OXFORD Business English

INTERNATIONAL EXPRESS

Pocket Book

WORKING
TRAVELLING
SOCIALIZING

Pre-Intermediate

Liz Taylor

OXFORD

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Pocket Book

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Grammar

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List of grammar terms

An **adjective**	describes a noun – people, places, things, events, etc. *a **beautiful** city, an **enjoyable** holiday* *__interesting__ people, __terrible__ news*
An **adverb**	adds information, for example, about when, where, or how something happens. *She wrote the report **yesterday**.* *He's waiting **outside**.* *Please drive **slowly**.*
An **adverb of frequency**	describes how often something happens. *I **always** play tennis in the summer.* *I'm **rarely** late for work.*
An **auxiliary verb**	*(be, do,* and *have)* is used with other verbs to make tenses and passive forms. *She **is** working in Geneva.* *Where **did** you go?* *The window **has been** broken.*
The **infinitive**	is the base form of the verb (*see*, *buy*, etc.). It is used with or without *to*. *It's good **to meet** you.* *I'd like **to introduce** you to a friend.* *I must **go** now.*
A **modal verb**	is a verb like *might, can,* and *should*. We use them to express possibility, ask permission, give advice, etc. *She **might** arrive late.* *__Can__ I use your phone?* *You **should** see a doctor.*
A **noun**	is a person, place, thing, or idea. *a **journalist**, an **office**, **books**, **beauty***
A **preposition**	indicates place, time, direction, etc. *I live **in** a flat.* *He walks **to** his office every day.* *They begin work **at** 8 o'clock.*
A **pronoun**	takes the place of a noun. *The restaurant is very good but **it** is expensive.* *Do you know Sue? I saw **her** at the theatre last night.*
A **verb**	expresses an action or state. *He **writes** for a magazine.* *I **speak** French.* *She **didn't enjoy** the film.*

Comparative and superlative adjectives

	ADJECTIVE	COMPARATIVE	SUPERLATIVE
Regular (1 syllable)	small near big	smaller nearer bigger	the smallest / the nearest / the biggest
(2 syllables ending in -y)	easy happy	easier happier	the easiest / the happiest
(2 or more syllables)	efficient important	less efficient / more important	the least efficient / the most important
Irregular	good bad far much/many little	better worse farther/further more less	the best / the worst / the farthest/furthest / the most / the least

USE	EXAMPLES
We use *than* after a comparative adjective.	*London is **bigger than** Madrid.*
We use *much* or *a lot* before a comparative to show a bigger difference.	*Tokyo is **a lot more expensive** than Rome.*
We use *the* before a superlative adjective.	*China has **the biggest** population.*

Spelling

One-syllable adjectives with one short vowel and ending in one consonant usually double the consonant:

hot	*hotter*	*hottest*
big	*bigger*	*biggest*

1st Conditional

if + Present Simple, *will* + infinitive (without *to*)

POSITIVE	NEGATIVE
If they offer me the job, I'll accept it.	If you don't hurry, you'll miss your plane.
You'll have to work hard if you want to succeed.	He won't visit us if he's very busy.

QUESTION	SHORT ANSWER
If you ask him, will he give you the information?	Yes, he will.
Will she change her job if she gets the chance?	No, she won't.

USE	EXAMPLES
Future possibilities and their results	*If we **invest** in a new system, we'll **solve** our problems.* *You **won't pass** the exam **if** you **don't study**.*

- The *if* clause can come before or after the main clause. When the *if* clause comes first, we usually put a comma between it and the main clause.
  ***If** they **agree** to our requests, we'll **sign** the contract.*
  *We'll **sign** the contract **if** they **agree** to our requests.*

- For things we are certain will happen, we use *when* not *if*.
  ***When** I get the information, I'll send it to you.* (I know I'll get the information.)

2nd Conditional

if + Past Simple, *would/could* + infinitive (without *to*)

POSITIVE	NEGATIVE
If I had more time, I'd learn another language.	If you didn't work so hard, you'd be happier.
Our cities would be more pleasant if there was less traffic.	I wouldn't buy that car if I were you.

QUESTION	SHORT ANSWER
If you became a millionaire, would you stop working?	Yes, I would.
Would they start a business if they had the money?	No, they wouldn't.

USE	EXAMPLES
Unreal or imaginary situations and their probable results	*If public transport **were** free, there'd **be** no traffic problems in cities.* *If I **didn't need** a car, I **wouldn't have** one.*

- The *if* clause can come before or after the main clause. When the *if* clause comes first, we usually put a comma between it and the main clause.
  *If they **produced** better quality goods, they'd **be** very successful.*
  *They'd **be** very successful **if** they **produced** better quality goods.*

- With *I*, *he*, and *she*, we can use *was* instead of *were* in the *if* clause, especially in informal spoken English.
  *If it **was** easier, I'd study Japanese.*

- *Could* is both the Past and Conditional of *can*.
  *He **could** walk to work when he lived close to the office.* (Past = it was possible)
  *He **could** walk to work if he had more time.* (Conditional = it would be possible)

- In a 2nd Conditional sentence the Past Simple does not refer to past time. It refers to an unreal situation.
  *If I **were** the Prime Minister ...* (but I'm not).

