

# Answer key

## Unit 1

### Language focus p.6

- 1 An independent multimedia production company specializing in the travel and cultural sector.
- 2 Video and television programmes, web design, consultancy and management, media presentations, management training videos and e-learning products.
- 3 The International food and drink project.
- 4 The presenter and interviewer of the International food and drink project.
- 2 1 Fifteen years ago.  
2 Since they were at university.  
3 Rosa is the creative person and Project Manager. Piet is the Business Manager, deals with negotiations, looks for financial partners.  
4 Paul is the Financial Manager, deals with the financial aspects of running the business. Louise is the Promotions Manager, handles marketing and advertising.  
5 Yes.
- 3 1 past a present d, e, f time from the past to the present b, c  
2 Present Simple d, e Present Continuous f Past Simple a Present Perfect Simple b, c

### Present Simple and Present Continuous

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

### Action and state verbs

- Verbs which express an action or activity, e.g. *bring, arrive, manage, travel, work*, are used in both simple and continuous tenses. They are called **action verbs**.
- Verbs which express a state, e.g. *understand, believe, know, want, be, like*, are not normally used in continuous tenses. They are called **state verbs**.
- Some verbs, e.g. *have, see, look, taste, think*, are used in both simple and continuous tenses. They express either an action or a state.

### Practice p.8

- 1 am/m travelling 8 are you tasting  
2 comes 9 has  
3 look, are 10 see  
4 tastes 11 Are you looking, think  
5 am/m seeing 12 travel  
6 don't understand 13 are/re having  
7 is/s thinking, is/s not/isn't 14 Do you bring
- 2 Did you grow up in London?  
3 What did you do after school?  
4 What did you do when you finished the cookery course?  
5 Where did you work after that?  
6 What languages do you speak?  
7 How long have you had your restaurant?  
8 What do you enjoy doing in your free time?  
9 Do you have any plans for the future?

### Wordpower p.10

#### Organizing vocabulary

1 (Possible answers)

Home/location	Education	Work	Leisure interests
centre	subject	full-time*	surfing
flat	degree	colleagues	exercise
suburbs	course	salary	holiday
garden	college	commute	evening class*

\* could also go in Education

- (Possible answers) to make an arrangement/an appointment/a decision/a phone call  
financial/promotions/bank/hotel manager  
course/hard work  
work force/room/shop/station
- employ employment employable employee/employer  
negotiate negotiation negotiable negotiator  
operate operation operational operator  
tour tour/tourism touristy tourist
- (Possible answers)  
home cooking college friends/programme/year  
working hours TV programme

dress code

health club/programme

gap year

family pet/friends

### Recording vocabulary

- 1, 2, 3 (stress only), 4, 5, 7, 8

### Asking for help with vocabulary

- 1d 2a 3b 4e 5f 6c
- (Possible answers)  
1 What's the meaning of ... ?  
2 Sorry, can you say that again?  
3 How do you say ... in English?  
4 Can you spell it for me?  
5 Could you lend me your dictionary?  
6 Could you say that more slowly?

### Skills focus p.12

- (Possible answers)  
Brazil – fun-loving, carnival, football  
Germany – practical, rational, engineering  
Italy – stylish, fashion-conscious  
Ireland – traditional, fun-loving, Guinness  
Jamaica – relaxed, reggae music  
Japan – high-tech, technology  
New Zealand – adventurous, the outdoor life  
Scotland – traditional, authentic, heritage  
Singapore – high-tech, technology  
Switzerland – efficiency, precision
- 1 It can become trapped by its image, and it is difficult for people to accept 'non-typical' brands.  
2 New Zealand, Ireland, Spain, Scotland  
3 The economic development agency created a special project ('Scotland the Brand'), defined a positive image, held marketing events and promotions, and recruited companies to promote the brand.

### Focus on functions p.14

#### Introductions and greetings

- 1 Hello, Eric, how are you? Good to see you again.  
2 Eric, I'd like to introduce you to Claire, our secretary.  
3 Pleased to meet you (too).
- 3 a 3 b 4 c 1 d 2 e 5
- 4 a N/F b N/F c N d N/F e I
- 1 b 2 e 3 a 4 g 5 h 6 c 7 f 8 d
- 6 a 3, 6, 8 b 1, 2, 4, 5, 7

#### Welcoming a visitor

- 1 Which hotel are you staying in? 4 Do you travel abroad much?  
2 What's it like? 5 Have you been to Toronto?  
3 How often do you come to London?
- 1 How long are you staying here?  
2 How long have you been with your company?  
3 Isn't this weather wonderful?  
4 Where did you spend your last holiday?  
5 Do you do any sport?
- 1 Both the host and the visitor.  
2 No.  
3 By asking more questions relating to what the speaker has just said.

## Unit 2

### Language focus p.16

- (Possible answer)  
It does all its business either online (70%) or over the phone (30%). It offers very big discounts on flights and accommodation (up to 65%) and a complete range of other travel products.
- 3 1 package holidays 3 potential 5 contracts  
2 discounts 4 negotiate 6 staff
- 5 1 T 2 F 3 F 4 T 5 F 6 T
- 6 1 b Past Simple 2 d Present Perfect Simple 3 a Past Simple  
4 c Present Perfect Simple

## Wordpower p.30

- 2 interested, bored, thoughtful, aggressive, neutral, suspicious, hostile, open-minded, distracted, rude, attentive, supportive, encouraging, intrusive, decisive
- 3 1 attentive – distracted, bored – interested  
2 inattentive, indecisive, unfriendly, uninterested, unsupportive  
3 discouraging, biased, polite
- 4 1 friendly 4 encouraging, supportive 7 decisive  
2 distracted 5 indecisive 8 rude  
3 intrusive 6 rude/unfriendly
- 5 1 responsible 5 confident 8 analytical  
2 punctual 6 diplomatic 9 thorough  
3 motivated 7 flexible 10 enthusiastic  
4 innovative

## Skills focus p.32

- 2 (Possible answers)
- 1 They were being used in Egypt at the time.  
2 Over 2,000 years ago.  
3 French soldiers.  
4 The town in Egypt where it was discovered.  
5 Jean-Francois Champollion.  
6 It was used to check the meaning of early written languages.  
7 To preserve basic knowledge of the world's languages for future generations.
- 3 1 one thousand 2 Long Now Foundation, San Francisco 3 664  
4 1 one thousand 5 book 9 one to three  
2 disk 6 grammar 10 microscope  
3 container 7 pronunciation 11 world  
4 online 8 two hundred 12 rosettaproject.org

## Focus on functions p.34

- 1 Three  
2 Japan, Mexico, and Thailand  
3 The cost of making programmes in those countries will be too high for NMP's budget.  
4 France, Italy, and Spain
- 2 4 Asking for opinions Agreeing  
How do you feel about ...? I agree completely.  
Do you think ...? Yes, that's an important point.  
Do we all agree? Yes, definitely.  
Giving opinions Yes, Piet's right.  
I'm sure... Yes, I'd go along with that.  
Personally I think ... Yes, I agree with that.  
I really do think ... Expressing doubts and reservations  
I'm inclined to think ... Maybe, but ...  
I'm quite sure. Disagreeing  
I'm afraid I can't agree with that idea.

