

Mark Ibbotson  
Bryan Stephens

# Business ***START-UP*** 1

Workbook



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# Contents

<b>Introduction</b>		<b>4</b>
<b>Unit 1</b>	..... Welcome	<b>5</b>
<b>Unit 2</b>	..... Numbers	<b>8</b>
<b>Unit 3</b>	..... Work	<b>11</b>
<b>Unit 4</b>	..... Information	<b>14</b>
<b>Unit 5</b>	..... Places	<b>17</b>
<b>Unit 6</b>	..... Action	<b>20</b>
<b>Unit 7</b>	..... Meeting	<b>23</b>
<b>Unit 8</b>	..... Reporting	<b>26</b>
<b>Unit 9</b>	..... Communication	<b>29</b>
<b>Unit 10</b>	..... Progress	<b>32</b>
<b>Unit 11</b>	..... Plans	<b>35</b>
<b>Unit 12</b>	..... Sales	<b>38</b>
<b>Transcripts</b>		<b>42</b>
<b>Answer key</b>		<b>54</b>
<b>Irregular verbs</b>		<b>62</b>

# Introduction

Welcome to *Business Start-up* Workbook 1!

There are 12 units in the Workbook - to match the 12 units in the Student's Book.

The Workbook is designed for self-study. There is an answer key for the exercises and transcripts of the listenings at the back of the book.

## Reading and writing activities

There is a wide range of activities (puzzles, wordsearches, anagrams and other exercise types) to give you new and different practice of the grammar and vocabulary in the Student's Book. You can do the activities in the Workbook after you have finished the corresponding unit in the Student's Book.

## Listening activities

There is a CD of listening and speaking exercises for each unit. All these activities are 'hands free'. This means, for example, that you can listen to them in the car, or on a personal CD player, without looking at the Workbook.

Most of the speaking activities have an example to listen to first. There are pauses for you to speak, and afterwards you hear a model answer.

## The CD-ROM

You can use the CD on your computer as a CD-ROM. There are extra exercises for every lesson and more chances for you to practise the language that you are learning in class.

# 1 Welcome

## 1 Match the pairs.

- |                           |                     |
|---------------------------|---------------------|
| 1 Hello.                  | a Nice to meet you. |
| 2 Nice to meet you.       | b Yes.              |
| 3 Welcome to the company. | c Hi.               |
| 4 Are you from PKT?       | d Thanks.           |

## 2 Fill in the gaps.

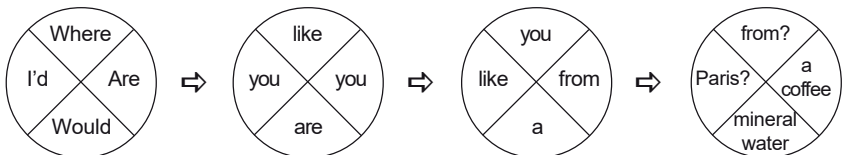
- I'm Paul Reed and this is Julia Bell. .... *We're* ..... from CitiHomes.
- This is David Clark. .... from SetNet.
- This is Alan Parker and this is Ian Dale. .... from UN Holdings.
- I'm George Carter. .... from PKT.
- This ..... Diana Edison. .... from ST Systems.

## 3 Look at the chart. Make questions and answers about the people.

Bill	London	the UK
Anna	Hong Kong	China
Max and Anton	Berlin	Germany
Sophie	Paris	France

- Where's Bill from* ..... ?  
*He's from London in the UK.* .....
- ..... ?  
.....
- ..... ?  
.....
- ..... ?  
.....

## 4 Make four sentences. Use words from each circle.



- Are you from Paris?* .....
- .....
- .....
- .....

5 a Look at the map. Where are the cities? Fill in the gaps.



- 1 Barcelona is in the north-east of Spain.
- 2 ..... is in the south of Portugal.
- 3 ..... is in the north of Spain.
- 4 ..... is in the south of Spain.
- 5 ..... is near Marseille.
- 6 ..... in the centre of Spain.

b Complete the sentences.

- 1 Bordeaux is in the west of France.
- 2 Oporto is .....
- 3 Lille is .....
- 4 Brest is .....
- 5 Marseille is .....
- 6 Lisbon is .....

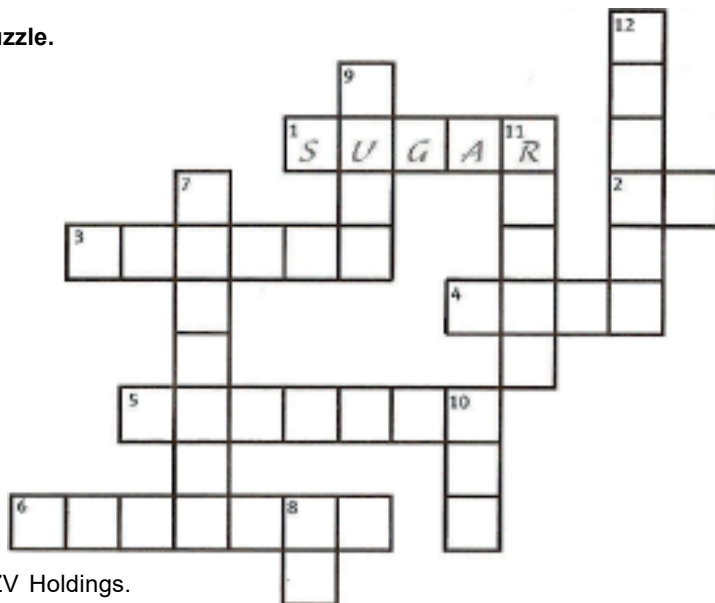
6 Find the names of the drinks. Match them to the correct picture.

klim   fofeee   georan iceju   diec ate   pleap cijue   nelimra rewat

- 1 .....coffee.....   3 .....   5 .....
- 2 .....   4 .....   6 .....



# 7 Complete the puzzle.



## Down ▼

- 7 ..... to ZV Holdings.  
 8 Could I have ..... iced tea?  
 9 A Could I have tea, please?  
 B Yes, .....  
 10 A An orange juice?  
 B ..... , please.  
 11 A I'm from New York.  
 B .....  
 12 A Would you like coffee?  
 B No, ..... .

## Across ►

- 1 Coffee with milk and .....  
 2 Yes or ..... ?  
 3 I'd like an apple juice, .....  
 4 ..... is Anne Pol.  
 5 Germany is a .....  
 6 A coffee and a ..... water.

# 8 Make questions for these answers.

- Ben 1 *Where are you from* ..... ?  
 Sandrine From Evry.  
 Ben 2 ..... ?  
 Sandrine It's in France, near Paris.  
 Ben 3 ..... ?  
 Sandrine Chuck? He's from New York.  
 Ben 4 ..... ?  
 Sandrine Yes, I'm from ZY Holdings in Paris.  
 Ben 5 ..... ?  
 Sandrine Yes, please. Could I have a coffee?  
 Ben Sure. 6 ..... ?  
 Sandrine With milk, please. No sugar.

## 2 Numbers

- 1 Find the words for numbers 0-10 in the puzzle. Then write the words next to the numbers.


0 ..... *Zero* .....  
 1 .....  
 2 .....  
 3 .....  
 4 .....  
 5 .....  
 6 .....  
 7 .....  
 8 .....  
 9 .....  
 10 .....

O	N	T	F	I	V	E
T	H	H	E	E	T	O
Z	E	R	O	O	E	O
I	S	E	V	E	N	N
N	I	E	N	I	N	E
S	X	E	I	G	H	T
F	O	U	R	H	O	K
S	E	V	E	T	W	O


- 2 Fill in the gaps in the quiz.

one double nine seven ten nine five nine oh


### Numbers Quiz




1 The telephone number in the UK, for fire, police and ambulance is nine.




2 James Bond is agent .....



3 The British Prime Minister is at ..... Downing Street, London.



4 This is a Formula ..... car.



5 A luxury hotel has ..... stars.

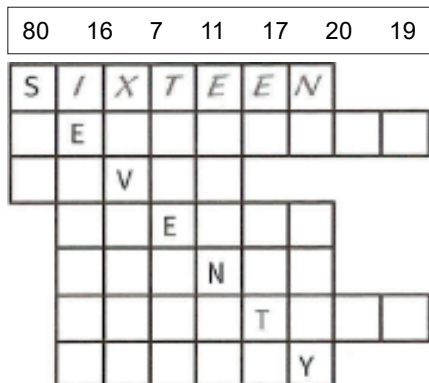
- 3 Match the pairs to make sentences.

- |                     |                            |
|---------------------|----------------------------|
| 1 What's            | a time is it?              |
| 2 Is this his phone | b the next train?          |
| 3 What's your email | c this your mobile number? |
| 4 Is                | d number?                  |
| 5 What              | e your number?             |
| 6 When's            | f address?                 |



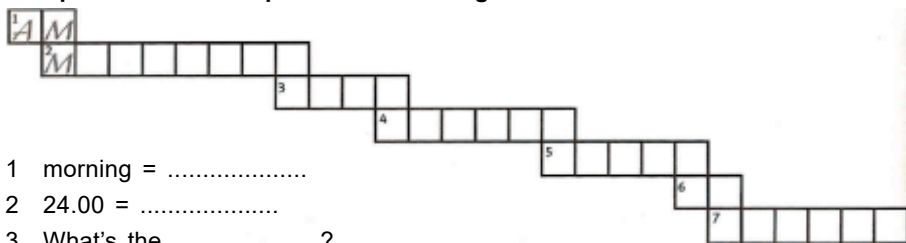
**4 Put the conversation in order. Write 1-6 in the boxes.**

- ☐ No, your office number.
- ☒ 1 What's your number?
- ☐ Nine eight?
- ☐ That's right.
- ☐ Oh three four seven nine eight.
- ☐ My mobile?

**5 Complete the puzzle. Write the numbers as words.****6 Match the sentences to the pictures a-h on the menu.**

- |  |                      |  |
|--|----------------------|--|
| 1 A hot dog and chips, please.                     | ..... <i>h</i> ..... |  |
| 2 I'd like a burger and a beef sandwich.           | .....                |  |
| 3 Would you like a chicken sandwich?               | .....                |  |
| 4 A cheese and tomato sandwich, please.            | .....                |  |
| 5 How much is that egg sandwich?                   | .....                |  |
| 6 Could I have one burger and two tuna sandwiches? | .....                |  |

**7 Complete the word steps with the missing words.**



- 1 morning = .....
- 2 24.00 = .....
- 3 What's the ..... ?
- 4 nine, ten, ..... , twelve
- 5 10.30 pm = ten thirty at .....
- 6 9.50 = ten ..... nine
- 7 4 pm = four .....

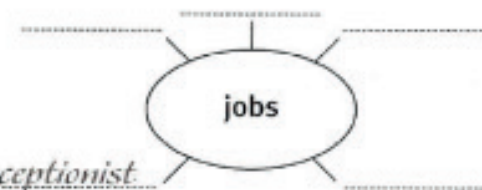
**8 Find the mistake in each sentence. Write the correct sentences.**

- 1 What your telephone number?  
*What's your telephone number?* .....
- 2 What time it?  
 .....  
 .....
- 3 It half past ten.  
 .....  
 .....
- 4 An tuna sandwich, please.  
 .....  
 .....
- 5 Two cheese sandwich and a hot dog.  
 .....  
 .....
- 6 When the next train to London?  
 .....  
 .....

### 3 Work

1 Match the pairs to make jobs and workplaces. Fill in the word web with the words.

reception	el
account	house
sh	ist
technic	op
fact	er
engin	ice
ware	eer
off	ant
manag	ian
hot	ory



2 Write six sentences. Choose one word from each box.

He	We
Where	What
Do	The

⇒

do	you
live	do
company	works

⇒

has two	in
for	you
live	you

⇒

in Rome?	live?
factories.	do?
London.	HMS.