Future: *going to* + infinitive

POSITIVE			NEGATIVE		
I	'm (am)	going to begin.	I	'm not (am not)	going to begin.
You We They	're (are)		You We They	aren't (are not)	
He She It	's (is)		He She It	isn't (is not)	

QUESTION			SHORT ANSWER		
Am	I	going to begin?	Yes,	I	am.
			No,		'm not.
Are	you we they		Yes,	you we they	are.
			No,		aren't.
Is	he she it		Yes,	he she it	is.
			No,		isn't.

USE	EXAMPLES
Future plans, intentions, and decisions	*I'm **going to change** my job.*
Future actions we feel certain about because of what we can see now	*It's **going to rain** very soon.* *Look out! That car's **going to hit** you!*

- With *come* and *go*, we normally use the Present Continuous.
  *They're **coming** to see us soon.*
  *Are you **going** abroad next summer?*

- *going to* can also be used for fixed future arangements.
  *I'm **going to play** tennis this afternoon.*

Future: Present Continuous

(For Present Continuous form see p. 11.)

USE	EXAMPLES
Fixed future arrangements	*They're **arriving** at 10 a.m. tomorrow.* *He **isn't coming** to the meeting next week.* *What time **are** you **leaving**?*

Future: *will* + infinitive

POSITIVE			NEGATIVE		
I You We They He She It	'll (will)	begin.	I You We They He She It	won't (will not)	begin.

QUESTION			SHORT ANSWER		
Will	I you we they he she it	begin?	Yes, No,	I you we they he she it	will. won't (will not).

USE	EXAMPLES
Future situations and actions	*The situation **will be** worse in future.* *The work **won't start** next year.*
Decisions and offers made at the time of speaking	*I'll **email** you the results tomorrow.*
Offers	***Shall** I **order** a taxi for you?*

Irregular verbs

Infinitive	Past	Participle	Infinitive	Past	Participle
be	was/were	been	lose	lost	lost
become	became	become	make	made	made
begin	began	begun	mean	meant	meant
break	broke	broken	meet	met	met
bring	brought	brought	pay	paid	paid
build	built	built	put	put	put
buy	bought	bought	read	read	read
catch	caught	caught	ride	rode	ridden
choose	chose	chosen	ring	rang	rung
come	came	come	rise	rose	risen
cost	cost	cost	run	ran	run
cut	cut	cut	say	said	said
do	did	done	see	saw	seen
draw	drew	drawn	sell	sold	sold
drink	drank	drunk	send	sent	sent
drive	drove	driven	show	showed	shown
eat	ate	eaten	shut	shut	shut
fall	fell	fallen	sing	sang	sung
feel	felt	felt	sit	sat	sat
find	found	found	sleep	slept	slept
fly	flew	flown	speak	spoke	spoken
forget	forgot	forgotten	spend	spent	spent
freeze	froze	frozen	stand	stood	stood
get	got	got	steal	stole	stolen
give	gave	given	swim	swam	swum
go	went	gone	take	took	taken
grow	grew	grown	teach	taught	taught
have	had	had	tell	told	told
hear	heard	heard	think	thought	thought
hit	hit	hit	understand	understood	understood
keep	kept	kept	wake	woke	woken
know	knew	known	wear	wore	worn
leave	left	left	win	won	won
lend	lent	lent	write	wrote	written

Mass and count nouns

Mass nouns

USE	EXAMPLES
Mass nouns do not have a plural form.	*I'd like **some information**, please.*
We use them with a singular verb form.	***Relaxation** is good for you.*
We do not use *a* or *an* with them.	*I enjoy good **music**.*

Count nouns

USE	EXAMPLES
Count nouns have a singular and plural form.	*This **book** is interesting.*
We use them with a singular or plural verb form.	*These **books** are expensive.*
We use *a* or *an* with them.	*Would you like **an apple**?*

Mass/Count nouns

Some nouns are mass and count.

USE	EXAMPLES
Mass (general meaning)	*James writes about **wine**.* *She has a lot of **experience** in sales.*
Count (specific meaning)	*He's writing a book about Italian **wines**.* *She's had some strange **experiences** in her life.*

some/any, a lot of/lots of, much/many, a little/a few

	USE	EXAMPLES
some	With mass and count nouns in positive sentences	*I bought **some coffee**.* *You've got **some letters**.*
	In requests and offers	*Could I have **some fruit**?* *Would you like **some biscuits**?*
any	With mass and count nouns in negative sentences and in questions	*I didn't buy **any tea**.* *We didn't have **any visitors**.* *Do you have **any luggage**?* *Are there **any questions**?*

a lot of/ lots of	With mass and count nouns in positive sentences	*There's **a lot of traffic** today.* *There are **a lot of cars** in the city centre.* ***Lots of people** came to our party.*
much	With mass nouns in negative sentences and in questions	*We didn't do **much work**.* *How **much money** did you spend?*
many	With count nouns in negative sentences and in questions	*There weren't **many people** at the meeting.* *How **many suitcases** are there?*
	In positive sentences	***Many companies** are doing well right now.*
a little	With mass nouns in positive sentences	*I drank only **a little wine**.*
a few	With count nouns in positive sentences	*We had **a few problems**.*

- In positive sentences we use *a lot of/lots of* more often than *many*.
- We use *lots of* mostly in spoken English.
- We can use *a lot of/lots of*, *a little*, and *a few* in negative sentences and in questions.