- 3 1 Investors and TV companies.  
2 They need someone who knows the country and cuisine well.  
3 Maria Ferrando agreeing to be their consultant on Spain.
- 5 1 a I'm sure ..., I'm quite sure ..., I really do think ...  
b I'm inclined to think ...  
2 Yes, definitely. I agree completely.
- 3 (Possible answers) Sorry, but I don't agree.  
I'm afraid I can't agree with that idea.

- 6 Opening Checking agreement  
Shall we start? Do we all agree then?  
Interrupting Moving on  
Before you go on, could I Let's move on to the next topic.  
say something? Summarizing  
Asking for clarification So, to sum up, we've agreed  
Sorry, I don't quite follow you. that ...  
Could you explain what you mean by ...?

## Pronunciation p.35

- 1 b  
2 1a 2b 3b 4a 5a

## Unit 4

### Language focus p.36

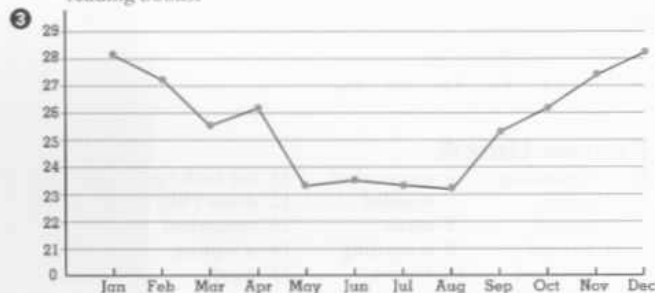
- 2 1g 2h 3a 4f 5c 6b 7e 8d
- 3 (Possible answers)
- 1 more shopping at night-time; more spending on communications technology; earning and spending more money; living longer so spending more  
2 more night-time opening; eating less traditional food and more western-style food, drinking less sake and whisky, more red wine and beer; more working women; doubled between 1980 and 2000; proportion of elderly people increased dramatically

- 4 (Possible answers) Growth in sales of communications technology, increase in sale and use of mobile phones, increase in telephone bills, increase in divorce rate, more single-person households, fall in birth rate, increase in life expectancy, more elderly people. Past Simple. Retail outlets expanding opening hours, people consuming less traditional food and more western-style meals, business people in their 50s spending more on communications technology, more women working and earning more. Present Continuous.
- 5 1 33% 3 33% 5 over 100% 7 17.7%  
2 10% 4 over 60% 6 5.7% 8 26.8%
- 7 1c 2a 3d 4b

- We use *of* after a noun and before the amount.
- We use *in* after a noun and before the topic.
- We use *by* after a verb.
- We use *from* and *to* after a verb and before two amounts.

## Practice p.38

- 1 b People are watching more television and video./More people are watching television and video.  
c People are going to the theatre less./Fewer people are going to the theatre.  
d People are going to bars and cafés a lot more./A lot more people are going to bars and cafés.  
e People are reading books a lot less./A lot fewer people are reading books.



- 4 5 1 went down 5 rose 9 went up  
2 fluctuated 6 levelled off 10 increased  
3 increased 7 decreased 11 reached  
4 fell 8 reached
- 6 They are adverbs because they end in -ly. Add -ly to the end of the adjective. For adjectives ending in -y, change the -y to -i and add -ly.
- 7 1 dramatic, c 2 sharp, e 3 steady, d 4 gradual, a 5 slight, b

## Wordpower p.41

- 1 1c 2d 3a 4b
- 2 1 chicken, bacon, sirloin steak  
2 shellfish, smoked fish, sushi, oysters, octopus, salmon  
3 mushrooms, salad, olives, tomatoes, grape, potatoes, apples, bananas, grapefruit  
4 wine, champagne, sake, coffee, orange juice, beer  
5 cheese, yoghurt  
6 pastries, cakes, antipasti, spaghetti, mushroom sauce, soup, cereals
- 4 1c 2j 3f 4e 5h 6i 7b 8a 9g 10d
- 5 (Possible answers)
- |                                      |                      |
|--------------------------------------|----------------------|
| 1 chilled – melon                    | 2 roasted – meat     |
| deep-fried – chips (BrE)/fries (AmE) | barbecued – sausages |
| grilled – fish                       | grated – cheese      |
| ground – spices                      | sliced – cucumber    |
| marinated – meat                     | crushed – garlic     |
| poached – eggs                       |                      |
| sautéed – potatoes                   |                      |
| smoked – fish                        |                      |
| stuffed – peppers                    |                      |

## Skills focus p.42

- 2 1d 2g 3l 4i 5j 6b 7h 8k 9c 10e 11a 12f
- 3 1T 2T 3F 4F 5F 6T 7F 8F
- 4 (Possible answers)
- 1 Global production is increasing more slowly.  
2 They rose steadily from 1.3 million to 2.1 million.  
3 They went up dramatically from 0.2 million to 2.1 million.  
4 It dominates world cinema and stops film industries in other countries developing.  
5 It is becoming more popular in the West.
- 6 1c 2a 3d 4b
- 7 1 Amount spent on organic food products (by 2002).  
2 Amount spent on 'green' household products (by 2002).  
3 Amount spent on cosmetics not tested on animals (by 2002).

- 4 Amount spent on responsible tourism (by 2002).
- 5 Amount invested in funds with ethical criteria (in 2003).
- 6 Rate of growth in investment in funds with ethical criteria.

### Focus on functions p.44

- 2 1 The Basque country, Catalonia, and Andalucia.  
2 Basque cooking has the reputation of being the best in Spain.  
3 Its men-only gastronomic clubs.
- 3 6  
Asking for advice and suggestions  
Do you think we should ... ?  
What would you suggest?  
What would you advise us to do ... ?  
Giving advice and suggestions  
It might be a good idea to ...  
I'd suggest you ...  
I'd recommend you ...  
You should ...  
If I were you I'd ...  
You could ...  
How about ... ?  
4 I'm sorry but that's out of the question.  
That's very interesting, but ...  
5 1 It's very interesting and varied.  
2 Cava is produced there.  
3 Paella originated there.  
7 1 b 2 d 3 a 4 f 5 g 6 c 7 e

### Pronunciation p.45

- 2 1 b 2 a 3 a 4 b 5 b 6 a

### Review Unit A

- 1 1 is working 6 has worked 11 has built up  
2 comes 7 married 12 doesn't like  
3 moved 8 owns 13 researched  
4 studied 9 is opening 14 is looking  
5 has lived 10 knows 15 wants
- 2 (Possible answers)  
1 Where is Vanessa working now?  
2 When did she move to the United States?  
3 Who did she marry?  
4 How many restaurants does Claude Blanc own?  
5 What does Vanessa not like doing?  
6 What did she research last year?
- 3 Argentina Brazil Peru Venezuela  
Spanish Portuguese Spanish Spanish  
Buenos Aires Brasilia Lima Caracas
- 4 (Possible answers)  
2  
2 The smoking of cigarettes fell/dropped/declined sharply in the 1990s.  
There was a sharp fall/drop/decline in the smoking of cigarettes from 1990 to 2000.  
3 The consumption of alcohol fell/dropped/declined steadily in the 1990s.  
There was a steady fall/drop/decline in the consumption of alcohol from 1990 to 2000.  
4 The consumption of fruit and vegetables rose/increased/grew gradually in the 1990s.  
There was a gradual rise/increase/growth in the consumption of fruit and vegetables from 1990 to 2000.
- 8 (Possible answers)  
1 Hello. (Eric) speaking.  
2 Good morning. (NMP). Can I help you?  
3 Could I speak to (Rosa Lanson)?  
4 Just a minute. I'll put you through.  
5 Why don't we meet next Tuesday?/Could you make it next Tuesday?  
6 When would be convenient for you?  
7 I'm afraid I'm not available then.  
8 Thank you. We look forward to seeing you next Tuesday.  
Goodbye.