- 1 *He works for HMS.*
- 2 .....
- 3 .....
- 4 .....
- 5 .....
- 6 .....

**3 Look at the business cards. Who are the people and what do they do?**

- 1 His office is in Switzerland.  
*He's Bruno Evans.*  
*He's an engineer.*
- 2 He works in Canada.  
 .....
- 3 The international code for her phone number is forty-nine.  
 .....
- 4 Her extension number is twenty-six.  
 .....



**4 Put the conversation in order.**

**Write 1-7 in the boxes.**

- ☐ I'm the manager for TopSport in Stuttgart.
- ☐ Nice to meet you, Simon. I'm Jan Bending.
- ☐ I work for SHS. I'm a sales assistant.
- ☐ What do you do, Jan?
- ☐ In their London shop?
- ☒ 1 Hello. I'm Simon Fisher.
- ☐ Yes, and where do you work, Simon?

**5 Write the numbers on the cheques as words.**

1	<i>One thousand, three hundred and ninety pounds</i>	£ 1,390
2	<div style="display: flex; justify-content: space-between;"> <span>_____</span> <span>_____</span> </div>	€ 48,195
3	<div style="display: flex; justify-content: space-between;"> <span>_____</span> <span>_____</span> </div>	£ 180,602
4	<div style="display: flex; justify-content: space-between;"> <span>_____</span> <span>_____</span> </div>	€ 1,567,000

**6 Fill in the gaps with the correct form of the verbs.**

buy	have	own	be	work	make
-----	------	-----	----	------	------

- Northgate ..... ~~is~~ ..... an international company.
- Sylvia Lane ..... the company.
- We ..... 75 stores in Europe.
- 120 factories all over the world ..... products for Newstyle.
- He ..... for SHS.
- They ..... a lot of products from suppliers in Asia.

**7 Look at the information about Oliver and Rachel. Make six sentences about them. Use all the words in the box.**

early	late	in the morning	at midday	in the afternoon	in the evening
-------	------	----------------	-----------	------------------	----------------

	get up	have breakfast	start work	have lunch	finish work	have dinner
Oliver	06.00	06.15	07.30	12.00	17.30	19.00
Rachel	12.30	no breakfast	21.00	14.00	06.00	20.30

**Olivier**

*He gets up early.* .....

.....

.....

**Rachael**

.....

.....

.....

**8 Find the mistake in each sentence. Write the correct sentences.**

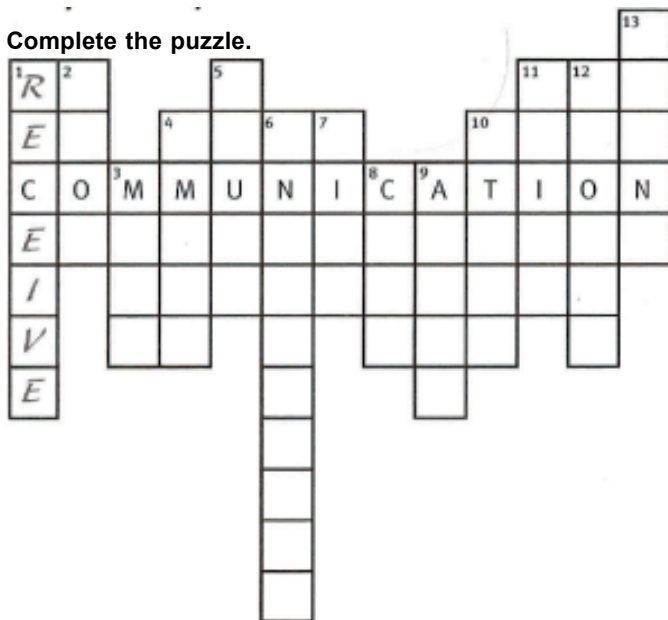
- I gets up at six o'clock.  
*I get up at six o'clock.* .....
- He have breakfast in a café.  
.....
- When do you starts work?  
.....
- Where do she have lunch?  
.....
- What company does they work for?  
.....
- We has dinner at eight o'clock.  
.....

## 4 Information

### 1 Fill in the gaps to complete the questions.

- 1 ..... *What* ..... does 'web' mean?
- 2 ..... do you spell 'Internet'?
- 3 ..... does 'e' stand for?
- 4 ..... you spell that, please?
- 5 ..... 'e' stand for 'electronic'?

### 2 Complete the puzzle.



- 1 I send and ..... emails a day.
- 2 I don't ..... this word.
- 3 What does this ..... ?
- 4 This is my ..... address.
- 5 ..... you speak more slowly?
- 6 Sorry, I don't .....
- 7 You can download this .....
- 8 I can ..... this file to a CD for you.
- 9 Could you say that ..... ?
- 10 What does 'WWW' ..... for?
- 11 He can read and ..... emails in English.
- 12 This computer downloads very .....
- 13 I'm not sure, but I ..... the letters stand for World Wide Web.

**3 Make six sentences from these phrases. Use *my, your, his, her, our, their*.**

company has five factories.

is this

phone number

job

home in Cannes.

what's

office in Paris.

address is 4, Station Street.

- 1 *What's his job?* ..... He's an engineer.
- 2 She works in France. ....
- 3 I live in the town centre. ....
- 4 They live in France on the coast. ....
- 5 ..... No, it's Jack's.
- 6 ..... We make products for the home.

**4 Fill in the gaps in the email.**

Email   Extension   From   Subject   Thank   Best   Tel.   To   Dear

1 *To* : Jacky Fogden

2 : Klaus Ziegert

3 : IT Training course

4 \_\_\_\_\_ Jacky,

5 \_\_\_\_\_ you for your message. You are very welcome on the IT Training Course. Could you send me your office number and the number of your extension, please?

6 \_\_\_\_\_ regards,

PS. Could you also send me a copy of your CV?

Klaus Ziegert

Training Manager-KP Systems

7 \_\_\_\_\_ : k.ziegert@kpsystems.de

8 \_\_\_\_\_ : +49 8561 8244      9 \_\_\_\_\_ : 226

5 Fill in the gaps.

hard drive   download   software   website   book   credit card   send  
copy   print   mail

- 1 You can read e-books with this .....*software*.....
- 2 Can you buy plane tickets from .....
- 3 You receive the tickets by .....
- 4 I ..... about 30 emails a day.
- 5 You can ..... a hotel by phone or online.
- 6 I can't ..... this file from their website.
- 7 Can I pay by ..... ?
- 8 I can ..... this document onto a disk for you.
- 9 That file is on the computer's .....
- 10 Can you ..... a copy of the report for me?

6 Find the mistake in each sentence. Write the correct sentences.

- 1 What do you spell that?  
*How do you spell that?*
- 2 You could speak slowly, please?  
.....
- 3 What's Jan number?  
.....
- 4 What's the number to the Paris office?  
.....
- 5 I no open the file.  
.....
- 6 You can to download music from the Internet.  
.....



## 5 Places

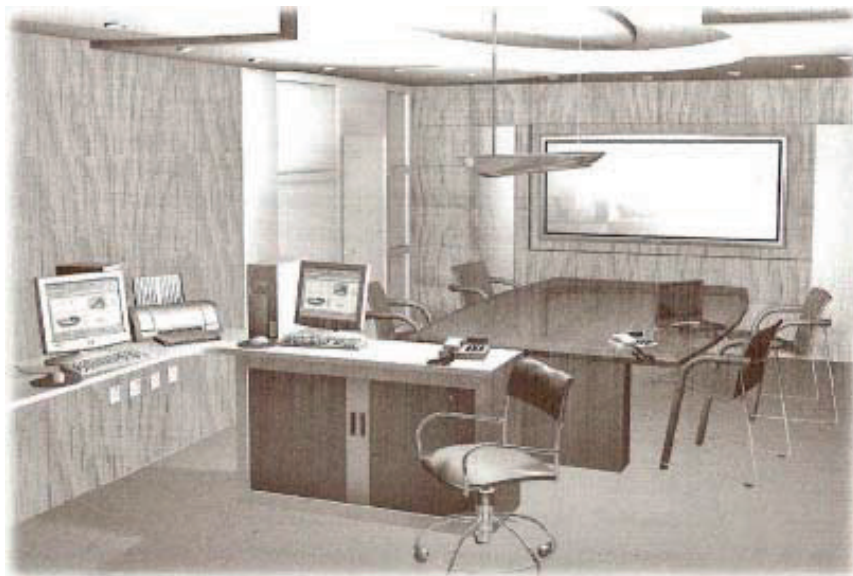
- 1 Find the names of the office equipment and furniture. Match them to the pictures:

hoitoprepc	rentpri	pilf tharc	bleta	crihas	axf hemanci
------------	---------	------------	-------	--------	-------------

- 1 ..... *table* ..... 3 ..... 5 .....  
 2 ..... 4 ..... 6 .....



- 2 Look at the meeting room. Fill in the gaps with *there is/are* or *there isn't/aren't* to make true sentences.



- 1 ..... *There are* ..... four power sockets and a printer.  
 2 ..... a flip chart.  
 3 ..... five chairs.  
 4 ..... six chairs.  
 5 ..... a laptop.  
 6 ..... two computers and a laptop.  
 7 ..... a photocopier.  
 8 ..... three power sockets.

**3 What am I?**

My first letter is in 'file', but not in 'first'.

My second letter is in 'fax', but not in 'five'.

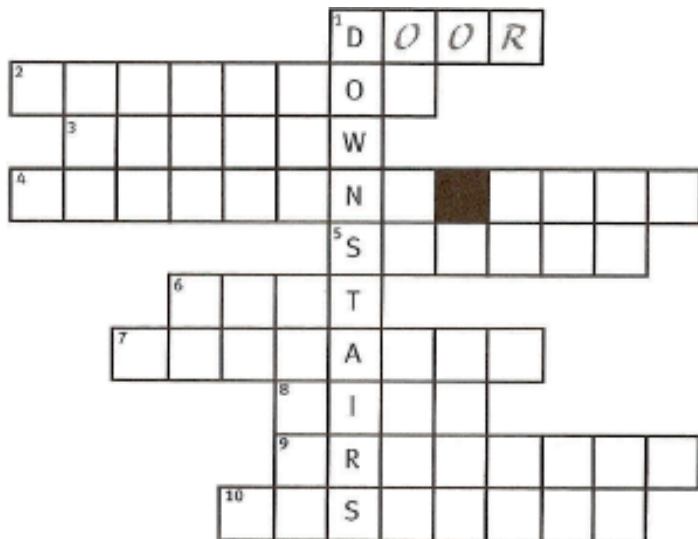
My third letter is in 'copy', but not in 'slowly'.

My fourth letter is in 'can't', but not in 'can'.

My fifth letter is in 'room', but not in 'meeting'.

My sixth letter is in 'pay', but not in 'buy'.

I'm a L \_ \_ \_ \_ \_ .

**4 Complete the puzzle with words about property.**

- 1 You go into a room through this.
- 2 You have a bath here.
- 3 You look through this.
- 4 You swim in it.
- 5 This flat has only one room.
- 6 You go out of a building through this.
- 7 You go into a building through this.
- 8 You see this when you look out of a window.
- 9 This word means 'houses' and 'flats'.
- 10 You go downstairs from the ground floor into this.