Modal verbs

USE	EXAMPLES
Advice	***should/shouldn't*** *You **should** be punctual for meetings.* *You **shouldn't** use first names.*
Possibility	***may, might, can*** *They **may** smile when they don't want to give an answer.* *They **might** think you are rude.* *Decisions **can** take a long time.*
Permission	***can, could*** ***Can** I borrow your dictionary?* ***Could** I use your computer?*
Ability	***can, could*** ***Can** you speak German?* ***Could** you ski when you were six?*
Necessity	***have to/don't have to*** *You **have to** get permission first.* *You **don't have to** make an appointment.*

can, could, may, might, should

- The form of these modal verbs is the same for all persons. We don't add *-s* to the 3rd person singular.
  *I/You/He/She/It/We/They **may** arrive late.*
  *He **can** speak German.*

- We don't use *to* after these verbs.
  *I **should** ~~to~~ go now.*

- To make the negative, we add *not* or *n't*. We don't use *don't* or *doesn't*.
  *She **cannot/can't** speak French.*
  *You **should not/shouldn't** use first names.*
  *He **may not** understand very well.*

- We can't add *n't* to *may*.
  He ~~mayn't~~ understand very well.

- We put *can, could, may, might, should* before *I/you/he*, etc. to make a question.
  ***Can** I leave now?*
  ***Should** I email you the information tomorrow?*

have to

- The form of *have to* changes in the same way as the verb *have*.

- We use *has* for the 3rd person singular.
  *She **has to** work on Saturdays.*

- We use *do/does/did* to make questions and *don't/doesn't/didn't* to make negatives.
  *Do you **have to** work overtime?*
  *They **didn't have to** get permission.*

The Passive

to be + past participle (*produced, built, found*, etc.)

POSITIVE	NEGATIVE
Tyres **are produced** from rubber.	Smoking **isn't allowed** in the cinema.
The company **was founded** in 1890.	The public **wasn't told** about the danger.
A new government **has been elected**.	The information **hasn't been published**.
The new hotel **will be opened** next month.	Prices **won't be increased** next year.

QUESTION	SHORT ANSWER
Is cork **exported** from Portugal?	Yes, it **is**.
Was champagne **invented** by an Italian?	No, it **wasn't**.
Have the roads **been repaired** yet?	Yes, they **have**.
Will the work **be finished** soon?	No, it **won't**.

We use the Passive when the person or thing that does the action isn't important, or when we don't know who does it. If we want to say who does the action we use *by*.

Active

*The Mayan people **used** rubber 2,500 years ago.*

Passive

*Rubber **was used** 2,500 years ago **by** the Mayan people.*

Past Simple

(See Irregular verbs p. 6 and Past Simple timeline p. 28.)

POSITIVE			NEGATIVE			
I You We They He She It	arrived began	yesterday. last week.	I You We They He She It	didn't (did not)	arrive begin	yesterday. last week.

QUESTION				SHORT ANSWER		
Did	I you we they he she it	arrive begin	yesterday? last week?	Yes, No,	I you we they he she it	did. didn't.

USE	EXAMPLES
Finished actions and situations in the past	*They **lived** in Australia for three years.* *He **flew** to Japan two days ago.* *We **didn't have** a holiday last summer.* *How long **did** you **stay** in New York?*

- We often use the Past Simple with finished time phrases like *yesterday, last week, a year ago, in 1998.*

Spelling

For regular verbs ending
– in *-e*, add *-d*: *live – lived, close – closed.*
– in a short vowel and one consonant, double the consonant and add *-ed*: *travel – travelled, plan – planned.*
– in a consonant + *-y*, change the *-y* to *-i* and add *-ed*: *study – studied, try – tried.*

Present Continuous

POSITIVE			NEGATIVE		
I	'm (am)	working.	I	'm not (am not)	working.
You We They	're (are)		You We They	aren't (are not)	
He She It	's (is)		He She It	isn't (is not)	

QUESTION			SHORT ANSWER		
Am	I	working?	Yes, No,	I	am. 'm not.
Are	you we they		Yes, No,	you we they	are. aren't.
Is	he she it		Yes, No,	he she it	is. isn't.

USE	EXAMPLES
Activities happening now	*She's **talking** to a visitor at the moment.*
Temporary situations and activities	*Which hotel **are** you **staying** at?*
Present trends	*People **are living** longer.*
Fixed future arrangements	*They're **arriving** at 10 a.m. tomorrow.*

- A dictionary tells you when the final consonant doubles (*travel, travelling*), and when we leave out the final *e* (*make, making*).