### Unit 5

#### Language focus p.48

- 3 a Crowne Plaza Coogee Beach: conference facilities, air-conditioning, satellite TV, high-speed Internet access, swimming pool, fitness centre.  
b Desert Resort Mandawa: moonlight camel rides, private entrance to each guest room, swimming pool.  
c Misión del Sol: year-round sunshine, health treatments.
- 4 1 Another conference is being held at the same time.  
2 It's served all day in the café.

- 3 It's served between 12 and 2.30 in the private dining room.
- 4 Guests are invited to join the management by the swimming pool.
- 5 The air-conditioning in the business centre is being repaired.
- 6 There are some changes to the programme.
- 7 It can be found in the reception area.
- 8 They are going to have breakfast after questions.
- 5 1 is being held 5 have also been changed, is being  
2 are served, is located printed  
3 are invited 6 is currently being extended, can  
4 is being repaired, will be be found  
completed

- 1 Present Simple: a, b Present Continuous: e, f  
Present Perfect Simple: c, d Past Simple: i, j Will Future: g, h  
2 Passive: a, d, e, g, i Active: b, c, f, h, j  
3 When the person or thing that did the action is not known or isn't important.  
5 For questions, invert the verb *be* and the subject; for negatives, use the negative form of the verb *be* in the appropriate tense.

### Practice p.50

- 1 1 hope 9 hasn't/has not been cleaned  
2 are asked 10 were woken up  
3 takes 11 was built  
4 is being decorated 12 opened  
5 are installing 13 'll/will be asked  
6 is being served 14 'll/will be given  
7 have been fitted 15 won't/will not disturb  
8 have cancelled
- 2 1 Where is the hotel located?  
2 What will be opened next year?  
3 What are guests requested to wear?  
4 How are the bedrooms furnished?  
5 What entertainment has been arranged?  
6 What is currently being extended?  
7 What has recently been opened?  
8 How was one delegate treated?
- 4 1 was started 5 are also planned  
2 is still continuing /being planned  
3 's/is finished 6 will be opened  
4 will be provided 7 will host

### Wordpower p.53

- 2 3  
go for + an action a run, a walk  
go to + a place the spa, the driving range  
join + a club a reading group  
play + a game rugby, tennis, netball  
play for + a team a local softball team  
take + a course a computer course, pottery classes  
take part in + a play or competition an athletics competition  
take up + a hobby or interest a new hobby, t'ai chi

### Skills focus p.54

- 4 1 gather 3 aromatherapy 5 flexible  
2 initiative 4 conventional 6 alert
- 7 (Possible answers)  
Abib Cury Gao Da Cheung  
morning workout at gym before sometimes joins father for  
work, start-the-week class t'ai chi  
on Mondays, lift weights,  
swimming  
breakfast strong black coffee, nothing regular at 6.30 a.m.  
to eat  
lunch sandwich at desk regular at midday  
dinner eats out with friends at least regular at 6 p.m.  
three times a week – usually  
eats after midnight  
weekends soccer on beach and spends Sunday with family  
watersports (but rarely),  
tennis on Sunday evening,  
soccer on Friday evening

### Focus on functions p.56

#### Leaving recorded messages

- 1 a 3 b 1 c 4 d 2 e 5
- 2 1 first 2 second 3 second 4 second 5 first
- 3 1 c 2 e 3 a 4 b
- 4 1 a message for b just wanted to c fix up  
2 a 020 848 3497 b get back to c four o'clock  
3 a some more b manage c get a moment  
4 a got your message b Let me know c Speak to you soon

## Pronunciation p.57

### 4 (Possible answers)

- a Hello Eric. This is George. Can we meet in the bar of the Grand Hotel on Wednesday at 6 p.m.?  
b Hi Eric. This is Peter. I'm sorry but I can't make our squash game. How about tomorrow instead?

## Using mobile phones

### 1 (Possible answers)

- 1 Advantages: can be used anywhere/at any time, can be taken on trips or abroad. Disadvantages: line not always good, lack of network coverage, possible lack of privacy, possible nuisance factor in public places.  
2 sending/receiving text messages, taking/sending/receiving digital photographs, accessing the Internet, diary or calendar, alarm call, phonebook, playing games  
3 1 Sorry, I can't hear 5 I'm in a meeting. Can I  
2 breaking up 6 lost you  
3 It's a bit difficult 7 Sorry, can you  
4 I'll be quick, the 8 What

## Unit 6

### Language focus p.58

- 3 1 1998.  
2 He studied English Literature at a university in the south of Spain.  
3 The pupils are from different backgrounds and cultures.  
4 Problems of discipline and classroom behaviour.  
5 The variety of London (e.g. food and culture), the village atmosphere.  
6 Yes.  
4 1 F 2 F 3 F 4 T 5 F 6 T  
5 1 a came b was studying c had d wanted  
2 a was b 'd known c was teaching d stood up  
e had never happened  
3 a started b was working c was picking d met e finished  
4 a had already farmed b came c 'd learnt

### Past Simple, Past Continuous

- 1 stood up, shouted, walked out, rang  
2 was teaching, was sitting  
3 teach, sit  
4 *was/were* + present participle (-ing form)

### Past Simple, Past Perfect

- 1 teaching, farming 2 teach, farm 3 *had* + past participle

### Practice p.60

- 1 1 was teaching, decided 5 arrived, were going through  
2 was studying, met 6 was, enjoying, rang  
3 saw, was waiting 7 started, was living  
4 was living, had 8 was reading, saw  
2 (Possible answers)  
She had worked on a farm in Australia by the time she started Glasgow University.  
When she married her boyfriend, she had already taken her Master's degree.  
She had started work for a Canadian engineering company by the time her son was born.  
By the time her son was born, she had been married for three years.  
She had been back at work for a year when she was promoted to a senior management position.  
Her daughter had been born by the time she visited Scotland for a 3-month vacation.  
4 1 came 9 was shining 17 was writing  
2 was walking 10 got up 18 heard  
3 had visited 11 had had 19 saw  
4 was working 12 had fed 20 had escaped  
5 made 13 had finished 21 was enjoying  
6 had taught 14 came 22 had lost  
7 was showing 15 had prepared  
8 thought 16 was sitting

### Wordpower p.62

- 1 Put a 'destruction date' on every document before filing it.