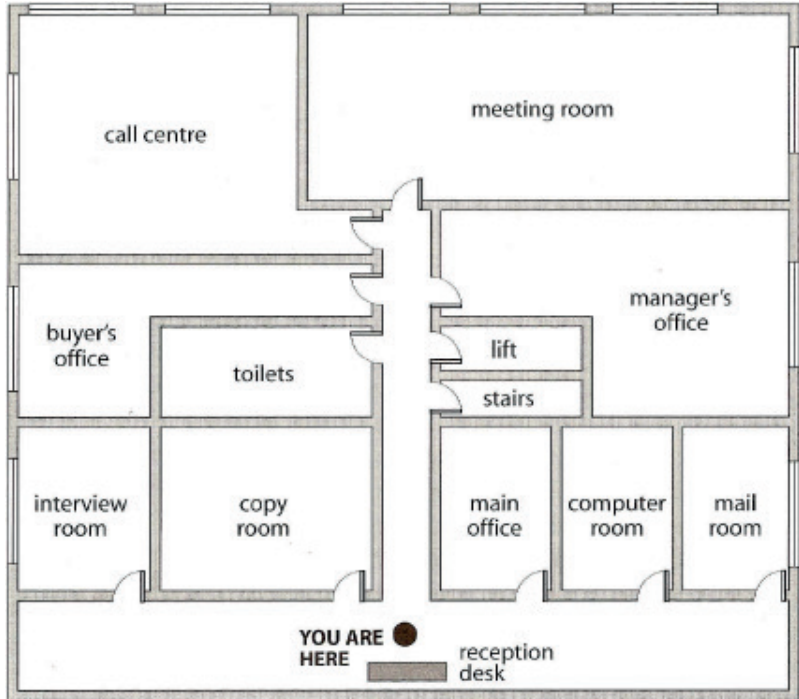
**5 Write the opposites.**

- |          |                        |             |       |
|----------|------------------------|-------------|-------|
| 1 modern | ..... <i>old</i> ..... | 4 horrible  | ..... |
| 2 high   | .....                  | 5 cold      | ..... |
| 3 small  | .....                  | 6 expensive | ..... |

**6 Find the mistake in each sentence. Write the correct sentences.**

- 1 Are there a photocopier?  
*Is there a photocopier?*
- 2 There isn't phone sockets in the room.  
.....
- 3 I need to phone to my office.  
.....
- 4 The toilets are over there in the right.  
.....
- 5 The rooms are very bigs.  
.....
- 6 My office is on the six floor.  
.....

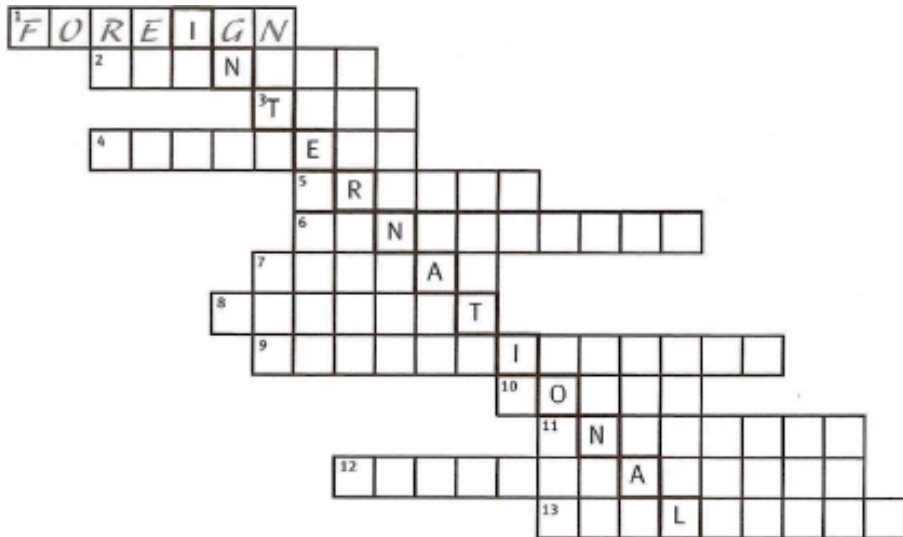
**7 Start from the entrance. Follow the directions. Where are you?**



- 1 Go to the end of the corridor. *the meeting room*
- 2 They're on the left after the copy room. ....
- 3 Turn left. It's the second room on the right. ....
- 4 It's just past the stairs. ....
- 5 Turn right. It's the third room on the left. ....

## 6 Action

### 1 Complete the puzzle.



- 1 I often phone ..... customers, but they can usually speak English.
- 2 Poland is a ..... in Eastern Europe.
- 3 I like working with other people, in a .....
- 4 I often go on ..... trips.
- 5 I sometimes ..... to Europe for my job.
- 6 I go to the sales ..... every year.
- 7 I don't often go ..... on business.
- 8 We are working on a new .....
- 9 Emails and cheap phone calls make ..... very easy.
- 10 Modern telecommunications make the ..... a small place.
- 11 I always buy tickets on the .....
- 12 I don't often give ..... to large groups.
- 13 I'm working with a ..... on this project. She works in my department.

## 2 Add the adverbs to the sentences.

- 1 He goes on business trips. (*never*)  
*He never goes on business trips.* .....
- 2 We go to conferences. (*often*)  
 .....
- 3 I am in the office in the afternoon. (*always*)  
 .....
- 4 She doesn't give presentations in English. (*usually*)  
 .....
- 5 They have meetings in my office. (*sometimes*)  
 .....

## 3 Complete the sentences about the picture. Use the present continuous of the verbs in the box.

wine	eat	drink	speak	make	work	send
------	-----	-------	-------	------	------	------



- 1 Two men *are speaking* on the phone at the moment.
- 2 One man ..... a sandwich.
- 3 One man ..... at a computer.
- 4 One woman ..... a report.
- 5 One man ..... a newspaper.
- 6 One woman ..... a photocopy.
- 7 Two people ..... coffee.
- 8 One woman ..... a fax.

4 Write the names of the activities under the pictures.



1 *cycling* 2 ..... 3 ..... 4 .....



5 ..... 6 ..... 7 ..... 8 .....

5 Find the mistake in each sentence. Write the correct sentences.

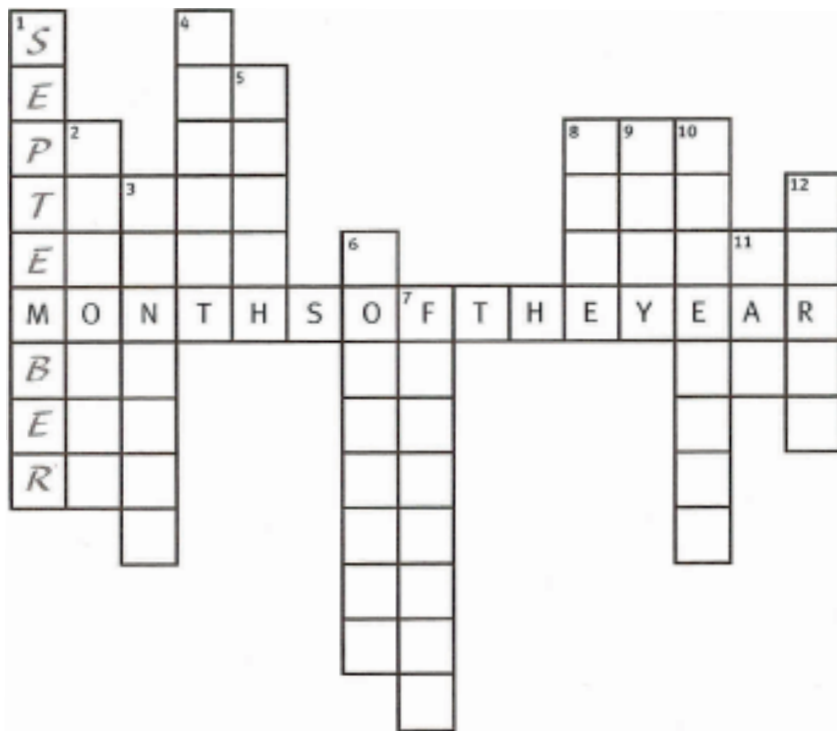
- 1 He doesn't often do cycling.  
*He doesn't often go cycling.*
- 2 She never does chess.  
.....
- 3 They sometimes do the guitar.  
.....
- 4 I usually go aerobics after work.  
.....
- 5 We never play weight training.  
.....

6 Fill in the gaps.

- 1 He *'s* ..... having lunch at the moment.
- 2 I go to a ..... of meetings.
- 3 What ..... you doing?
- 4 I don't ..... skiing.
- 5 I love ..... golf.
- 6 She isn't in the office ..... the moment.
- 7 I'm not very good ..... cooking.
- 8 He's not here. He's working in the Milan office ..... week.

## 7 Meeting

1 Complete the puzzle with the months of the year.



2 Find the days of the week.



- |   |           |               |
|---|-----------|---------------|
| 1 | dafiry    | <i>Friday</i> |
| 2 | yodman    | .....         |
| 3 | nudysa    | .....         |
| 4 | sudeaty   | .....         |
| 5 | thudrays  | .....         |
| 6 | rastuday  | .....         |
| 7 | dewdanesy | .....         |

3 Fill in the table with the time expressions.

- the afternoon
- the end of January
- the 6th
- the beginning of the week
- April
- night
- the 10th
- Monday
- the end of the month
- the 21st August
- July
- the middle of the month

at	on	in
		<i>the afternoon</i>

4 Match the pairs.

- 1 When can we meet?
- 2 Are you free at the end of August?
- 3 When are you free?
- 4 What about Friday the 10th?
- 5 I can make it on the 15th June. Is that OK?
- a Friday? Yes, that's fine.
- b No, I'm busy in the middle of the month.
- c No, I'm very busy then.
- d What about the 26th April?
- e I'm free in the first week of July.

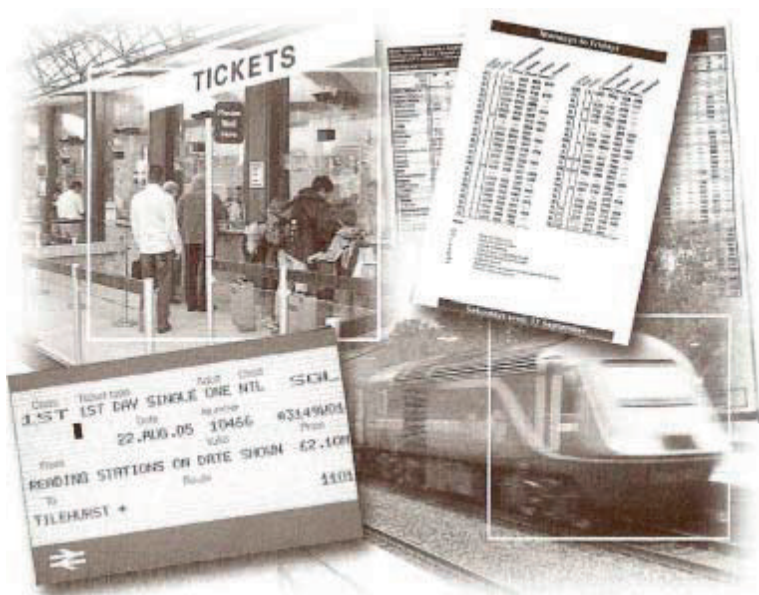
5 Put the words in order. Then match the questions to the answers.

- 1 leaving / he / when's ?  
*When's he leaving*
- 2 she / how's / travelling ?
- 3 she / is / direct / flying ?
- 4 are / when / you / back / coming ?
- 5 taking / the / are / train / you ?
- 6 staying / are / where / they ?
- 7 they / are / who / meeting ?
- 8 train / is / why / going / she / by ?
- a I'm returning on Friday.
- b No, she's changing in London.
- c The manager.
- d Next week.
- e By plane.
- f No, I'm flying.
- g She doesn't like flying.
- h In New York.