Present Simple

POSITIVE		NEGATIVE		
I You We They	work.	I You We They	don't (d0 not)	work.
He She It	works.	He She It	doesn't (does not)	

QUESTION			SHORT ANSWER		
Do	I you we they	work?	Yes,	I you we they	do.
			No,		don't.
Does	he she it		Yes,	he she it	does.
			No,		doesn't.

USE	EXAMPLES
Long-term situations	*She **lives** in Brazil.* *Where **do** you **work**?*
Routine activities	*I often **make** business trips.* *How often **do** you **play** tennis?*
Feelings and opinions	***Do** you **like** your job?* *I **agree** with you.*
Facts	*The journey **takes** an hour.* *Prices **increase** every year.*

Frequency adverbs

0% never rarely sometimes often usually always 100%

Present Perfect Simple

(See Irregular verbs p. 6 and Present Perfect Simple timelines p. 28.)

POSITIVE			NEGATIVE		
I You We They	've (have)	started. left.	I You We They	haven't (have not)	started. left.
He She It	's (has)		He She It	hasn't (has not)	

QUESTION			SHORT ANSWER		
Have	I you we they	started? left?	Yes,	I you we they	have.
			No,		haven't.
Has	he she it		Yes,	he she it	has.
			No,		hasn't.

USE	EXAMPLES
Situations and actions that happened in a period of time from the past to the present	*The company **has grown** a lot since 1998.* *We'**ve** recently **reduced** costs.* ***Have** you **had** a holiday this year?*
Finished experiences in your life until now	*He's **worked** for two foreign companies.* *She's never **studied** a foreign language.* ***Have** you ever **lived** abroad?*
Situations that began in the past and continue up to the present	*She's **been** a doctor for ten years.* *The family **has had** the business since 1990.* *How long **have** you **known** her?*

- *gone to* or *been to*?
  *Ann's **gone to** New York*, means she's in New York now, or she's on her way there.
  *Ann's **been to** New York*, means she's not in New York now. Her visit is over.

- Contracted forms
  In spoken English, we usually say *I'**ve**, you'**ve**, he's*, etc.
  In formal, written English we normally use *I **have**, you **have**, he **has***, etc.

For information on the use of the Present Perfect Simple/Past Simple in British and American English, see p. 24.

Present Perfect Continuous

(See Present Perfect Continuous timeline p. 28.)

POSITIVE			NEGATIVE		
I You We They	've (have)	been working.	I You We They	haven't (have not)	been working.
He She It	's (has)		He She It	hasn't (has not)	

QUESTION			SHORT ANSWER		
Have	I you we they	been working?	Yes,	I you	have.
			No,	we they	haven't.
Has	he she it		Yes,	he she	has.
			No,	it	hasn't.

USE	EXAMPLES
Activities that began in the past and continue up to the present	*We've **been producing** wines for two hundred years.* *He's **been living** in Finland since last year.* *How long **have** you **been studying** English?*
Activities that began in the past and have just stopped	*He's hot because he's **been jogging**.* *You look tired. **Have** you **been working** a lot?*

- We normally use the continuous form to focus on the activity rather than the result.
  *I've **been writing** emails.* (I haven't finished yet.)
  *I've **written** ten emails.* (I've finished now.)

- We use the Present Perfect Continuous to say *how long*.
  *He's **been talking** on the phone **all morning**.*
  *She's **been interviewing** people **since 8 a.m.***

- We use the Present Perfect Simple to say *how many*.
  *He's **made fifteen** phone calls.*
  *She's **done six** interviews.*

Prepositions: time, place, and direction

Prepositions of time

in

- **month/season/year/century**
  June
  winter
  1996
  the 21st century
- **time/mealtime**

at

  six o'clock
  lunchtime
  midnight
- **day/date**

on

  Tuesday
  6 December
  Easter Monday
  Christmas Day
  Friday morning
  Wednesday evenings

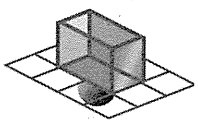
in

- **part of the day**
  the morning
  the afternoon
  the evening
- **period of two or three days**

at

  the weekend
  Christmas
  Easter

Prepositions of place and direction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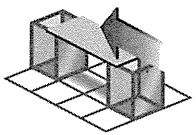
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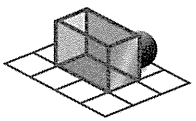
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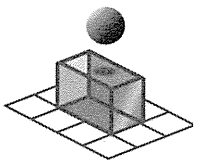
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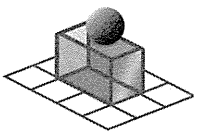
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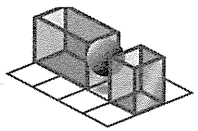
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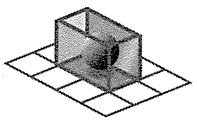
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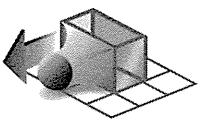
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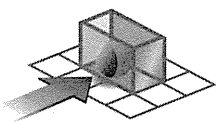
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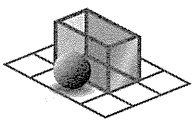
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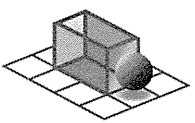
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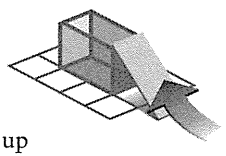
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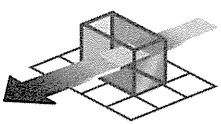
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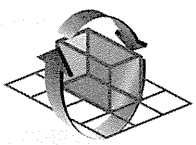
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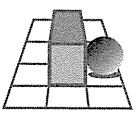
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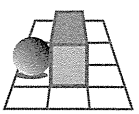
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Question words