### 2

#### Verb + gerund

need improving  
recommend following  
avoid filing  
finish working  
enjoy throwing  
keep putting off  
suggest doing  
(not) mind answering

#### Verb + preposition + gerund

be used to keeping  
be interested in  
finding out  
look forward to living

#### Verb + gerund or infinitive

stop worrying  
remember being told/  
to turn  
love to help  
like to be/thinking

- 2 1 creative analogies to suit individuals  
2 see table  
3 *prefer/hate* + gerund or infinitive, *would prefer/would hate* + infinitive  
3 1 infinitive 3 infinitive 5 gerund  
2 gerund 4 gerund 6 infinitive  
4 1 seeing 2 to write 3 to have 4 playing

### Skills focus p.64

#### 2 (Possible answers)

- 1 A traditional gap year is usually taken by students before going to university, but a gap year for adults is for adults of any age.  
2 Because employees with a 'portfolio career' involving a range of interesting activities are often more employable.  
3 Dean Douglas: c investment banker 34  
Alicia Rubio: a medical student 21  
Hortense Robert: b teacher early 50s

- 4 Dean Douglas Alicia Rubio Hortense Robert  
break from stressful get wider experience, travel and work with  
job see medicine in other conservation  
countries  
Cuba, Mexico, Accra (Ghana) northern Borneo  
Australia, New Zealand, (Malaysia)  
SE Asia  
complete freedom so different, having my first dive  
more responsibility,  
delivering a baby  
being sick in Cuba not understanding the got into trouble on a  
local language dive, lost  
consciousness  
gardening business working in maternity gives lectures and talks,  
department of big recruits people  
hospital  
5 adventurous – unadventurous hard-working – lazy  
ambitious – unambitious optimistic – pessimistic  
cautious – reckless relaxed – uptight

### Focus on functions p.66

- 2 London – Bilbao Sunday 2nd  
Bilbao – Seville Tuesday 4th  
Seville – Valencia Friday 7th  
Valencia – Barcelona Saturday 8th/Sunday 9th  
3 Requesting Offering  
Would you mind ... ? Shall I ... ?  
Do you think you could ... ? Accepting  
Do you mind ... ?  
Can you ... ? Declining  
Agreeing  
Not at all.  
Yes, that's no problem.  
No, of course not.  
Yes, I'll do that.  
4 (Possible answers)  
I'm sorry but that's not possible. I think that will be very difficult.  
I'm afraid not. Sorry, but ...  
7 Dep Arr  
11.15 13.05  
18.15 20.15  
08.00 09.10  
12.25 13.25  
19.10 19.50  
8 Asking Confirming  
Do you happen to know if ... ? Yes it is.  
Could you tell me ... ? OK. I've got that.  
Can you tell me ... ?  
I'd like to know ...  
Checking Showing understanding  
Sorry, did you say ... ? Right.  
Correcting  
Sorry, I've made a mistake.

### Pronunciation p.67

- 1 a 17th b Madrid c 10.25  
2 1 14th 2 13th 3 Geneva 4 Frankfurt 5 12.30 6 07.30

- 9 1 What time will the 10.30 flight from Paris arrive?  
2 Are there any cancellations on the 8 a.m. flight to Moscow?  
3 Where can I get some foreign currency?  
4 Where did you buy your tax-free goods?  
10 1 In indirect questions there is no inversion or auxiliary form, as in direct questions.

- 2 Indirect questions  
3 Indirect questions  
① (Possible answers)  
1 Could you tell me if there are any seats available on that flight?  
2 Can you tell me if the plane from London has arrived yet?  
3 I'd like to know if there's a connecting flight to Manchester.  
4 Do you know which terminal I should go to?

## Unit 7

### Language focus p.68

- ② getting to the venue, registration time and date, what to bring  
③ ④ negotiations are faster in the US, Americans can be insensitive to cultural differences, individual initiative and achievement very important, making decisions – think quickly and clearly, periods of silence in meetings are not liked, social formalities not that important, but punctuality is  
⑤ 1 must 2 mustn't 3 have to  
4 need to 5 needn't 6 don't need to  
⑥ 1 You could ask about a person's job in general terms, sports they play, leisure interests.  
2 You mustn't ask personal questions (how old they are, if a woman is married).  
3 You can stop the person and ask for clarification.  
4 You have to be on time for meetings and appointments, but you can be a few minutes late for parties and social occasions.  
⑦ 1 could 2 shouldn't 3 may 4 may 5 can 6 might 7 should  
⑧ 1 must, have to 4 may 7 shouldn't  
2 needn't, don't need to 5 may, can  
3 mustn't 6 should

- 1 To make questions, we invert the subject and verb, *Must I ...?*  
2 To make questions, we invert the subject and the verb, as for *must*, e.g. *Should I ...? Can you ...?* To make negatives, we add *-n't*, or *not*, e.g. *may not*, *cannot/can't*.  
3 We use the auxiliary verb *do*, e.g. *Do you have to ...? Do you need to ...?*  
4 *had to*

- *needn't* is used to express no necessity or obligation to do something.
- *mustn't* is used to express a necessity or obligation not to do something.
- *must* usually expresses the personal opinion of the speaker about what is necessary or obligatory.
- *have to* usually expresses a general obligation outside the control of the speaker, or an obligation based on a rule or law.
- *need to* is used in both contexts to express necessity.

### Practice p.70

- ① 1 have to 4 needn't 7 must  
2 must 5 mustn't 8 mustn't  
3 don't need to 6 don't have to 9 mustn't

### Pronunciation p.70

- 1 18 25 35 47 56 67 76 87  
2 1 don't have to 3 needn't worry 5 mustn't forget 7 has to work  
2 really mustn't 4 don't need to 6 you have to leave 8 do you think

- ② 1 a required b obligatory c forbidden d forbidden  
e permitted f allowed g recommended  
2 permission = e, f advice = g obligation = a, b  
obligation not to do something = c, d  
3 a You have to have a full international driving license and auto insurance.  
b You have to wear a seat-belt.  
c You mustn't drive under the influence of drugs or alcohol.  
d You mustn't stop or park at red curbs at any time.  
e Commercial vehicles may/can load at yellow curbs.  
f All vehicles may/can stop at green curbs for a maximum of ten minutes.  
g Tourists driving in the Bay Area should listen to the following tips.