## 6 Fill in the gaps.

- 1 A When does the next train leave?
- B Sorry, I don't have a *timetable* .....
- 2 I'd like to cancel my r..... for the 9.30 train to London.
- 3 How much is the standard f..... to London?
- 4 I want to reserve a s..... on the 8.15 train to Liverpool.
- 5 Would you like a single or a r..... ticket?
- 6 Do you want to travel f..... class or standard class?
- 7 Do you want to b..... the return trip now?
- 8 Just a s..... ticket, please.



## 7 Find the mistake in each sentence. Write the correct sentences.

- 1 I'm free in the beginning of the month.  
*I'm free at the beginning of the month.*
- 2 Are you busy at Monday?  
.....
- 3 What are you do next week?  
.....
- 4 I'm take the train to Paris next Monday.  
.....
- 5 I want travel first class.  
.....
- 6 I like to book a seat.  
.....

## 8 Reporting

**1 Put the words in order from the past to the future. Number the boxes 1-11.**

- |   |   |
|---|---|
| <input type="checkbox"/> this afternoon | <input type="checkbox"/> last year                        |
| <input type="checkbox"/> this morning   | <input type="checkbox"/> three days ago                   |
| <input type="checkbox"/> yesterday      | <input type="checkbox"/> a week ago                       |
| <input type="checkbox"/> ten years ago  | <input checked="" type="checkbox"/> 1 a hundred years ago |
| <input type="checkbox"/> tomorrow       | <input type="checkbox"/> this evening                     |
| <input type="checkbox"/> last month     |   |

**2 Find the mistake in each sentence. Write the correct sentences.**

- He weren't at the meeting.  
*He wasn't at the meeting.*
- They was in India.  
.....
- She were at the trade fair.  
.....
- Was you at the training course?  
.....
- They wasn't in the office last week.  
.....
- We was late this morning.  
.....
- Were the meeting very big?  
.....

**3 Put the words in order. Then match the questions to the answers.**

- |  |                       |
|--|-----------------------|
| 1 the / was / meeting / how ?<br><i>How was the meeting?</i>   | a Last week.          |
| 2 how / were / fair / at / many / the /<br>companies / trade ? | b No, it was small.   |
| 3 was / the / conference / when ?                              | c The sales team.     |
| 4 was / the / training / at / who / course ?                   | d About five hundred. |
| 5 the / was / where / conference ?                             | e It was in Boston.   |
| 6 conference / the / was / big / very ?                        | f It was good.        |

**4 Complete the email with these phrases.**

a really big conference with over 3,000 visitors.

was fantastic

a copy of my report for your information

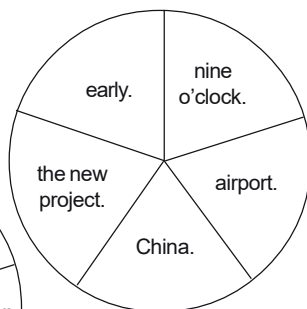
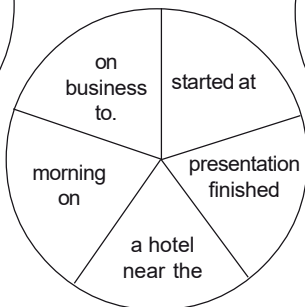
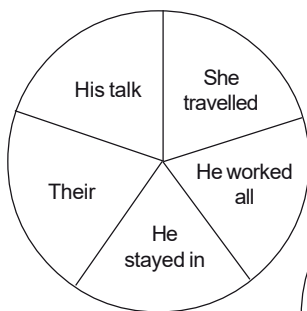
also a very good exhibition with lots of new books and new technology

my trip to Milan

lots of very good talks and presentations

Hi Josh,  
 I'm back in the office again after my trip to Milan.  
 The conference \_\_\_\_\_  
 There were \_\_\_\_\_  
 There was \_\_\_\_\_  
 It was \_\_\_\_\_  
 Here is \_\_\_\_\_  
 Regards,  
 Tony

**5 Make five sentences. Use words from each circle.**



- 1 His talk started at nine o'clock.
- 2 .....
- 3 .....
- 4 .....
- 5 .....

6 Find past tenses in the puzzle and fill in the chart.

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

infinitive	past tense
to leave	left
to fly	
to buy	
to come	
to have	
to take	
to cost	
to drive	
to go	
to see	

7 Fill in the gaps.

beach    nightlife    sightseeing    hotel    apartment    coach    holiday    ferry

- 1 Did you have a good holiday ?
- 2 I rented an .....
- 3 He relaxed on the .....
- 4 The ..... was great - lots of discos and restaurants.
- 5 They went on a tour of the island by .....
- 6 We took a ..... to the next island.
- 7 Did you go ..... ?
- 8 The receptionist at our ..... was very friendly.

8 Make questions for the underlined words in the answers.

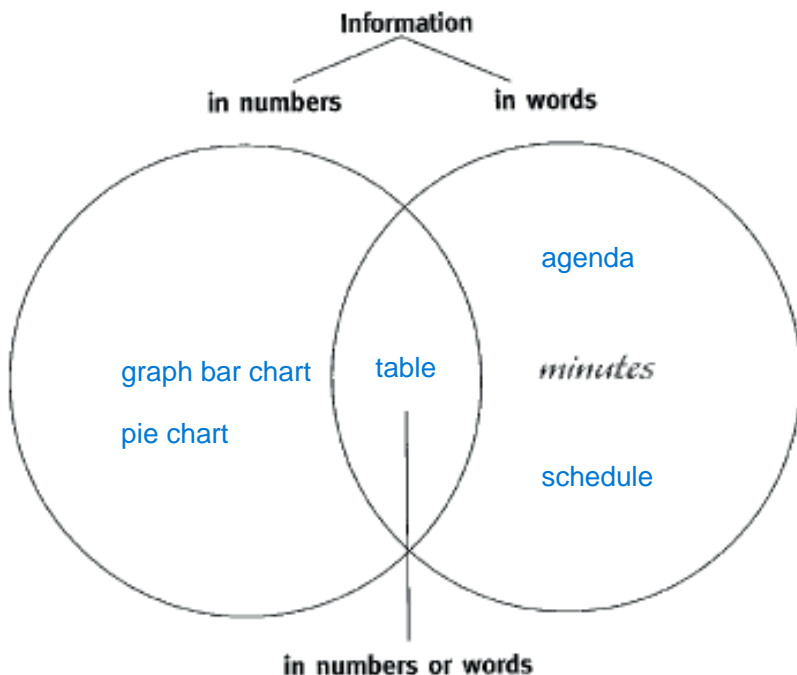
- Did you rent a car?*
- 1 .....  
Yes, we rented a car.
  - 2 .....  
We flew to Goa on Monday.
  - 3 .....  
We travelled by car.
  - 4 .....  
We stayed in Paris for two days.
  - 5 .....  
Yes, he went to China last month.
  - 6 .....  
Yes, they had a really good holiday.

## 9 Communication

1

Fill in the diagram with the names of documents.

graph   agenda   bar chart   table   minutes   schedule   pie chart

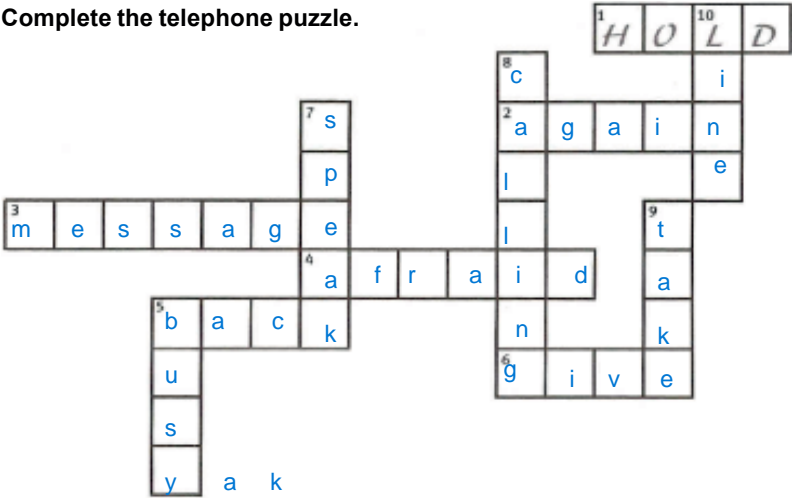


2

Find the mistake in each sentence. Write the correct sentences.

- 1 Could you send I an email?  
*Could you send me an email?*
- 2 What time can I phone they?  
*What time can i phone them?*
- 3 I emailed Tom and sent he a copy of the report.  
*I emailed Tom and sent him a copy of the report*
- 4 I called she at the office.  
*I called her at the office*
- 5 I need a copy of the minutes. Could you send one to I?  
*I need a copy of the minutes. Could you send one to me?*
- 6 We need to discuss this with you. Could you call we?  
*We need to discuss this with you. Could you call us?*
- 7 Where are Sam and Tony? I need to speak to they.  
*Where are Sam and Tony? I need to speak to them*

3 Complete the telephone puzzle.



Across ▶

- 1 Would you like to hold ?
- 2 Sorry, could you say that again ?
- 3 Could you take a message ?
- 4 Sorry, I'm afraid he's out.
- 5 Could you ask him to call me back ?
- 6 Could you give her a message, please?

Down ▼

- 5 His line's busy at the moment.
- 7 Could I speak to Max, please?
- 8 Who's calling, please?
- 9 Could I take/have your name again?
- 10 Her line's busy.

4 Make four sentences. Use words from each box.

I think	Taking a person's	taking a person's	back is	name is quite easy.	a colleague is very difficult.
I think taking	Asking a person to call	phone number	a message for	very easy.	is quite difficult

- 1 I think taking a person's name is quite easy.
- 2 I think taking a message for colleague is very difficult
- 3 Taking a person's phone number is quite difficult
- 4 Asking a person to call back is very easy

- 5** Look at the weather map of the UK. What's the weather like? Fill in the gaps.

foggy	freezing	sunny
snowing	windy	raining

- 1 It's *freezing* in York.
- 2 It's *raining* in Bristol.
- 3 It's *foggy* in Birmingham.
- 4 It's *sunny* in Brighton.
- 5 It's *snowing* in Edinburgh.
- 6 It's *windy* in Plymouth.



- 6** Find the mistake in each sentence. Write the correct sentences.

- 1 The weather is horrible last night.  
*The weather was horrible last night.*
- 2 It rains all day yesterday.  
*It rained all day yesterday*
- 3 It snows at the moment.  
*It's snowing at the moment*
- 4 What does the weather like?  
*What's / What is the weather like?*
- 5 In April we often are getting a lot of rain.  
*In April we often get a lot of rain*
- 6 Last week it were windy and cold.  
*Last week it was windy and cold*
- 7 In Moscow it freezing today.  
*In Moscow it's / it is freezing today*
- 8 It was a thunderstorm in Orlando last week.  
*There was a thunderstorm in Orlando last week*

## 10 Progress

1 Find nine adjectives in the puzzle. Write them next to their opposites.

1	old	modern
2	difficult	easy
3	cheap	expensive
4	long	short
5	bad	good
6	slow	fast
7	high	low
8	dangerous	safe
9	small	large



2 Find the mistake in each sentence. Write the correct sentences.

- A train is more long than a bus.  
*A train is longer than a bus.*
- A Ford is cheapest than a Rolls Royce.  
.....
- This old fax machine is worser than that new one.  
.....
- Economy class is less expensiver than business class.  
.....
- A sports car can go more fast than a bus.  
.....
- This modern laptop is more small than that computer.  
.....
- This is the more difficult question in the book!  
.....
- You always have the better ideas.  
.....