Where *do they live?*	*In Milan.*
What *do you do at weekends?*	*I go cycling.*
When *does he start work?*	*At 8 a.m.*
Which *newspaper do you read?*	The Independent.
How *do you travel to work?*	*By car.*
How often *do you study English?*	*Twice a week.*
Whose *dictionary is this?*	*It's mine.*
Who (Whom) *do you work with?*	*A team of six people.*
Who *arrives at work first?*	*The manager does.*

- *Whom* is very formal, and is not often used.

since and *for*

(See *since* and *for* timeline p. 28.)

since

USE	EXAMPLES	
With a point of time	*since*	*7 a.m. today* *yesterday* *last week* *12 January* *2001* *he left university*

for

USE	EXAMPLES	
With a period of time	*for*	*ten hours* *five days* *a month* *two years* *a long time* *ages*

Asking for information

Asking

I'd like some information about ... (*flights to Paris*).
I'd like to know ... (*how long it takes*).
Do you know ... (*when the train arrives*)?

Can / Could | you tell me ... (*how often the trains leave*)?

Showing understanding

I see.
Right, I've got that.
So, ... (*the next train's in half an hour*).

Checking

Let me check.
I'll look that up.

Asking for repetition

Could you repeat that, please?
Could you say that again?

Apologizing

I'm afraid I don't have any information about ... (*domestic flights*).

At a restaurant

Recommending

What do you recommend?
The ... (*meat*) is usually excellent here.
I recommend the ... (*beef*).

Offering

Do have some more ... (*wine*).
What about ... (*a dessert*)?
How about ... (*some strawberries*)?
Would you like ... (*a coffee*)?

Ordering

I'll / We'll | have ... (*duck and red cabbage*).

I'd / We'd | like ... (*cold cucumber soup*).

Could we have ... (*a bottle of mineral water*)?

Accepting

Yes, I'd like that.
Yes, that would be very nice.

Declining

Thank you, but I couldn't eat any more.
No, thank you.

Thanking and responding

Thank you for a really excellent meal. ⟶ Don't mention it.
Thank you for a lovely evening. ⟶ I'm glad you enjoyed it.

Invitations

Inviting

I'd like to invite you to ... (*have dinner with me*).
Would you join us ... (*for a game of tennis*)?
Would you like to ... (*come swimming*)?
Why don't you ... (*have lunch with us*)?
How about ... (*joining us*)?

Accepting

Thank you. I'd be delighted to accept.
Thank you. I'd love to.
Thank you. I'd enjoy that.

Declining

I'd love to, but ... (*I'm afraid I can't*).
Thanks a lot, but ... (*I've made another arrangement*).

Making arrangements

Making an appointment

When What time	would be convenient for you? could we meet? are you free? would suit you?

Shall we say ... (*next Tuesday*)?	Yes, ... (*Tuesday*) suits me fine.
Is ... (*9.30*) possible for you?	Yes, that's fine.
How about ... (*Friday*)?	Yes, I can make it on ... (*Friday*).
What about ... (*the afternoon*)?	No, I'm afraid I'm busy then.
Could we arrange ... (*to have lunch*)?	No, I'm afraid I've got another appointment then.

I look forward to meeting you on ... (*Wednesday*).
See you ... (*next week*).

Changing an appointment

I'm very sorry I have to cancel the appointment on ... (*Friday*).
I'm afraid I can't manage our meeting ... (*tomorrow*).
Could we arrange another time?

Meeting people

Introductions

May Can	I introduce myself?	My name's ... (*James Turner*). I'm ... (*Monique Bresson*).

May Can	I introduce a good friend of mine? This is ... (*Roberto Angelini*).

Excuse me, are you ... (*Duncan Ross*)?
Hello, you must be ... (*Luigi Bastini*).

I'd like to Let me	introduce you to ... (*Tony White*).

How do you do?	⟶ How do you do?
Pleased to meet you.	⟶ Pleased to meet you, too.
Please call me ... (*Luigi*).	⟶ Then you must call me ... (*Monique*).

Greetings

Hello, ... (*Roberto*).

Good Nice	to see you again.

How are you?	Fine, thanks. And you?
How are things?	Not too bad, thanks.
How's the family?	Very well, thank you.

Good	morning. afternoon. evening.

• We only say *Good night* when we are leaving. We don't use it as a greeting.

Goodbyes

I must go now.
We really must leave now.
I must be off.

It was very nice meeting you.		⟶ I really enjoyed meeting you, too.
Have a good	trip. journey. flight.	⟶ Thank you ... (and the same to you).
I hope to see you again.		⟶ I hope so, too.