### Wordpower p.72

- ③ foggy – climate  
cosmopolitan – city  
hot – climate  
cold – climate  
dramatic – hills  
accessible – city  
safe – city  
stunning – beaches  
famous – tourist  
attractions  
fascinating – city  
peaceful – parks  
lively – city  
extensive – range of retail outlets  
interesting – architecture  
exciting – ethnic neighborhoods  
quick – getting around (public transport)  
clean – city  
chilly – climate  
cheap – getting around (public transport)  
soaring – skyscrapers

- ④ dirty – clean  
noisy – quiet  
dangerous – safe  
warm – cold/chilly  
expensive – cheap  
dull – lively/interesting/exciting/fascinating  
limited – extensive  
boring – lively/interesting/exciting/fascinating  
⑤ 1 a AmE/BrE c BrE/AmE e AmE/BrE g AmE/BrE  
b AmE/BrE d BrE/AmE f BrE/AmE h AmE/BrE  
2 theaters, neighborhoods

### Skills focus p.74

- ① (Possible answers)  
1 When a company uses a different company in another country to manage some of their business tasks.  
2 A place where people operate a telephone help and information line.  
3 It's cheaper.  
② 1 India, Philippines, Sri Lanka, Mexico, Poland, Russia, Romania.  
2 Because of advances in technology, falling costs of international phone calls, and cheaper labour costs.  
3 Polite, friendly, helpful, able to give information clearly and respond to customer questions. Also sympathize with callers and understand their problems.  
4 Given Western pseudonyms, watch films from UK and US, attend courses in British culture, set clocks to the time of the country that is calling, receive weather reports, make small talk.  
③ 1 elocation 4 sympathize 7 pseudonym  
2 accent 5 go to great lengths 8 crash course  
3 advances 6 challenges 9 puddings  
④ Advantages Disadvantages  
1 companies cheap, better lack of control,  
educated operative cultural differences  
customer gets cheaper takes away jobs  
2 home countries  
3 countries where call brings income, helps exploiting workers  
centres are located economy, develops IT stress, wealth goes  
and telecommunications to western companies

### Focus on functions p.76

- ② 1 Giving talks and presentations.  
2 Statements that indicate what the speaker is going to talk about next.  
④ Objectives 2, 6 Organization 3, 9  
Audience 1, 11 Visual information 8, 10  
Content 5, 12 Practice 4, 7  
⑤ 1 Introducing the topic 6 Checking understanding  
2 Referring to questions 7 Referring to visual information  
3 Introducing each section 8 Referring to common knowledge  
4 Summarizing a section 9 Concluding  
5 Referring to common understanding 10 Dealing with questions  
⑥ 2 voice 3 body language 4 visual information 5 questions

## Unit 8

### Language focus p.78

- ② 1b 2c 3f 4e 5a 6d

### (Possible answers)

- 1 To help create a world where everyone has access to safe water and effective sanitation.  
2 The world's poorest people, local organizations.  
3 Individuals, businesses, appeals, and special events.  
④ 1 Arrive 4th March 15.00, Return 14th March 8 p.m.  
2 a 7th b 4th c 8th d 5th e 6th  
⑤ 1 a rainwater b sanitation c factory d slum  
⑥ 1 does, arrives, we're transferring, going to be, not doing  
2 going to take, not going to take, 're providing, you'll find, won't  
3 going to take, going to take, I'm coming, we'll leave, I'll check  
⑦ 1 a Present Simple 4 b Present Continuous  
2 c *be going to* + infinitive 5 d *will* + infinitive  
3 f *will* + infinitive 6 e *be going to* + infinitive

- We use *be going to* + infinitive for a future intention when the decision has been made in the past.
- We use the Present Continuous for a definite arrangement (one that is written in a diary for example).
- We use *will* + infinitive for a spontaneous decision about a future action.
- The contracted form of *will* is 'll (e.g. *I'll, she'll, we'll*).
- The negative (contracted) form of *will* is *won't*.
- To form questions for the Present Continuous and *be going to* forms we invert the subject and the auxiliary of *be*.

### Practice p.81

- ① 1 leaves, are you leaving, going to book  
2 I'll book  
3 I'm not going to have, I'll try  
4 does, land, Are you going to meet



- 2 1 am/I'm travelling  
2 are you flying, am/m attending, gets in  
3 going to have, am/m meeting  
4 is going to be, he's staying, won't go

### Wordpower p.82

- 3 2 (no preposition) 3 for 4 back 5 off  
4 1 to 2 from 3 back 4 out, off/back 5 for, by 6 on  
7 into 8 in  
5 1 refund 5 withdraw 9 transactions  
2 deposit 6 PIN 10 overdraft  
3 standing order 7 statement 11 branch  
4 fraud 8 balance 12 direct debit  
6 1 All the time. 2 It's free.  
3 All details are confidential and there are high levels of security.  
7 access: bank account, statement set up: bank account, overdraft,  
check: bank account, balance, standing order  
transfer: money between accounts cancel: standing order  
pay: bills download: statement  
pay off: overdraft, loan print: statement  
apply for: overdraft, loan amend: standing order  
order: foreign currency, travellers' cheques open: bank account

### Skills focus p.84

- 3 (Possible answers)

#### Student A

- a 40,000 people gathered in Montjuïc stadium in 2002 to celebrate the tenth anniversary of the Games.  
b As a result of the Games, Barcelona continued to grow despite a recession that lasted until the mid-1990s.  
c The number of passengers handled by Barcelona's airport has risen from 2.9 million in 1991 to over 21 million.  
d Tourism is now worth 12.5% of Barcelona's GDP.  
e The increase in hotel beds as a result of the Games has produced 12,500 new jobs.  
f In eight years Barcelona had built infrastructure that would usually take fifty years.  
g Barcelona invested \$8bn in a ring road, a new airport, a telecommunications system, and an improved sewage system.  
h The harbour and port area were transformed by a \$2.4bn waterfront development.

#### Student B

- a The number of visitors to Sydney rose 11% in 2000.  
b The major beneficiaries, other than tourism, were the convention and construction industries, and the eco-industry.  
c Homebush Bay was the disused industrial estate where the Olympic Park was built.  
d The government spent 137m Australian dollars cleaning up chemical waste before they could begin construction.  
e The athletes' village was the world's largest solar-powered suburb and became ordinary homes after the event.  
f The construction programme included environmental initiatives, such as the preservation of the green and golden bell frog.  
g Stadium Australia uses 30% less energy than conventional designs.  
h Recycled water is used and cuts drinking water consumption by 50%.

- 5 1 Because the basic infrastructure is already there, and there are existing plans to improve things.  
2 80,000 seats.  
3 1.69 billion pounds.  
4 Just under one and a half billion pounds.  
5 Business opportunities, job creation, economic revival of poor areas, housing, food and catering, advertising.

#### 6

Expenditure		Income	
Building of new facilities	£403m	Ticket sales	£864m
Buying of land	£325m	Other direct revenue	£436m
Staging the event	£679m	Contribution from IOC	£100m
Security	£50m	Sponsorship and advertising	£500m
Improving the team	£127m	Resale of land	£430m
Unforeseen risks	£106m	Tourism and tax from jobs	£810m

### Focus on functions p.86

- 2 San Sebastián Interview the chef of one of Spain's top restaurants.  
Seville Go to the bar where the custom of *tapas* began, visit a convent where traditional Spanish confectionery is made, go to Jerez de la Frontera to find out about sherry production.  
Valencia See *paella valenciana* being prepared.  
Barcelona Go on a tour of all the best *tapas* bars, spend a day in Penedès visiting *cava* producers.  
3 1 fax, memo, letter, phone, report to be sent by email, answerphone message, text message  
2 face-to-face, e.g. for Rosa checking flight times with Claire.