**3 Read the discussion in a meeting and fill in the gaps.**

agree   right   true   sure   think

**Mary** OK. The first thing on the agenda is the conference. The second is the new project and item three is the sales figures, if we have time.

**Tom** I <sup>1</sup>.....*agree*..... that the conference is important, but I <sup>2</sup>..... we need to talk about the sales figures first.

**Mary** Hmm. I'm not so <sup>3</sup>..... . You're <sup>4</sup>..... that the sales figures are important, but we must have a plan for the project before we go to the conference.

**Tom** Yes, that's <sup>5</sup>..... . OK. Let's do that, then.

**4 Make five sentences. Use phrases from each box.**

Twenty years ago planes	way to	travel from London to Paris is by train.
Today the fastest	to travel for long distances is	is by car.
The TGV is the	were the most	by bus.
The most	convenient way to travel	cities in France.
The least comfortable way	quickest way to travel between	expensive way to travel.

- 1 *Twenty years ago, planes were the most expensive way to travel.*  
2 .....  
3 .....  
4 .....  
5 .....

**5 Sense or nonsense? Change the nonsense sentences so that they make sense. (Sometimes there is more than one way to do this.)**



- |   | S                        | N                                   |
|---|--------------------------|-------------------------------------|
| 1 The flight to Berlin is now boarding. The flight is delayed.            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2 The flight to London is cancelled. The check-in is now open.            | <input type="checkbox"/> | <input type="checkbox"/>            |
| 3 The Paris flight is on time. It's thirty minutes late.                  | <input type="checkbox"/> | <input type="checkbox"/>            |
| 4 The flight to Singapore is boarding. The check-in is now closed.        | <input type="checkbox"/> | <input type="checkbox"/>            |
| 5 There's no flight to Bangkok. Passengers are getting onto the plane.    | <input type="checkbox"/> | <input type="checkbox"/>            |
| 6 The flight to New York is delayed. The expected departure is now 14.00. | <input type="checkbox"/> | <input type="checkbox"/>            |

*The flight to Berlin is now boarding. The flight is on time.*

.....  
.....  
.....

**6 Fill in the gaps with some, any or no.**

- 1 A Do you have ..... *any* ..... luggage?  
B No, just this briefcase.
- 2 A Are there ..... window seats left?  
B Yes, there are ..... at the back of the plane.
- 3 A Do you have ..... other bags?  
B No, I have ..... other bags.
- 4 A Are there ..... shops after the security check?  
B Yes, there are ..... shops near the restaurant.
- 5 A Are there ..... cafés over there?  
B No, there are ..... cafés at the gate.

**7 Fill in the gaps.**

- 1 I prefer ..... *to* ..... fly.
- 2 Small, new cars are ..... economical than big, old ones.
- 3 ..... cheapest way to travel is by bicycle.
- 4 The flight is ..... time.
- 5 Modern trains are faster ..... old ones.
- 6 I'm ..... sure about that.

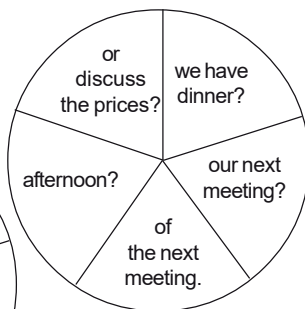
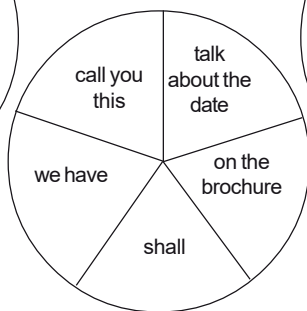
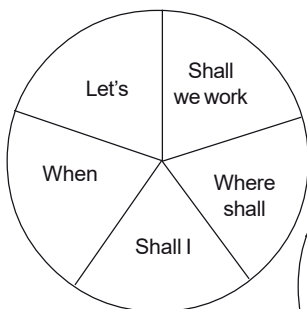
# 11 Plans

## 1 Find the sequencing words. Then fill in gaps in the plans.

hetn faert nlfaiyl tnxe sritf

- 1 ..... *First* ..... we're going to plan the report.
- 2 ..... coffee we're going to write the report.
- 3 ..... we're going to email the report to everyone in the team.
- 4 ..... we're going to discuss the report at our s.....  
team meeting.

## 2 Make five sentences. Use words from each circle.



- 1 *Let's talk about the date of the next meeting.* .....
- 2 .....
- 3 .....
- 4 .....
- 5 .....

## Find words with the letter T. Fill in the gaps.

- 1 Let's look at the p h o t o s for the new brochure.
- 2 There's lots of useful information on this \_\_\_\_\_ t \_\_\_\_\_.
- 3 What's the name of their new \_\_\_\_\_ t \_\_\_\_\_?
- 4 What shall we discuss \_\_\_\_\_ t \_\_\_\_\_?
- 5 What's the \_\_\_\_\_ t \_\_\_\_\_ of the next team meeting?
- 6 We must do this first. It's very \_\_\_\_\_ t \_\_\_\_\_.
- 7 I think it's \_\_\_\_\_ t \_\_\_\_\_ t to do this first.
- 8 Let's discuss the report \_\_\_\_\_ t \_\_\_\_\_ lunch.

4 Find two mistakes in each sentence. Write the correct sentences.

- 1 They're going look at the brochure week.  
*They're going to look at the brochure next week.*
- 2 Are you go to make changes at the website?  
.....
- 3 He goes to discuss the new project this tomorrow.  
.....
- 4 They going call the office later.  
.....
- 5 We're going not to have design ready for the meeting.  
.....

5 Make seven sentences from a conversation at a hotel reception. Use words from each column.



- |                  |                 |                |
|------------------|-----------------|----------------|
| 1 I've got a     | paying the      | out, please?   |
| 2 Could you      | I check         | form, please?  |
| 3 Can you put    | a wake-up       | here, please?  |
| 4 This card      | is the key for  | call?          |
| 5 Would you like | reservation for | your room.     |
| 6 Could          | your signature  | bill.          |
| 7 My company's   | fill in this    | a double room. |

- 1 *I've got a reservation for a double room.*
- 2 .....
- 3 .....
- 4 .....
- 5 .....
- 6 .....
- 7 .....

**6 Put the conversation in the correct order. Number the boxes 1-9.**

- ☐ Thanks.
- ☐ Could you tell me your names, please?
- ☐ For two nights?
- ☐ Yes, that's right.
- ☐ Sure. Briggs and Wood.
- ☐ OK. Rooms 203 and 204 on the second floor. Here are your keys.
- ☐ Could you fill in this form, please?
- ☐ Of course.
- ☒ 1 Hello. We've got a reservation for two single rooms.

**7 Fill in the gaps with the correct form of *have got*.**

- 1 I <sup>'ve</sup> ..... got a reservation.
- 2 ..... you got a key?
- 3 No, I ..... got a pen.
- 4 The hotel ..... got a restaurant.
- 5 You ..... got a message from your office.

**8 Find the hotel words. Then match them to the definitions a-g.**

- |   |              |                              |   |  |
|---|--------------|------------------------------|---|--|
| 1 | kecch uto    | ..... <i>check out</i> ..... | a | You can find this in your hotel room.                  |
| 2 | libl         | .....                        | b | This person works in the hotel.                        |
| 3 | inbiram      | .....                        | c | These are phone calls, drinks and snacks, for example. |
| 4 | tredic drac  | .....                        | d | You do this when you leave a hotel.                    |
| 5 | texsare      | .....                        | e | You use this to pay.                                   |
| 6 | moro viserec | .....                        | f | You pay this when you leave.                           |
| 7 | pionerecsitt | .....                        | g | When the hotel delivers food or drink to your room.    |

## 12 Sales

### 1 Fill in the gaps.

increased costs loss sales profit margin decreased improve quarter



**Sally O'Sullivan**

*managing director of a car hire company.*

Our business is doing really well. The company's sales  
1 *increased* by 20% last 2 .....



**Karl Becker**

*manager of a furniture factory in Dortmund, Germany.*

Our 3 ..... is very low at the moment. The main problem is that the Euro is high. That makes our products more expensive for people from the US, Japan and Eastern Europe. Our sales 4 ..... by 15% last quarter.



**Serge Debré**

*estate agent in Dieppe, France.*

Last year was a very difficult year for us. Our 5 ..... of holiday homes to English buyers were very low. We made a big 6 ..... We must cut our 7 ..... to 8 ..... our business.

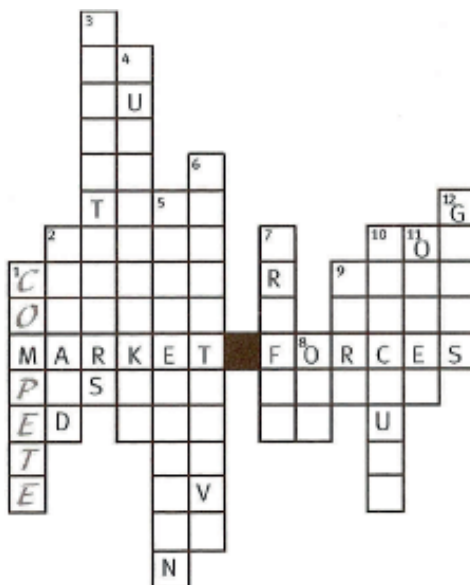
### 2 Fill in the gaps with *much* or *many*.

- 1 Did the new customer order ..... *many* ..... laptops?
- 2 How ..... stores are selling this product?
- 3 Did you make ..... profit last month?
- 4 How ..... discount are they giving?
- 5 Is there ..... demand for this photocopier?
- 6 Do ..... people work in the warehouse?

### 3 Find two mistakes in each sentence. Write the correct sentences.

- 1 At the moment our company does quite bad.  
*At the moment, our company is doing quite badly.*
- 2 My colleagues works very hardly.  
 .....
- 3 Business improve quick last year.  
 .....
- 4 It's not good for businesses grow fastly.  
 .....
- 5 Our sales is increasing slow.  
 .....


### 4 Complete the puzzle.



- 1 We ..... with two other companies.
- 2 There's a big ..... for this product.
- 3 We have three big ..... in this market.
- 4 My local ..... sells over a thousand different products.
- 5 There's a lot of ..... in this market.
- 6 Our product is good quality and not expensive. It's very .....
- 7 We made 20% ..... last year.
- 8 Everything was 50% ..... in the sale.
- 9 They have good jobs. They ..... £100,000 a year.
- 10 Our supplier gives us a 10% ..... on all orders.
- 11 Can I ..... by phone?
- 12 We have lots of ..... in the warehouse at the moment.

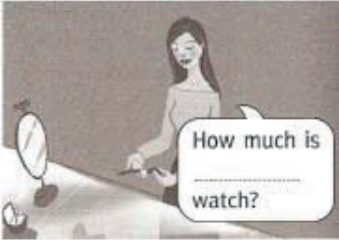
5 Fill in the gaps with *this, that, these or those*.

1




Can I try on those jeans, please?

2




How much is this watch?

3



I like those shoes.

4



Is this T-shirt in the sale?

6 Fill in the gaps.

size   receipt   off   changing   pin   number   sale   cash   medium   try

- 1 This store has a winter and a summer ..... sale ..
- 2 There's twenty percent ..... all prices.
- 3 A Can I ..... this on?  
B Yes, the ..... is over there.
- 4 A What's your ..... ?  
B Ten, I think.
- 5 I don't have any ..... . Can I pay by credit card?
- 6 Could I have a ..... , please?
- 7 Do you know the ..... for your credit card?
- 8 What's your size? ..... or large?