I look forward to ... (*seeing you again*).
I'm looking forward to ... (*our next meeting*).

See you	on the ... (*1 July*). next week. soon.	Have a good	trip back. flight back.

Offers and requests

Offering

Shall I ... (*open the window*)?
Do you want me to ... (*post the letter for you*)?
If you like, I can ... (*give you some help*).
Would you like me to ... (*arrange a meeting*)?

Accepting

Yes, please.
Thank you.
That's very kind of you.
Thank you. I'd appreciate that.

Declining

Thanks, but please don't bother.
Thanks, but that won't be necessary.
That's very kind of you, but ... (*I can manage*).

Requesting	Agreeing
Can you ... (*come tomorrow*)? Could you ... (*write her a letter*)? Would you ... (*book the hotel*)? Do you think you could ... (*check it*)?	Yes, of course. Yes, certainly.
Would you mind ... (*checking it*)? Do you mind ... (*checking it*)?	Not at all. No, of course not.

Refusing

I think that will be difficult ... (*There isn't enough time*).
I'm afraid not ... (*I'm very busy*).
I'm sorry, but that's not possible ... (*I'm leaving now*).
I'm afraid not.

Opinions and suggestions

Asking for opinions

What do you think about ... (*the design*)?
What's your opinion of ... (*the quality*)?
How do you feel about ... (*the price*)?

Giving opinions

In my opinion ... (*it's excellent*).
I think ... (*it's rather expensive*).

Agreeing

I agree.
I certainly agree with that.
I agree completely.

Disagreeing

I'm afraid I don't agree.
I'm sorry, but I disagree.

Asking for suggestions

Do you have any suggestions for ... (*the agenda*)?
Any ideas on ... (*the parking problem*)?

Making suggestions

I suggest ... (*we meet at the hotel*).
How about ... (*going by plane*)?
What about ... (*giving a talk*)?
Why don't we ... (*have a meeting*)?
Why not ... (*finish with a party*)?
We could ... (*arrange a tennis tournament*).

Accepting suggestions

Yes, that's a good idea.
Yes, let's do that.

Rejecting suggestions

Yes, but ... (*it's too far away*).
I'm not sure about that.
I'm afraid I don't like that idea.

Saying goodbye

Thanking for hospitality

Thank you	for inviting us.	We've had a wonderful time.
	for everything.	It was really enjoyable.
	very much for your hospitality.	I really appreciated it.
Thanks a lot.		Everything was great.

Responding to thanks

I'm glad you	could come.
	enjoyed it.
	found it interesting.
	liked it.

Social responses

Thanking

Thanks for all your help.	Don't mention it.
Thank you for your advice.	Not at all.
	You're welcome. (US)

Apologizing

Sorry I'm late.	It doesn't matter.
I'm sorry. I've broken a glass.	Don't worry.
	Never mind.

Asking for repetition

Sorry?	Could you repeat that, please?
Pardon?	I'm sorry, I didn't catch ... (*your name*).

Asking and giving permission

May I sit here?	Yes, of course.
Could I use your phone?	Please do.
	Yes, certainly.

Do you mind if I open the window? ⟶ No, not at all.

Refusing permission

Could I borrow your car?	⟶ Sorry, but I need it.
Do you mind if I smoke?	⟶ Well, I'd rather you didn't.

Giving and passing things

Have you got the tickets?	⟶ Yes, here they are.
Could you pass the bread, please?	⟶ Yes, here you are.

Expressing surprise

They've got six children now.	⟶ Really!

Responding to good news

I've passed my final exams!	Congratulations! That's great!

Responding to bad news

I failed my driving test.	⟶ Oh, I'm sorry to hear that.

Responding to good wishes

Have a good weekend. I hope you enjoy your holiday.	Thanks. You too. Thanks, and the same to you.

Staying at a hotel

Booking a hotel

I'd like to book a | single / double | room for 4 April.

Arriving at a hotel

I have a reservation.

Making requests

I'd like a room, please.
Could I have an early morning call, at 6.30?
Could I have my bill, please?
Can I pay by credit card?

Telephoning

Making contact

Hello. This is ... (*James Turner*).

Is that ... (*Monique Bresson*)?	⟶ Yes, speaking.
Could I/I'd like to speak to ... (*Mr Brown*).	⟶ Who's calling, please?

I'm calling about ... (*the letter I sent you*).
Hold the line, please.

I'm sorry, ...	(*Mr Brown*) is in a meeting at the moment.
I'm afraid ...	(*he*)'s busy at present.
	(*she*) isn't here.

Leaving a message

Can I	take a message?
	leave a message?

Could you take a message?

Could you	ask ... (*her*) to call ... (*Luigi Bastini*)?
	tell ... (*him*) that ... (*Duncan Ross*) called?

Could you spell ... (*your name*), please?
What's your number, please?

Welcoming a visitor

The journey here

Did you have a good journey?
How was your flight?
Did you have any problems finding us?
How did you get here?
Are you here on business?

The visitor

Where do you live?
Which part of the country/city is that?