- 4 1 a we're leaving b We're going c we're taking d we're planning  
2 a we're flying b staying c We're going d we're going to visit  
e we'll go f we'll fly g we'll go  
3 a we're hoping b we're flying back c I'm going to write  
d I'll copy  
4 a I'll text b we're going to be

### Pronunciation p.87

- 2 The following words are stressed:

- 1 planning, work, abroad, year 3 true, change, job, again  
2 meet, cinema, film 4 Canada, holiday, summer

### Texting

- 2 (Possible answers)

- a Would you like to come to lunch with Piet and Eric? We're meeting at 1.30 at Bar Lorca.  
b OK. I'll see you there.

- 3 1 as soon as possible 4 Great! 7 tonight  
2 before 5 Are you coming? 8 I'm happy/good news  
3 See you later. 6 tomorrow 9 I'm sad/bad news

- 4 (Possible answers)

- 1 Coffee? Grand Café 11? 3 r u coming 2 seminar 2nite?  
2 Can u bring yr laptop tmrw? 4 Call me asap. Urgent!

### Review Unit B

- 1 1 was introduced 7 played for 12 won't be picked  
2 was appointed 8 are being 13 I'll support  
3 has been done encouraged 14 have learnt/am/  
4 has developed 9 are taken 'm learning  
5 organized 10 is provided 15 are not treated/  
6 have been arranged 11 are given being treated  
2 1 left 3 wrote 5 took over  
2 chose 4 began 6 wanted  
3 1 must, have to 4 should, shouldn't  
2 needn't, don't have to 5 could, might  
3 mustn't 6 can, may  
4 1 am/m flying 4 will/I'll have to  
2 leaves 5 am/m giving, am/m not doing  
3 am/m going to ask 6 're taking, won't take

### Unit 9

#### Language focus p.90

- 2 (Possible answers)

- 2 Scenario 1: Terrorist attack on a pipeline, loss of power, transport problems, army control.  
Scenario 2: Higher number of retired people than working people, tax increase, demonstrations and riots, national strike, collapse of transport and financial systems.  
Scenario 3: Nearly all senior positions taken by women, leading female politicians will help to end wars, the world more peaceful and co-operative, families dominated by women, men marginalized but decide to fight back for their rights, gender battle, men's groups.

#### Time clauses

- 1 Present Simple  
2 future time  
3 Will Future

#### 1st Conditional

- 1 future  
2 Present Simple  
3 Will Future  
4 yes  
6 Negative: If + subject + Present Simple, subject + won't + infinitive  
Question: If + subject + Present Simple, will + subject + infinitive

#### 2nd Conditional

- 1 there would  
2 Past Simple  
3 would + infinitive  
4 b  
5 Negative: If + subject + Past Simple, subject + wouldn't + infinitive  
Question: If + subject + Past Simple, would + subject + infinitive

### Practice p.92

- 4 1 Peter – definitely not, Yves – likely  
2 Jola – unlikely, Peter – definitely not  
3 Yves – definite, Jola – likely  
5 1 sure that won't happen, suppose it's possible, that may happen  
2 think it's very likely  
3 doubt if that'll happen  
4 definitely won't be  
5 That'll definitely happen, sure there'll be  
6 expect it'll probably happen, it's unlikely

- 6  
 Definite: That'll definitely happen. I'm sure there'll be ...  
 Likely: I think it's very likely. I expect it'll probably happen.  
 Possible: I suppose it's possible. That may happen.  
 Unlikely: I doubt if that'll happen. It's unlikely.  
 Definitely not: I'm sure that won't happen. There definitely won't be ...

### Wordpower p.94

- 2/3  
 1 work out\* 4 plug in\* 7 set up\* 10 find out\*  
 2 come up 5 print off\* 8 write up\* 11 break down  
 3 sort out\* 6 look up\* 9 turn on\* 12 log on  
 \* = can take an object  
 4 1 get on with 4 the verb is separable  
 2 take off 5 She was taken on as a trainee.  
 3 e.g. He took off his coat./The plane took off.

In the dictionary examples here, the object word (*sb/sth*) is placed before the particle if the parts are separable and after the particle if they are not separable. Also, if the verb is separable, the symbol ↔ is used.

- 5 1a 2e 3d 4c 5f 6b  
 7 1 turn to 3 broken in 5 turned up 7 turned off  
 2 break up 4 turned, down 6 broke off 8 broke up with

### Pronunciation p.95

- 2 The adverbs/prepositions are stressed in sentences 1, 3, 5, 6, 8.  
 • The adverb/preposition of a phrasal verb which doesn't take an object is stressed.  
 • The adverb/preposition of a phrasal verb which takes an object is stressed when it is separated from the verb, and unstressed when it is not separated.

### Skills focus p.96

- 3 (Possible answers)  
 1 bedroom with double bed, bathroom with toilet and shower, kitchen area with cooker, living/dining area, small balcony  
 2 a person who is single, doesn't have many belongings, goes out a lot  
 4 1 Selfridges' shop window, Oxford Street, London.  
 2 Young professionals and key workers (teachers and nurses).  
 3 a bed, a shower, high ceilings, a balcony, natural light, well-insulated walls, modern style of furniture, polished wooden floors, space to entertain friends  
 5 (Possible answers)  
 1 24-year-old bank clerk living in the 'microflat' as an experiment He likes it and he's looking forward to living there.  
 2 Works for the architects who designed the 'microflat' It's a solution to the accommodation problems of young professionals.  
 3 Young woman who will replace Warren Bevis after a week No opinion – but probably likes the fact that it will be cheap.  
 4 14-year-old onlooker Loves it. Thinks it's 'cool'.  
 5 Student Not convinced – too public.

### Focus on functions p.98

- 2  
 Dear Rosa email, letter N start  
 Hi Eric email, phone I start  
 See you later phone I end  
 Yours sincerely letter, email F end  
 OK, I'll see you soon. phone I end  
 Is that you Claire? phone N start  
 cc Marketing Manager letter, email N end, start  
 Get back to me asap. email N end  
 It was good to talk to you the other day. letter, email N start  
 I can't talk to you right now. phone I start  
 Bye. phone I end  
 Kind regards. letter, email F end  
 Dear Mr van Els letter, email F start  
 I look forward to hearing from you. letter, email F end  
 I'm looking forward to seeing you at the weekend. letter, email N end

- 3 1 To give details of the itinerary for the Spain trip and ask for any last-minute suggestions.  
 2 Eric Carlin.  
 3 The contact details of Maria's friend in Barcelona, and ideas for a present for her.

## Unit 10

### Language focus p.100

- 1 (Possible answers)  
 1 The Soviet Union or USSR ceased to exist, communism collapsed, and Mikhail Gorbachev was replaced by Boris Yeltsin as president of the 'new' Russia.