7 Put the conversation in a shop in order. Number the boxes 1-9.

- ☐ Yes, of course. What's your size?
- ☐ Yes, fine. I'll take them. Can I pay by credit card?
- ☐ Yes, please. How much do these shoes cost? I can't find the price.
- ☐ Can I try them on?
- ☒ 1 Do you need any help?
- ☐ I'm a size 43. That's size 10 in the UK, I think.
- ☐ They're £50 now. They were £90.
- ☐ Yes, no problem.
- ☐ Yes. That's right. Here you are.... Are they OK?





# Transcripts

## Unit 1

### 1 Listen to the conversation.

- A Hí, I'm Isabelle.  
B Hello, I'm Tom. Nice to meet you.  
A Nice to meet you. Welcome to Paris.  
B Thanks.

**Listen again and reply for you.**

### 2 Make sentences. Listen to the example.

from London

- I *I'm from London.*  
he *He's from London.*  
she *She's from London.*  
you *You're from London.*  
we *We're from London.*  
they *They're from London.*

### 3 Listen to the conversation.

- A Where are you from?  
B *I'm from Saltdean.*  
A Where's that?  
B *It's in the south of England, near Brighton.*  
A Right.

**Listen again and reply for you.**

### 4 Listen to the conversation.

- A Would you like a drink?  
B *Yes, please. Could I have a coffee?*  
A OK. Milk? Sugar?  
B *Sugar, please. No milk, thanks.*

**Listen again and reply. Ask for a coffee.**

## Unit 2

### 5 Ask questions. Listen to the example.

*what's your / number*

*What's your number?*

*phone number*

*What's your phone number?*

*address*

*What's your address?*

*mobile number*

*What's your mobile number?*

*fax number*

*What's your fax number?*

*email address*

*What's your email address?*

### 7 Say the times in a different way. Listen to the example.

*It's nine thirty.*

*It's half past nine.*

*It's two fifteen.*

*It's quarter past two.*

*It's eight forty.*

*It's twenty to nine.*

*It's seven twenty.*

*It's twenty past seven.*

*It's twelve at night.*

*It's midnight.*

*It's twelve noon.*

*It's midday.*

### 6 Say the times. Listen to the example.

two	<i>It's two o'clock.</i>
three	<i>It's three o'clock.</i>
five	<i>It's five o'clock.</i>
ten	<i>It's ten o'clock.</i>
five past eight	<i>It's five past eight.</i>
quarter past nine	<i>It's a quarter past nine.</i>
half past twelve	<i>It's half past twelve.</i>
twenty to six	<i>It's twenty to six.</i>

### 8 Listen to the conversation.

A Could I have two coffees, please?

B Yes. Anything else?

A Yes, could I have two hotdogs, please?

B Twelve euros sixty, please.

**Listen again and repeat.**

## Unit 3

### 9 Listen to the conversation.

- A What do you do?  
B *I'm an engineer.*  
A What company do you work for?  
B *I work for ZY Systems.*  
A OK, and where do you work?  
B *I work in Washington.*  
A Do you live there?  
B *Yes, I live in Washington.*

**Listen again and reply for you.**

### 10 Say what you do and where you work. Listen to the example.

accountant / office

*I'm an accountant. I work in an office.*

engineer / factory

*I'm an engineer. I work in a factory.*

manager / warehouse

*I'm a manager. I work in a warehouse.*

receptionist / hotel

*I'm a receptionist. I work in a hotel.*

sales assistant / shop

*I'm a sales assistant. I work in a shop.*

technician / lab

*I'm a technician. I work in a lab.*

### 11 Listen to the conversation.

- A What does your company do?  
B *It makes products for the home.*  
A Does it have suppliers in the UK?  
B *No, it buys from suppliers in Sweden.*  
A Does it have factories in the UK?  
B *No, it has factories in Germany.*

**Listen again and reply for you.**

### 12 Listen to the conversation.

- A What time do you get up in the morning?  
B *I get up at quarter to six.*  
A What do you have for breakfast?  
B *I just have a coffee.*  
A What time do you start work?  
B *I start work at half past six.*  
A When do you have lunch?  
B *I have lunch at one o'clock.*  
A When do you finish work?  
B *I finish work at six.*

**Listen again and reply for you.**

## Unit 4

### 13 Listen and repeat.

What does B2B stand for?  
 What does 'Business to Business' mean?  
 How do you spell 'information'?  
 Do you understand English?

### 14 Listen to the telephone conversation.

- A Good morning. CCC, Christine speaking.  
 B Could I speak to Sally Banks, please?  
 A Yes, certainly. Who's calling, please?  
 B Fergal Madden.  
 A Could you say that again, please?  
 B Fergal Madden.  
 A Could you spell that, please?  
 B Madden. M-A-D-D-E-N.  
 A Thanks.

**Listen again and reply. Ask to speak to Sally Banks.**

### 15 Ask questions. Listen to the example.

Tom's phone number  
*What's Tom's phone number?*  
 Anne's extension number  
*What's Anne's extension number?*  
 Mark's email address  
*What's Mark's email address?*  
 The number of the London office  
*What's the number of the London office?*  
 Mandy's mobile number  
*What's Mandy's mobile number?*  
 The fax number of ZY Holdings  
*What's the fax number of ZY Holdings?*

### 16 Make sentences. Listen to the example.

work here / office

- I *I work here. This is my office.*  
 You *You work here. This is your office.*  
 He *He works here. This is his office.*  
 She *She works here. This is her office.*  
 We *We work here. This is our office.*  
 They *They work here. This is their office.*

### 17 Listen and repeat.

You download the file.  
 You can buy tickets on the Internet.  
 You can call France from this phone.  
 I can't print the file.  
 We can't open the document.  
 He can't make a photocopy.

## Unit 5

### 18 Ask questions. Listen to the example.

printer

*Is there a printer?*

photocopier

*Is there a photocopier?*

power sockets

*Are there power sockets?*

phone sockets?

*Are there phone sockets?*

laptop

*Is there a laptop?*

drinks machine

*Is there a drinks machine?*

### Listen and answer the questions about your office.

### 19 Say what you need to do. Listen to the example.

photocopy this document

*I need to photocopy this document.*

send an email

*I need to send an email.*

my office

*I need to phone my office.*

fax this

*I need to fax this.*

download this file

*I need to download this file.*

print this document

*I need to print this document.*

### 20 Make requests. Listen to the example.

could I use / fax machine

*Could I use the fax machine?*

computer

*Could I use the computer?*

photocopier

*Could I use the photocopier?*

printer

*Could I use the printer?*

### 21 Ask for directions. Listen to the example.

excuse me / toilets

*Excuse me, where are the toilets?*

lift

*Excuse me, where's the lift?*

stairs

*Excuse me, where are the stairs?*

drinks machine

*Excuse me, where's the drinks machine?*

photocopier

*Excuse me, where's the photocopier?*

### 22 Listen to the conversation.

A Do you live in the town centre?

B *No, my apartment's about five kilometres from here.*

A Right. Do you live in a house or an apartment?

B *An apartment. It's quite small, just one bedroom.*

A Do you have a garden?

B *No, but the view is beautiful.*

### Listen again and reply for you.

### 23 Make sentences. Listen to the example.

live

My house is quite old.

*I live in quite an old house.*

My apartment's very modern.

*I live in a very modern apartment.*

My apartment's quite small.

*I live in quite a small apartment.*

My house is very expensive.

*I live in a very expensive house.*

My house is quite big.

*I live in quite a big house.*

## Unit 6

### 24 Listen and repeat.

She has a lot of meetings.

I don't often go abroad on business.

He always goes to the company conference.

She doesn't make a lot of phone calls.

They never go to trade fairs.

We give a lot of presentations.

### 25 Listen to the questions answers.

Do you often go on business trips?  
*I sometimes go on business trips, but not very often.*

Do you often give presentations?  
*No, I never give presentations.*

Do you often travel abroad?  
*No, I don't often travel abroad.*

Do you usually finish work late?  
*Yes, I always finish late!*

Do you usually have a lot of meetings?  
*Yes, I usually have a meeting every day.*

**Listen again and reply for you.**

### 26 Make questions in the present continuous. Listen to the example.

What do you do?  
*What are you doing now?*

What does he do?  
*What's he doing now?*

Do you work in London?  
*Are you working in London now?*

Does she work in London?  
*Is she working in London now?*

Do you phone abroad?  
*Are you phoning abroad now?*

Do they phone abroad?  
*Are they phoning abroad now?*

Do you have lunch in a café?  
*Are you having lunch in a café?*

Does he have lunch in a café?  
*Is he having lunch in a café?*

### 27 Make sentences with go, play or do. Listen to the example.

cycling *I go cycling.*

swimming *I go swimming.*

aerobics *I do aerobics.*

chess *I play chess.*

walking *I go walking.*

football *I play football.*

fishing *I go fishing.*

weight training *I do weight training.*

guitar *I play the guitar.*

skiing *I go skiing.*

## Unit 7

### 31 Ask questions. Listen to the example.

are you free / January  
*Are you free in January?*

Friday  
*Are you free on Friday?*

the fifteenth  
*Are you free on the fifteenth?*

middle of May  
*Are you free in the middle of May?*

the beginning of April  
*Are you free at the beginning of April?*

four o'clock  
*Are you free at four o'clock?*

July  
*Are you free in July?*

the end of June  
*Are you free at the end of June?*

### 29 Listen to the conversation.

A When are you going on your next business trip?

B *Next week. I'm leaving on Tuesday.*

A Where are you going?

B *To London. To visit a new customer.*

A Who are you meeting?

B *I'm seeing the sales manager of FB Products.*

A How are you travelling?

B *I'm taking the train.*

A Oh, right.

### Listen again and reply for you.

### 30 Ask questions about plans. Listen to the example.

when / leave *When are you leaving?*

who / meet *Who are you meeting?*

how / travel *How are you travelling?*

where / stay *Where are you staying?*

why / go *How are you going?*

### 31 Listen to the conversation.

A Hello. Can I help you?

B *Yes. I'd like to book two tickets to Manchester, please.*

A When are you travelling?

B *Tomorrow.*

A What time?

B *At six o'clock in the evening.*

A Would you like to travel first class or standard class?

B *First class, please.*

A And would you like a single or a return?

B *A single, please.*

A Right. That's sixty five pounds forty, please.

### Listen again and reply for you. Book two tickets to Manchester.

## Unit 8

### 32 Make sentences. Listen to the example.

trade fair last week

I *I was at a trade fair last week.*

he *He was at a trade fair last week.*

she *She was at a trade fair last week.*

we *We were at a trade fair last week.*

they *They were at a trade fair last week.*



### 33 Make sentences. Listen to the example.

conference last year

I

*I was at the conference last year.*

he

*He was at the conference last year.*

she

*She was at the conference last year.*

we

*We were at the conference last year.*

they

*They were at the conference last year.*

### 34 Ask questions. Listen to the example.

meeting yesterday

you

*Were you at the team meeting yesterday?*

he

*Was he at the team meeting yesterday?*

she

*Was she at the team meeting yesterday?*

they

*Were they at the team meeting yesterday?*

### 35 Make sentences in the past simple. Listen to the example.

work on Wednesday

*I worked on Wednesday.*

he *He worked on Wednesday.*

we *We worked on Wednesday.*

they *They worked on Wednesday.*

stay in a hotel

*I stayed in a hotel.*

he *He stayed in a hotel.*

we *We stayed in a hotel.*

they *They stayed in a hotel.*

present the project

*I presented the project.*

He *He presented the project.*

We *We presented the project.*

They *They presented the project.*

### 36 Make negative sentences. Listen to the example.

I presented the project.

*I didn't present the project.*

She talked about the prices.