Work

What do you do?
Where do you work?
What are you working on currently?

First impressions

What do you think of ... (*the new airport*)?
Is this your first visit to ... (*Barcelona*)?
How long are you here for?

The weather

What was the weather like in ... (*London*)?

Sports and leisure

What do you do at the weekends?
Do you play any sports?

Travel and holidays

Do you travel a lot?
Which countries do you visit?
Where did you spend ... (*your last holiday*)?

News

What's the latest news on ... (*the election*)?
Is there any news about ... (*the conference*)?

American English

This section describes some differences between American and British English. The differences are not very great, and they may vary between regions across the USA.

have/have got

To express possession, British people often say *have got*.

British	British/American
I've **got** a German car.	I **have** an Italian car.
Have you **got** a fax machine? Yes, I **have** / No, I **haven't**.	**Do** you **have** any children? Yes, I **do**. / No, I **don't**.

The difference is only in the Present Simple. There is no difference in other tenses. When we use the verb *have* for an action, there is no difference between American and British English.

British/American

I **have** an English lesson every week.

Do you **have** coffee for breakfast? Yes, I **do**. / No, I **don't**.

Present Perfect Simple/Past Simple

Where British English uses the Present Perfect, American English often uses the Past Simple.

British	American
I've just **finished** the report.	I just **finished** the report.
Have you **seen** her yet?	**Did** you **see** her yet?
I **haven't finished** the work yet.	I **didn't finish** the work yet.
We've already **met**.	We already **met**.

Prepositions

British	American
at the weekend	**on** the weekend
five minutes **past** two	five minutes **past/after** two
ten minutes **to** six	ten minutes **to/of** six
write **to** me	write me
meet someone	meet **with** someone
stay **at** home	stay home
Tuesday **to** Saturday	Tuesday **through** Saturday
visit somebody	visit **with** somebody

Dates (written)

British	American
2.11.04 2 November 2004	11/2/04 November 2 2004

Dates (spoken)

British	American
She started work on the second of November, two thousand and four.	She started work on November second, two thousand and four.

Vocabulary

British	American
flat	apartment
car	automobile
taxi	cab
chemist	drugstore
lift	elevator
autumn	fall
tap	faucet
ground floor	first floor
motorway	freeway
petrol	gas
post	mail
cinema	movie theater
trousers	pants
wallet	pocketbook
railway	railroad
toilet	restroom
return ticket	round trip ticket
pavement	sidewalk
tube/underground	subway
holiday	vacation

Asking for help

Sorry, I don't understand.
I don't know what ... ('*currently*') means.
What does ... ('*working knowledge*') mean?
What do you call this in English?
How do you say ... ('*Je voudrais une chambre*') in English?
Could you say that again, please?
Could you repeat that, please?
Could you speak more slowly, please?
Could you spell that, please?
Could you write that down, please?

Countries and nationalities

Country	Nationality	Country	Nationality
America (the USA)	American	Ireland	Irish
Australia	Australian	Italy	Italian
Austria	Austrian	Japan	Japanese
Belgium	Belgian	Mexico	Mexican
Brazil	Brazilian	the Netherlands	Dutch
Canada	Canadian	Norway	Norwegian
China	Chinese	Poland	Polish
the Czech Republic	Czech	Portugal	Portuguese
Denmark	Danish	Romania	Romanian
Finland	Finnish	Russia	Russian
France	French	Slovakia	Slovak/Slovakian
Germany	German	Spain	Spanish
Great Britain/the UK	British	Sweden	Swedish
Greece	Greek	Switzerland	Swiss
Hungary	Hungarian	Thailand	Thai
India	Indian	Turkey	Turkish

Emails, faxes, and letters

Opening	Closing
Dear Sir/Madam	⟶ Yours faithfully
Dear Mr Murphy/Ms White	⟶ Yours sincerely
Dear Andrea	⟶ Best wishes/Best regards/Yours
Hi Jon	⟶ See you soon

Starting

Following (*our phone conversation today* ...)
In reply to (*your fax received* ...)
Thank you for (*your fax of* ...)
Thanks for (*your email* ...)

Saying why you're writing

I am writing (*to enquire about* ...)
I am pleased (*to confirm* ...)
This letter is (*to thank you* ...)
This fax is (*to give you details of* ...)
This email is (*to get in touch* ...)

Requesting

Could you please (*reserve* ...)
Would you please (*tell me* ...)
Please fax/email me (*your mobile phone no.*)

Attaching documents (email)

I attach (*two files* ...)

Enclosing documents (letter)

I enclose (*a copy of* ...)

Giving bad news

I am sorry (*to inform you* ...)
Unfortunately (*I will not be able to* ...)

Apologizing

I apologize for (*the delay* ...)
I'm sorry about (*the mistake* ...)
Sorry (*I didn't get back to you earlier* ...)

Ending

Please contact me again (*if you need any more information*).
Let me know (*if you need anything else*).
I look forward to (*welcoming you ...*)
Hoping (*to see you soon*).
See you (*in Prague*).