- 2 Russia has embraced a 'western-style' market economy.  
 2 1b 2h 3d 4e 5g 6f 7c 8a  
 3 1 1991 5 McDonald's, Rolls Royce, Ferrari, IKEA  
 2 Before 1991  
 3 State oil and mining companies were sold off. 6 Roman Abramovich  
 4 It helped to promote a mini-boom. 7 (own opinion)  
 4 2 2000 3 five 4 more than \$100 million 5 oil, metals  
 5 1 a has been investing b have you been living c 've been living here d started  
 2 a have you established b 've opened c 've also built  
 3 a has been growing b opened  
 4 a 've been increasing b 've opened  
 6 1 bureaucracy, old-fashioned attitudes  
 2 new Russian entrepreneurs  
 7 1 have been getting, has reduced  
 2 've been doing, 've been, 've set up, 've tried  
 8 1 a, b 2 c, d, e 3 We have opened, it has been 4 Past Simple: a, b  
 Present Perfect Simple: d, e Present Perfect Continuous: c

### Present Perfect Simple and Present Perfect Continuous

- 1 b, e, f, h  
 2 a, c, d, g  
 3 Present Perfect Simple: b, e, f, h  
 Present Perfect Continuous: a, c, d, g

### Time phrases

- 1 since 2 for 3 in

### Practice p.103

- 1 1 been working 7 finished  
 2 have/ve been working 8 have/ve written  
 3 has/s been investing 9 has/s been studying  
 4 have opened, have not/ 10 has not/hasn't learnt  
 haven't moved 11 crashed  
 5 been doing 12 has/s been doing  
 6 have/ve been writing  
 2 1 went 6 have/ve been 11 have not/haven't  
 2 have decided working regretted  
 3 travelled 7 arrived 12 have/ve been working  
 4 have/ve seen 8 have made 13 have/ve had  
 5 have/ve 9 has changed 14 moved  
 lived 10 came back 15 won

### Wordpower p.104

- 2 (Possible answers)  
 encourage a feeling of satisfaction for a job well done and recognition by peers, make your expectations clear, agree goals and targets with employees, give a clear reward for goals achieved (e.g. public praise, promotion, pay bonus, regular feedback – formal appraisal, informal comment), avoid criticism, don't let one person get away with poor performance, bonus schemes, pay fair salaries

-ment	-tion	-ance	-al
agreement	contribution	appearance	appraisal
commitment	definition	assistance	dismissal
development	expectation	disappearance	
encouragement	explanation	performance	
establishment	promotion	resistance	
improvement	satisfaction		
payment			

### Pronunciation p.105

- 2 1 appearance ●●●● 6 expectation ●●●●  
 2 definition ●●●● 7 explanation ●●●●  
 3 development ●●●● 8 improvement ●●●●  
 4 dismissal ●●●● 9 promotion ●●●●  
 5 establishment ●●●● 10 resistance ●●●●  
 4 The syllable before -tion is stressed.  
 5 The syllable before -ance is usually stressed.  
 The second syllable before -ment is usually stressed.

- 5 1 satisfaction 2 promotion 3 encouragement 4 appraisal  
 6 adventurous dangerous profitable rewarding valuable  
 challenging healthy resourceful successful wealthy  
 7 competition competitive  
 fulfilment fulfilling  
 motivation motivated/motivating  
 recognition recognizable  
 8 full-time employment, annual salary, careers advice, flexible hours, job satisfaction, keyboard skills, motivated workforce, profit-related pay, formal appraisal, work experience

## Skills focus p.106

- 1 Clare is the marketing manager for a big international company. Albert is a chef who owns his own restaurant.
- 2 Clare likes travelling, meeting people from other cultures, and winning new clients. Albert likes cooking.
- 5 (Possible answers)
  - 1 do something worth spending time, money, or effort on
  - 2 look carefully at the way you live
  - 3 know your product very thoroughly
  - 4 start dealing with your weaknesses straightaway
  - 5 look at things in a general way
  - 6 take the chance
  - 7 adapt your CV to a particular job
  - 8 most importantly
- 8 (Possible answers)
  - 1 They're becoming more professional and ask wider-ranging questions.
  - 2 a To see how you react.  
b To see if you can give a reasoned explanation about how you would calculate it.  
c So the interviewer can analyse things after, and to see if the candidate minds being put under pressure.
  - 3 in-tray exercises, role-play or simulation, presentations
  - 2 organizational skills
  - 3 urgent information that needs immediate action, important information that needs action but only when the most urgent items have been sorted out, non-urgent information
  - 4 a computer-user b waiter
  - 5 Do you remember the name of the receptionist who showed you in? What items do you remember from the menu board you saw at the front?
  - 6 Be prepared: study the job ad, research the company, understand what they are looking for, tailor your approach

## Focus on functions p.108

### Describing a process

- 1 F 2 T 3 F 4 F 5 T
- 1 In the bottom row 2 Eight years or longer
- 1 is needed 3 are filled 5 is reached 7 are taken on  
2 is taken 4 are topped 6 is added 8 is kept
- 1 d 2 b 3 c 4 a 5 f 6 e 7 g

### Interviewing techniques

- 1
 

Introducing a topic	Asking for clarification
I'd like to ask you about ...	Could you explain what you mean by ...?
Could you tell me about ...?	What exactly do you mean by ...?
What exactly do you mean by ...?	Showing understanding
Could we begin with ...?	Yes, I follow you.
Checking understanding	Yes, I see what you mean.
If I understand you correctly ...	Thanking
So, are you saying ...?	Thank you very much for finding
Asking for more information	Could you tell me more about ...? time for this interview
Could you tell me more about ...?	What do you think was the reason for ...?

## Unit 11

### Language focus p.110

- 2 a 3 b 1 c 2
- 4 a 2 b 3 c 1
- 5 1 a should have been b should have waited c shouldn't have shown d he'd waited e might have asked f would have made  
2 a shouldn't have criticized b would have been better c 'd just found out d would have supported  
3 a should have taken b shouldn't have rushed c 'd built up d would have won

### 3rd Conditional

- 1 past 2 Past Perfect 3 past participle
- 4 would have = definite result, might have = possible result

### should have (done)/shouldn't have (done)

- 1 no 2 no
- 1 yes 2 no
- We use *should have* and the past participle form of the verb when something was the best thing to do, but the subject didn't do it.
- We use *shouldn't have* and the past participle of the verb when the subject did the wrong thing.

## Practice p.112

- 1 (Possible answers)
- 2 He should have taken his shoes off when he went into the temple./He shouldn't have gone into the temple wearing shoes. It is the custom to take off your shoes before entering a temple in India.
- 3 She shouldn't have yawned loudly./She should have put her hand over her mouth. It is considered rude to open your mouth wide without covering it with your hand.
- 4 He should have made the dinner appointment much later./He

- shouldn't have made the appointment so early. Spanish people don't eat dinner early in the evening.
- 5 He shouldn't have kept sniffing during the meeting./He should have stopped sniffing. Sniffing continually, instead of blowing your nose, is considered rude and annoying in some Western countries.
- 6 She shouldn't have sat down next to the Buddhist monk./She should have found another seat. Buddhist monks are forbidden to touch or be touched by females.
- 7 He shouldn't have worn any clothes./He should have gone into the sauna naked. It is considered unhygienic in Finland to wear anything in a sauna.
- 8 He shouldn't have left his chopsticks sticking up out of the bowl of rice./He should have placed the chopsticks at the side of his bowl. Chopsticks are only left sticking up out of bowls of rice as a symbol of death at funerals.

### 3 (Possible answers)

Comptek didn't have a proper firewall to protect their own servers. They should have protected their own servers, and installed some of the basic anti-virus software they stocked themselves. They had a relaxed attitude to staff sending personal emails, etc. They shouldn't have had such a relaxed attitude to staff sending personal emails, etc.