*She didn't talk about the prices.*

We discussed the suppliers.

*We didn't discuss the suppliers.*

They visited the factory.

*They didn't visit the factory.*

He looked at the new production line.

*He didn't look at the new production line.*

I received the email yesterday.

*I didn't receive the email yesterday.*

### 37 Listen to the conversation.

A Hi. Where did you go on holiday?

B *Paris.*

A Did you fly?

B *No, I took the train.*

A How long did you go for?

B *For a week.*

A What did you do?

B *We went sightseeing. And in the evenings, we went to restaurants.*

A Did you have a good time?

B *Yeah, it was great.*

A Good.

**Listen again and reply for you.**

## Unit 9

### 38 Listen and repeat the telephone expressions.

Hello. Could I speak to Lisa, please?

Hello. Is that Tony?

I'll call you back.

Could you ask her to call me back?

### 39 Answer questions about the weather. Listen to the example.

What's the weather like today?

rain

*It's raining.*

snow

*It's snowing.*

cold

*It's cold.*

sunny

*It's sunny.*

What's the weather usually like in November?

rain

*It usually rains.*

snow

*It usually snows.*

windy

*It's usually windy.*

foggy

*It's usually foggy.*

What was the weather like yesterday?

rain

*It rained.*

snow

*It snowed.*

cloudy

*It was cloudy.*

thunderstorm

*There was a thunderstorm.*

## Unit 10

### 40 Say the comparatives.

expensive	<i>more expensive</i>
cheap	<i>cheaper</i>
high	<i>higher</i>
low	<i>lower</i>
economical	<i>more economical</i>
good	<i>better</i>
bad	<i>worse</i>
short	<i>shorter</i>
dangerous	<i>more dangerous</i>
safe	<i>safer</i>
big	<i>bigger</i>
small	<i>smaller</i>
far	<i>further</i>
easy	<i>easier</i>
difficult	<i>more difficult</i>

### 41 Say the comparatives and superlatives.

good	<i>better</i>	<i>the best</i>
cheap	<i>cheaper</i>	<i>the cheapest</i>
convenient	<i>more convenient</i>	<i>the most convenient</i>
expensive	<i>more expensive</i>	<i>the most expensive</i>
big	<i>bigger</i>	<i>the biggest</i>
easy	<i>easier</i>	<i>the easiest</i>
bad	<i>worse</i>	<i>the worst</i>
fast	<i>faster</i>	<i>the fastest</i>

### 42 Listen to the conversation at an airport.

- A Hello. Could I have your ticket, please?  
 B Yes, *here you are*.  
 A Thank you. Do you have any identification?  
 B Yes. *My passport*.  
 A Thanks. An aisle or a window seat?  
 B *A window seat, please*.  
 A OK. Do you have any luggage?  
 B *I have one suitcase*.  
 A Any hand luggage?  
 B *Just a briefcase*.  
 A OK, fine. Here's your boarding pass. Boarding is in forty minutes. Gate ten C.  
 B *Thank you*.

**Listen again and reply for you.**

## Unit 11

### 44 Ask questions about plans.

Listen to the example.

next week

*What are you doing next week?*

tomorrow

*What are you doing tomorrow?*

this afternoon

*What are you doing this afternoon?*

on Wednesday

*What are you doing on Wednesday?*

next month

*What are you doing next month?*

tonight

*What are you doing tonight?*

### 45 Make sentences with *have got*.

Listen to the example.

I have a reservation.

*I've got a reservation.*

Do you have your key?

*Have you got your key?*

I don't have the number.

*I haven't got the number.*

He has a minibar in his room.

*He's got a minibar in his room.*

She has a message from the office.

*She's got a message from the office.*

### 43 Make suggestions. Listen to the example.

Shall we plan the meeting?

*Let's plan the meeting.*

Shall we meet in Paris?

*Let's meet in Paris.*

Shall we talk again?

*Let's talk again.*

Shall we do that?

*Let's do that.*

Shall we go now?

*Let's go now.*

## Unit 12

### 46 Make opposite sentences.

**Listen to the example.**

The company's doing quite badly. /  
well

The company's doing quite well.

The market's growing fast. / slowly

The market's growing slowly.

We made a lot of money. / lost

We lost a lot of money.

We're making a profit. / loss

We're making a loss.

Sales increased by ten percent. /  
decreased

Sales decreased by ten percent.

### 47 Ask questions. Listen to the example.

many / many competitors

*How many competitors are there?*

stores

*How many stores are there?*

products

*How many products are there?*

much competition

*How much competition is there?*

demand

*How much demand is there?*

interest

*How much interest is there?*

### 48 Listen and repeat

Where's the changing room?

Can I try this on?

Are these shoes in the sale?

How much does this cost?

How much is this T-shirt?

Can I pay by credit card?

# Answer Key

## Unit 1

- 1 1 c 2 a 3 d 4 b
- 2 1 We're 2 He's 3 They're  
4 I'm 5 is, She's
- 3 1 Where's Bill from? He's from London in the UK.  
2 Where's Anna from? She's from Hong Kong in China.  
3 Where are Max and Anton from? They're from Germany.  
4 Where's Sophie from? She's from Paris in France.

### 4 (any order)

- 1 Are you from Paris?  
2 Where are you from?  
3 Would you like a coffee?  
4 I'd like a mineral water.

- 5 a 1 Barcelona 2 Faro  
3 Santander 4 Malaga  
5 Toulon 6 Madrid

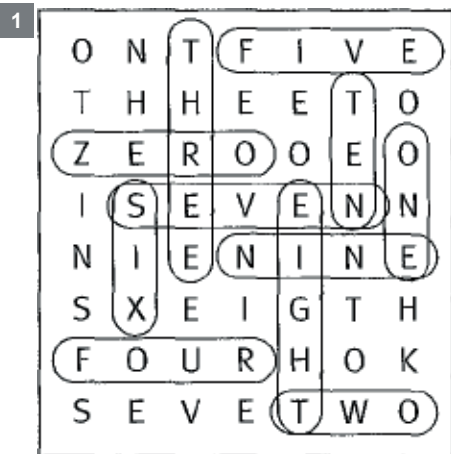
- b 1 in the west of France.  
2 in the north-west of Portugal.  
3 in the north-east of France.  
4 in the north-west of France.  
5 in the south-east of France.  
6 in the west of Portugal.

- 6 1 coffee 2 milk  
3 orange juice 4 apple juice  
5 mineral water 6 iced tea

- 7 1 sugar 2 no 3 please  
4 this 5 country 6 mineral  
7 welcome 8 an 9 sure  
10 yes 11 right 12 thanks

- 8 1 Where are you from?  
2 Where's that/Evry?  
3 Where's Chuck from?  
4 Are you from ZY Holdings?  
5 Would you like a drink?  
6 (Would you like) milk and sugar?

## Unit 2



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

- 2 1 nine nine nine 2 double oh  
seven 3 ten  
4 one 5 five

- 3 1 e 2 d 3 f 4 c  
5 a 6 b

- 4 1 What's your number?  
2 My mobile?  
3 No, your office number.  
4 Oh three four seven nine eight.  
5 Nine eight?  
6 That's right.



- 6 1 h, i 2 g, d 3 f 4 b  
5 c 6 g, e

- 7 1 am 2 midnight 3 time  
4 eleven 5 night 6 to  
7 o'clock
- 8 1 What's your telephone number?  
2 What time is it?  
3 It's half past ten.  
4 A tuna sandwich, please.  
5 Two cheese sandwiches and a hot dog.  
6 When's the next train to London?

### Unit 3

- 1 **workplaces:** shop, factory, warehouse, office, hotel  
**jobs:** receptionist, accountant, technician, engineer, manager
- 2 (any order)  
1 He works for HMS.  
2 Where do you live?  
3 Do you live in Rome?  
4 We live in London.  
5 What do you do?  
6 The company has two factories.
- 3 1 He's Bruno Evans. He's an engineer.  
2 He's Ed Nelson. He's a sales manager.  
3 She's Maria Nock. She's an accountant.  
4 She's Anne Nott. She's a technician.
- 4 1 Hello. I'm Simon Fisher.  
2 Nice to meet you, Simon. I'm Jan Bending.  
3 What do you do, Jan?  
4 I work for SHS. I'm a sales assistant.  
5 In their London shop?  
6 Yes, and where do you work, Simon?  
7 I'm the manager for TopSport in Stuttgart.

- 5 1 one thousand, three hundred and ninety pounds.  
2 Forty-eight thousand, one hundred and twenty-five euros.  
3 One hundred and eighty thousand, six hundred and two pounds  
4 One million, five hundred and sixty-seven thousand euros.
- 6 1 is 2 owns 3 have 4 make  
5 works 6 buy

### 7 (example answers)

#### Oliver

He gets up early.  
He has breakfast at quarter past six (in the morning).  
He starts work at half past seven (in the morning).  
He has lunch at midday/noon.  
He finishes work at half past five (in the afternoon).  
He has dinner at seven o'clock in the evening).

#### Rachel

She gets up late.  
She starts work at nine o'clock (in the evening).  
She has lunch at 2 o'clock (in the afternoon).  
She finishes work at six o'clock (in the morning).  
She has dinner at half past eight (in the evening).

- 8 1 I get up at six o'clock.  
2 He has breakfast in a café.  
3 When do you start work?  
4 Where does she have lunch?  
5 What company do they work for?  
6 We have dinner at eight o'clock.

## Unit 4

- 1 1 What 2 How 3 What  
4 Could 5 Does

- 2 1 receive 2 know 3 mean  
4 email 5 could 6 understand  
7 file 8 copy 9 again  
10 stand 11 write 12 slowly  
13 think

- 3 1 What's his job? He's an engineer.  
2 She works in France. Her office is in Paris.  
3 I live in the town centre. My address is 4, Station Street.  
4 They live in France on the coast. Their house is in Cannes.  
5 Is this your phone number? No, it's Jack's.  
6 Our company has five factories. We make products for the home.

- 4 1 To 2 From 3 Subject  
4 Dear 5 Thank 6 Best  
7 Email 8 Tel. 9 Extension

- 5 1 software 2 website 3 mail  
4 send 5 book 6 download  
7 credit card 8 copy  
9 hard drive 10 print

- 6 1 How do you spell that?  
2 Could you speak slowly, please?  
3 What's Jan's number?  
4 What's the number of the Paris office?  
5 I can't open the file.  
6 You can download music from the Internet.

## Unit 5

- 1 1 table 2 fax machine  
3 photocopier 4 flip chart  
5 printer 6 chairs

- 2 1 There are 2 There isn't  
3 There are 4 There aren't  
5 There's / There is 6 There are  
7 There isn't 8 There aren't

## 3 laptop

- 4 1 door 2 bathroom 3 window  
4 swimming pool 5 studio  
6 exit 7 entrance 8 view  
9 property 10 basement

- 5 1 old 2 low 3 big/large  
4 nice 5 hot 6 cheap

- 6 1 Is there a photocopier?  
2 There aren't phone sockets in the room.  
3 I need to phone my office.  
4 The toilets are over there on the right.  
5 The rooms are very big.  
6 My office is on the sixth floor.

- 7 1 the meeting room 2 the toilets  
3 the interview room 4 the lift  
4 the mail room

## Unit 6

- 1 1 foreign 2 country  
3 team 4 business 5 travel  
6 conference 7 abroad  
8 project 9 communication  
10 world 11 Internet  
12 presentations 13 colleague

- 2 1 He never goes on business trips.  
2 We often go to conferences.  
3 I am always in the office in the afternoon.  
4 She doesn't usually give presentations in English.  
5 They sometimes have meetings in my office.

