ What do you think of this design?
- ☐ We were hoping for more attractive packaging.
- ☐ We were thinking that you could create a limited edition.
- ☐ Are you able to finish by the end of the month?
- ☐ Could you tell me when my order will be ready?
- ☐ Could you tell me how much your product costs?
- ☐ I was wondering what time your store closes.
- ☐ Could you tell me when we can expect payment?
- ☐ I was wondering if you are free for a meeting.
- ☐ It seems that the wrong customer has been conducted.
- ☐ We would like to resolve this issue as soon as possible.

LESSON 85

VOCABULARY

- **assurance**: "Unemployment seems to be rising, despite repeated **assurances**."
- **proof**: "Keep the receipt as **proof** of purchase."
- **reference**: "He dropped casual **references** to the legacy of his great work."
- **sort**: "This **sort** of problem is quite common."
- **contribute**: "Investment in transport **contributes** to overall economic growth."
- **specialize**: "The shop **specializes** in hand-made chocolates."
- **fear**: "He managed to overcome his **fears**."
- **adopt**: "The new manager **adopted** a very autocratic style."
- **approach**: "We need to adopt a new **approach** to the problem."
- **against**: "You must weigh the benefits **against** the cost."
- **affect**: "The quality and health of the soil directly **affects** the quality and health of the plants."
- **boom**: "The only way to satisfy the golf **boom** was to build more courses."
- **establish**: "The school is trying to **establish** a relationship with the local community."
- **eco-friendly**: "Our bags are **eco-friendly** products."
- **temp**: "I worked as a **temp** for a while before I got my first permanent job."

LESSON 86

GRAMMARZero and First Conditionals

- ✓ If **customers buy** our products in bulk, **we reduce** our prices.
- ✓ If **you are** not satisfied, **we will give** you a refund.
- ✓ Products **don't sell** well if **they are** poor quality.
- ✓ If you **don't plan** ahead, **you won't have** enough stock.
- ✓ We will cancel the contract **unless** you (if you don't) repair the copier tomorrow.

LESSON 87

BUSINESS WORLD

- Is there any reason why you can't sign the contract today?
- What we need is an assurance from you about the future.
- Could we see some more options for the design tomorrow?
- Actually, we are very short-staffed at the moment.
- I am afraid your asking price is too high.
- If you ask me, this is a good deal for you.
- What we need is proof that your business is profitable.
- The main thing is that our company logo should really stand out.
- Is there any chance you could reduce your asking price?
- Are you ready to sign the contract?
- Is it possible for you to offer free delivery?
- I'm afraid I can't start on this job until May.
- What I'm saying is I can send you samples in brighter colours next week.
- Actually, we are worried about colors.
- The main thing is that we agree on a price that everyone is happy with.
- If you ask me, we might be better to wait until the summer.

LESSON 88

VOCABULARY

- **deal**: "They were hoping for a better pay **deal**."
- **bulk**: "It's usually cheaper to buy in **bulk**."
- **refund**: "If there is a delay of 12 hours or more, you will receive a full **refund** of the price of your trip."
- **helpline**: "Our online **helpline** service is a chat service for people with questions about mental health issues."
- **overtime**: "I do about five hours' **overtime** a week."
- **find out**: "Can you **find out** what time the meeting starts?"
- **compromise**: "This model represents the best **compromise** between price and quality."
- **halfway**: "We're about **halfway** through the renovation."
- **ground**: "He managed to cover a lot of **ground** in a short talk."
- **face to face**: "I deal with customers on the phone and rarely meet them **face to face**."
- **rude**: "I don't wish to be **rude**, but I have another appointment in five minutes."
- **verbal**: "The job applicant must have good **verbal** skills."
- **warning**: "Let me give you a word of **warning**."
- **renovation**: "There will be extensive **renovations** to the hospital."
- **nutritional**: "Chemical sweeteners have no **nutritional** value."

LESSON 89

GRAMMARSecond Conditional

- ✓ If you **lowered** the price, I **would** buy.
- ✓ We **would** meet our deadline if we **employed** more staff.
- ✓ If you **gave** me more information, I **could** make a decision.
- ✓ If he **was** more polite to clients, he **would** be promoted.

LESSON 90

BUSINESS WORLD

- ☐ If your product was cheaper, we would buy it.
- ☐ If you offered a discount, I would order now.
- ☐ If employees are friendly to clients, they get better tips.
- ☐ If Mary's meeting goes well, she will get a raise.
- ☐ If a customer makes a complaint, we always take it seriously.
- ☐ We would open stores in UK if our products were more popular there.
- ☐ We would increase production if we had more staff.
- ☐ Products sell really well if they are good quality.
- ☐ If you book 100 places, we will give you a 5 percent discount.
- ☐ We will issue a full refund if you return the product to one of our stores.
- ☐ Is there any possibility you can give us a discount?
- ☐ We would like the renovations to be finished by the end of next month.
- ☐ I am not happy with the quality of your product.
- ☐ If our receptionist was rude to you, we would give her a verbal warning.
- ☐ Could you send some sample designs for us to look at?
- ☐ We would like to sign the contract today if that is possible.

LESSON 91

VOCABULARY

- **good**: "There is a 25 percent discount on all electrical **goods** until the end of the week."
- **calmly**: "She reacted surprisingly **calmly** to the news of his death."
- **cancel**: "She abruptly **cancelled** a scheduled meeting."
- **repair**: "They estimate the cost of **repairing** the damaged roads at £1 million."
- **functional**: "The office was large and **functional** rather than welcoming."
- **spellcheck**: "I do a **spellcheck** after I've typed the posts."
- **prepare**: "How do you go about mentally **preparing** yourself for a project?"
- **timekeeping**: "Poor **timekeeping** and absenteeism will not be tolerated."
- **valid**: "I'm afraid that's not a **valid** excuse for missing the deadline."
- **ingredient**: "Our skin cream contains only natural **ingredients**."
- **beat**: "This is his latest attempt to **beat** the world record."
- **penetration**: "Our aim is to achieve greater market **penetration**."
- **thorough**: "He was determined to be **thorough** in his research."
- **vital**: "Good financial accounts are **vital** to the success of any enterprise."
- **expense**: "The real **expense** of the trip was the flights."

LESSON 92

GRAMMARThird Conditional

- ✓ If you **had paid** on time, we **would have sent** the goods to you.
- ✓ I **wouldn't have missed** the meeting if I **had left** earlier.
- ✓ If your staff **hadn't been** so rude, we **would have signed** the contract.

LESSON 93

BUSINESS WORLD

- ☐ If you had spoken more calmly, people would have listened to you.
- ☐ Customer response to the product was as expected.
- ☐ If we had known this, we would have launched our product later.
- ☐ Unless we reduce the price of our product, we won't make many sales.
- ☐ The new watch will be ready in six months.
- ☐ If you had worked late, you would have finished the presentation.
- ☐ If you had left earlier, you wouldn't have missed the meeting.
- ☐ If you had ordered more units, we would have given you a discount.
- ☐ Ten months ago, we launched our new recipe service.
- ☐ They said that the price could be lower.
- ☐ We will miss the train if we don't leave now.
- ☐ If she had told the boss about her mistake, he wouldn't have been so angry.