Sample business letter

CUNNINGHAM ASSOCIATES

26, Trent Rd, Bicester, Oxon OX6 8RN
Tel: 01869 204950 Fax: 01869 204900
info@cunningham.com
www.cunningham.com

22 February 2004

Jean Paul Leclerc
ZigZag SA
74, rue Jules Ferry
75116 Paris

Dear Mr Leclerc

Thank you for your letter of 15 January. I apologize for not replying sooner.

I am writing to confirm that I will be in Paris on 7 March and will be very happy to meet you for lunch and visit your factory in the afternoon, as you suggest. Unfortunately I will not be able to attend your company dinner as I am flying to Rome in the evening.

Could you please send me your catalogue and price list as I would like to show it to my colleagues at our meeting next week.

I enclose a printout of our latest design, which I hope will be of interest.

I look forward to meeting you next month. Please let me know if you would like me to bring any samples of merchandise.

Yours sincerely

David Cunningham

Manager

enc.

- When you open the letter with *Dear Sir* or *Dear Madam*, use *Yours faithfully*.
  When you open the letter with the receiver's family name (e.g. *Dear Mr Leclerc*), use *Yours sincerely*.
  For a close business contact or friend, use *Best wishes, Best regards, Yours*.
- *Ms* can replace *Mrs* and *Miss*. It doesn't indicate if a woman is married or not.

Grammar timelines

Past Simple

1992

Fairtrade started in the UK in 1992.

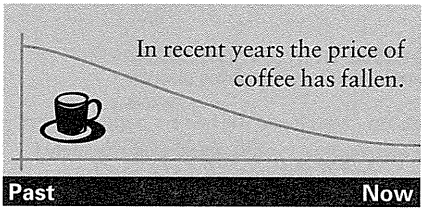
Past | Now

Present Perfect Simple

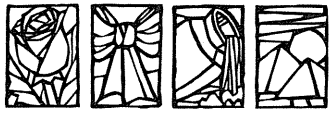
She's been a doctor for 10 years.

Past | Now

Present Perfect Simple



Present Perfect Continuous



Saint-Gobain has been making glass since 1665.

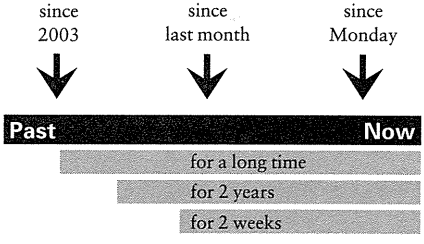
Past | Now

Present Perfect Simple

You've written a lot of books about the business world.

Past | Now

since and *for*



Mathematical terms

+	3 + 5=8	three *plus* five is eight
–	7 – 1=6	seven *minus* one is six
÷	20 ÷ 2=10	twenty *divided by* two is ten
×	3 × 3=9	three *times/multiplied by* three is nine
=	1 + 4=5	one plus four *is/equals* five
%	75%	seventy-five *per cent*
	1/4	*a quarter*
	1/3	*a third*
	1/2	*a half*
	3/4	*three quarters*
	1 1/2	*one and a half*

Phonetic symbols

Vowels

i:	as in	**see** /siː/	u	as in	**situation** /ˌsɪtjuˈeɪʃn/
ɪ	as in	**sit** /sɪt/	3:	as in	**fur** /fɜː(r)/
e	as in	**ten** /ten/	ə	as in	**ago** /əˈgəʊ/
æ	as in	**hat** /hæt/	eɪ	as in	**page** /peɪdʒ/
ɑː	as in	**arm** /ɑːm/	əʊ	as in	**home** /həʊm/
ɒ	as in	**got** /gɒt/	aɪ	as in	**five** /faɪv/
ɔː	as in	**saw** /sɔː/	aʊ	as in	**now** /naʊ/
ʊ	as in	**put** /pʊt/	ɔɪ	as in	**join** /dʒɔɪn/
uː	as in	**too** /tuː/	ɪə	as in	**near** /nɪə(r)/
ʌ	as in	**cup** /kʌp/	eə	as in	**hair** /heə(r)/
i	as in	**happy** /ˈhæpi/	ʊə	as in	**pure** /pjʊə(r)/

Consonants

p	as in	**pen** /pen/	s	as in	**so** /səʊ/
b	as in	**bad** /bæd/	z	as in	**zoo** /zuː/
t	as in	**tea** /tiː/	ʃ	as in	**she** /ʃiː/
d	as in	**did** /dɪd/	ʒ	as in	**vision** /ˈvɪʒn/
k	as in	**cat** /kæt/	h	as in	**how** /haʊ/
g	as in	**got** /gɒt/	m	as in	**man** /mæn/
tʃ	as in	**chin** /tʃɪn/	n	as in	**no** /nəʊ/
dʒ	as in	**June** /dʒuːn/	ŋ	as in	**sing** /sɪŋ/
f	as in	**fall** /fɔːl/	l	as in	**leg** /leg/
v	as in	**voice** /vɔɪs/	r	as in	**red** /red/
θ	as in	**thin** /θɪn/	j	as in	**yes** /jes/
ð	as in	**then** /ðen/	w	as in	**wet** /wet/

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