- 3 1 Two men are speaking on the phone at the moment.  
2 One man is/s eating a sandwich.  
3 One man is/s working at a computer.  
4 One woman is/s writing a report.  
5 One man is/s reading a newspaper.



- 6 One woman is/s making a photocopy.  
7 Two people are drinking coffee.  
8 One woman is/s sending a fax.

- 4 1 cycling 2 chess 3 skiing  
4 fishing 5 running 6 weight training 7 golf 8 swimming

- 5 1 He doesn't often go cycling.  
2 She never plays chess.  
3 They sometimes play the guitar.  
4 I usually do aerobics after work.  
5 We never do weight training.

- 6 1 's/is 2 lot 3 are 4 like  
5 playing 6 at 7 at 8 this

## Unit 7

- 1 1 September 2 October  
3 January 4 August 5 March  
6 November 7 February  
8 June 9 July 10 December  
11 May 12 April

- 2 1 Friday 2 Monday 3 Sunday  
4 Tuesday 5 Thursday  
6 Saturday 7 Wednesday

- 3 **at:** the end of January, the beginning of the week, night, the end of the month

**on:** the 6th, the 10th, Monday, the 21st August

**in:** the afternoon, April, July, the middle of the month

- 4 1 d 2 c 3 e 4 a 5 b

- 5 1 d When's he leaving?  
2 e How's she travelling?  
3 b Is she flying direct?  
4 a When are you coming back?  
5 f Are you taking the train?  
6 h Where are they staying?  
7 c Who are they meeting?  
8 g Why is she going by train?

- 6 1 timetable 2 reservation  
3 fare 4 seat 5 return  
6 first 7 book 8 single

- 7 1 I'm free at the beginning of the month.  
2 Are you busy on Monday?  
3 What are you doing next week?  
4 I'm taking the train to Paris next Monday.  
5 I want to travel first class.  
6 I'd like to book a seat.

## Unit 8

- 1 1 a hundred years ago  
2 ten years ago  
3 last year  
4 last month  
5 a week ago  
6 three days ago  
7 yesterday  
8 this morning  
9 this afternoon  
10 this evening  
11 tomorrow

- 2 1 He wasn't at the meeting.  
2 They were in India.  
3 She was at the trade fair.  
4 Were you at the training course?  
5 They weren't in the office last week.  
6 We were late this morning.  
7 Was the meeting very big?

- 3 1 f How was the meeting?  
2 d How many companies were at the trade fair?  
3 a When was the conference?  
4 c Who was at the training course?  
5 e Where was the conference?  
6 b Was the conference very big?

- 4 Hi Josh,  
I'm back in the office again after my trip to Milan. The conference was fantastic. There were lots of very good talks and presentations. There was

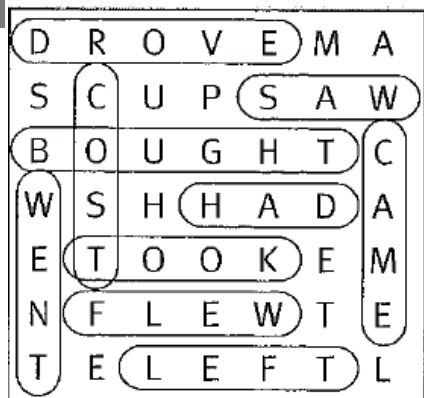
also a very good exhibition with lots of new books and new technology. It was a really big conference with over 3,000 visitors. Here a copy of my report for your information.

Regards,  
Tony.

**5 (any order)**

- 1 His talk started at nine o'clock.
- 2 She travelled on business to China.
- 3 He worked all morning on the new project.
- 4 He stayed in a hotel near the airport.
- 5 Their presentation finished early.

**6**



- 1 left 2 flew 3 bought
- 4 came 5 had 6 took
- 7 cost 8 drove 9 went
- 10 saw

- 7**
- 1 holiday 2 apartment
  - 3 beach 4 nightlife 5 coach
  - 6 ferry 7 sightseeing 8 hotel

- 8**
- 1 Did you rent a car?
  - 2 When did you fly to Goa?
  - 3 How did you travel?
  - 4 How long did you stay in Paris?
  - 5 Did he go to China last month?
  - 6 Did they have a good holiday?

**Unit 9**

**1 Information**

**in numbers:** graph, bar chart, pie chart

**in words:** agenda, minutes, schedule

**in numbers or words:** table

- 2**
- 1 Could you send me an email?
  - 2 What time can I phone them?
  - 3 I emailed Tom and sent him a copy of the report.
  - 4 I called her at the office.
  - 5 I need a copy of the minutes. Could you send one to me?
  - 6 We need to discuss this with you. Could you call us?
  - 7 Where are Sam and Tony? I need to speak to them.

- 3**
- 1 hold 2 again 3 message
  - 4 afraid 5 (across) back, (down) busy 6 give 7 speak
  - 8 calling 9 take/have 10 time

**4 (any order)**

- 1 I think taking a person's name is quite easy.
- 2 I think taking a message for a colleague is very difficult.
- 3 Taking a person's phone number is quite difficult.
- 4 Asking a person to call back is very easy.

- 5**
- 1 freezing 2 raining 3 foggy
  - 4 sunny 5 snowing 6 windy

- 6**
- 1 The weather was horrible last night.
  - 2 It rained all day yesterday.
  - 3 It's snowing at the moment.
  - 4 What's / What is the weather like?
  - 5 In April we often get a lot of rain.
  - 6 Last week it was windy and cold.
  - 7 In Moscow it's / it is freezing today.
  - 8 There was a thunderstorm in Orlando last week.

## Unit 10

- 1 1 modern 2 easy 3 expensive  
4 short 5 good 6 fast  
8 safe 9 large



- 2 1 A train is longer than a bus.  
2 A Ford is cheaper than a Rolls Royce.  
3 This old fax machine is worse than that new one.  
4 Economy class is less expensive than business class.  
5 A sports car can go faster than a bus.  
6 This modern laptop is smaller than that computer.  
7 This is the most difficult question in the book!  
8 You always have the best ideas.

- 3 1 agree 2 think 3 sure  
4 right 5 true

- 4 1 Twenty years ago planes were the most expensive way to travel.  
2 Today the fastest way to travel from London to Paris is by train.  
3 The TGV is the quickest way to travel between cities in France.  
4 The most convenient way to travel is by car.  
5 The least comfortable way to travel for long distances is by bus.

- 5 1 N 2 N 3 N 4 S 5 N  
6 S

- 1 The flight to Berlin is now boarding. The flight is on time. / The flight to Berlin isn't boarding. The flight is delayed.  
2 The flight to London is cancelled. The check-in is closed. / The flight to London is cancelled. The check-in is now open.  
3 The Paris flight is delayed. It's thirty minutes late. / The flight to Paris is on time. It isn't late.  
5 There's no flight to Bangkok. Passengers aren't getting onto the plane. / There's a flight to Bangkok. Passengers are getting onto the plane.

- 1 any 2 any, some 3 any, no  
6 4 any, some 5 any, no

- 7 1 to 2 more 3 The 4 on  
5 than 6 not

## Unit 11

- 1 1 First 2 After 3 Then  
4 Finally 5 next

- 2 (any order)  
1 Let's talk about the date of the next meeting.  
2 Shall we work on the brochure or discuss prices?  
3 Where shall we have our next meeting?  
4 Shall I call you this afternoon?  
5 When shall we have dinner?

- 3 1 photos 2 website 3 product  
4 next 5 date 6 urgent  
7 important 8 after

- 4 1 They're going to look at the brochure next/this week.  
2 Are you going to make changes to the website?  
3 He's going to discuss the new project tomorrow.

## Answer Key

- 4 They're going to call the office later.  
5 We're not going to have the design ready for the meeting.

- 5 1 I've got a reservation for a double room.  
2 Could you fill in this form, please?  
3 Can you put your signature here, please?  
4 This card is the key for your room.  
5 Would you like a wake-up call?  
6 Could I check out, please?  
7 My company's paying the bill.

- 6 1 Hello. We've got a reservation for two single rooms.  
2 Could you tell me your names, please?  
3 Sure. Briggs and Wood.  
4 For two nights?  
5 Yes, that's right.  
6 Could you fill in this form, please?  
7 Of course.  
8 OK. Rooms 203 and 204 on the second floor. Here are your keys.  
9 Thanks.

- 7 1 've/have 2 Have 3 haven't  
4 's/has/hasn't 5 've/have

- 8 1 d check out 2 f bill  
3 a minibar 4 e credit card  
5 c extras 6 g room service  
7 b receptionist

## Unit 12

- 1 1 increased 2 quarter 3 profit margin 4 decreased 5 sales loss 7 costs 8 improve

- 2 1 many 2 many 3 much  
4 much 5 much 6 many

- 3 1 At the moment our company is doing quite badly.  
2 My colleagues work very hard. / My colleague works very hard.  
3 Business improved quickly last

year.

- 4 It's not good for business to grow fast/quickly.  
5 Our sales are increasing slowly.

- 4 1 compete 2 demand  
3 competitors 4 supermarket  
5 competition 5 competitive  
7 profit 8 off 9 earn  
10 discount 11 order 12 goods  
1 those 2 this 3 these  
4 that

- 5 1 sale 2 off 3 try, changing  
4 size 5 cash 6 receipt  
7 pin number 8 Medium

- 6 1 Do you need any help?  
2 Yes, please. How much do these shoes cost? I can't find the price.  
3 They're £50 now. They were £90.  
4 Can I try them on?  
5 Yes, of course. What's your size?  
6 I'm a size 43. That's size 10 in the UK, I think.  
7 Yes. That's right. Here you are.... Are they OK?  
8 Yes, fine. I'll take them. Can I pay by credit card?  
9 Yes, no problem.

## IRREGULAR VERBS

Infinitive	Past simple
be	was/were
become	became
begin	began
break	broke
bring	brought
build	built
buy	bought
catch	caught
choose	chose
come	came
cost	cost
cut	cut
do	did
draw	drew
drink	drank
drive	drove
eat	ate
fall	fell
feel	felt
find	found
fly	flew
forget	forgot
get	got
give	gave
go	went
have	had
hear	heard /hɜːd/
keep	kept
know	knew

Infinitive	Past simple
learn	learnt
leave	left
lose	lost
make	made
meet	met
pay	paid
put	put
read	read /red/
ring	rang
run	run
say	said
see	saw
sell	sold
send	sent
sing	sang
sleep	slept
speak	spoke
spend	spent
stand	stood
swim	swam
take	took
teach	taught
tell	told
think	thought
throw	threw
understand	understood
wake	woke
wear	wore
win	won
write	wrote

# **CD-ROM / Audio CD instructions**

## **Audio CD instructions**

Play the CD in a standard CD player. You can also play the CD on your computer:

- 1 Insert the disc into your CD-ROM drive.
- 2 The CD-ROM application will open automatically - if you do not want to run the application, close or minimise it.
- 3 Open your computer's CD player software (for example, Microsoft® Windows Media® Player).

## **CD-ROM instructions for PC**

- 1 Insert the CD into your CD-ROM drive.
- 2 The program should start automatically.
- 3 If, after a few seconds, the program has not started, open 'My Computer', then browse to your CD-ROM drive and double-click on the 'START-UP' icon.

## **CD-ROM instructions for Mac OSX**

- 1 Insert the CD into your CD-ROM drive.
- 2 Open the CD-ROM folder and double-click on the 'START-UP' icon.

## **System requirements**

### **For PC**

Recommended: Windows 2000 or XP, 400MHz processor or faster, with 128MB of RAM or more.

### **For Mac**

Essential: Mac OSX, version 10.1 or higher.

Recommended: 400MHz G3 processor or better, with 128MB RAM or more.