### 4 (Possible answers)

If they had had a proper firewall, they would have protected their own servers.

If they had installed some of the basic anti-virus software, they might have protected their system.

If they had had a less relaxed attitude to staff sending personal emails, etc., they would have avoided operational problems, and saved time and orders.

If the employee had been more careful about opening the attachment, the whole system might have been saved.

If Comptek's clients had behaved like Comptek, they would have suffered the damaging effects of the 'worm' virus too.

## Wordpower p.114

### Culture file

- 1 cultural 2 cultured 3 culture 4 multicultural
- 5 culture shock

### Confusing words

- 1 agenda 3 appointment 5 forecast  
2 adjourned 4 intervene 6 revise
- 1 retired/resigned 5 accused/blamed  
2 hardly/hard 6 losing/losing  
3 sensible/sensitive 7 raise/rise  
4 controlled/checked 8 opportunity/chance or possibility

## Skills focus p.116

- 1 START
- 2 Yes
- 3 Because they're ashamed.
- 4 Fine Arts
- 5 To teach
- 6 She was shocked, but then she didn't notice the deformities, and saw the patients as people.
- 5 1 F 2 T 3 F 4 F 5 F 6 T 7 T 8 T

## Focus on functions p.117

- 1 Three. Name of company, address, and contact details  
2 Yours faithfully  
3 Yours sincerely  
4 When you don't want to indicate marital status.  
5 a enclosures b number c public limited company  
d signed on behalf of e Road f Street  
6 I look forward to -ing ...

### 2 Making reference

Thank you for your letter of ...  
Further to our telephone enquiry ...

### Apologizing

I apologize for not replying sooner.

### Requesting

Would you kindly ...

Would you please ...

### Agreeing to requests

I would be delighted to ...

I will be very pleased to ...

### Explaining reasons

... owing to ...

### Giving bad news

I am afraid ...

Unfortunately, ...

### Enclosing documents

I enclose ...

Please find enclosed ...

### Closing remarks

Please let me know if you require ...

Please give our kind regards to ...

### Referring to future contact

I look forward to meeting you ...



## Unit 12

### Language focus p.120

- 2 a apathy, fraud, local election, turnout  
b bacteria, dumping of waste, environmental disaster, pollution  
c clinical depression, downsizing, lay-offs, sick leave
- 3 a the ILO  
b a computer science expert  
c a spokesperson for the Employers' Association  
d a scientist  
e a computer science expert
- 4 1 The tense changes.  
2 *tell* is followed by an object. Other reporting verbs are: *add, explain, announce, warn, confirm*.  
3 Direct statements:  
E-voting gives an opportunity for fraud. I can't believe that anyone is even considering using the Internet for national elections. It will be at least ten years before systems are safe enough. We have decided to wait for further reports before introducing e-voting.  
The exceptionally hot weather in August has caused the bacteria to spread. A similar problem occurred at the same time last year. We will introduce a special aid programme to help the 4,000 fishermen affected.  
50 years ago these problems didn't exist but today there is much less security in work. Companies are making more demands on their staff.  
Many companies have made improvements in recent years. Employees can expect to see more help and support schemes in future.

- a Past Continuous  
b Past Perfect  
c Past Perfect  
d *would*  
e *could*

- 1 They change into the 3rd person.  
2 They become *the year before, the day before, that day, the next day, the following year*.

### Practice p.122

- 1 1 ... that they had looked at the problems of stress and mental illness at work in five countries.  
2 ... that they were planning to employ a professional counsellor to help their staff.  
3 ... that he didn't know if he would be able to survive until the following year.  
4 ... that it couldn't be oil pollution because they had very strict controls.  
5 ... that their party had lost the previous election because the turnout had been low.
- 2 2 Is the problem just as bad in other countries?  
3 When can we expect more financial aid?  
4 What are you doing to prevent another environmental disaster?  
5 Do you think e-voting will be introduced in your lifetime?  
6 Have there ever been any cases of fraud in electronic voting?
- 3 1 The verb form in reported questions is 'one step back' from the verb form in the direct question.  
2 Reported questions do not have the same word as direct questions and the auxiliary is no longer necessary.  
3 *If* is used in the reported question when there is no *Wh-* question in the direct question.
- 5 1 The professor asked the reporter to speak up a bit.  
2 The Government warned representatives of the oil industry not to dump waste in the sea.  
3 The speaker asked the reporter if he could finish his point.  
4 The presenter told the companies not to make too many demands of their staff.  
5 She asked the speaker to email her a copy of the report.  
6 The official told them to re-count all the votes.

### Wordpower p.124

- 1 1 budget 3 Minister 5 recession 7 taxation  
2 stock market 4 parliament 6 inflation 8 interest rates
- 2 1 new constitution 5 foreign embassies  
2 Fresh elections 6 international aid  
3 economic sanctions 7 public spending  
4 diplomatic relations
- 3 1f 2i 3e 4h 5d 6j 7g 8c 9a 10b
- 5 a MPs, 129 g Government members  
b proportional representation h MPs for other parties  
c Press i Opposition  
d VIPs j electorate/voters  
e Presiding Officer/Speaker k public  
f Prime Minister and the Cabinet

- 7 boom – recession government – opposition  
privatization – nationalization left-wing – right-wing  
majority – minority democracy – dictatorship
- 8 politics politician political  
economics economist economic  
diplomacy diplomat diplomatic  
democracy democrat democratic

### Skills focus p.126

- 2 1c 2h 3g 4f 5a 6b 7e 8d
- 3 1 Children and computer and video games  
2 Celebrities and drink-driving  
3 DVD and video piracy  
4 Drug abuse in sport
- 4 1T 2F 3F 4T 5F 6F 7T 8T
- 5 (Possible answers)  
1 Japan and Britain  
2 Japan: computer and video games make children violent. Britain: children who become addicted could be more intelligent than average.  
3 More research is needed.

### Focus on functions p.128

#### Social responses

- 1 1 NMP have got the money to complete the *Food and drink* project.  
2 Yesterday, at the end of a meeting.
- 2 1c 2c 3d 4a 5b

### Pronunciation p.128

- 1 b1 c1 d2

- 3 1b 2a 3b 4a 5a 6b 7a 8b

#### Common expressions

- 1 1c 2e 3d 4a 5b
- 2 1 If you ask me  
2 That reminds me  
3 As you say  
4 Talking of  
5 As I was saying

#### Saying goodbye

- 1 1 We really must be going.  
2 (Own answers)
- 3 a3 b1 c4 d2

## Review Unit C

- 2 1  
1 has been 6 have achieved 11 have been trying  
2 have been working 7 have not raised 12 deal with  
3 have built 8 have not finished 13 won't be able  
4 have opened 9 have been listening 14 begin  
5 have improved 10 have produced 15 will start
- 2 since, in, for, before, after
- 3 (Possible answers)  
1 The removal company shouldn't have used inexperienced staff. If they hadn't used inexperienced staff, it wouldn't have taken so long.  
2 They should have had more packaging materials. If they'd had more packaging materials, they wouldn't have damaged some of the equipment.  
3 They shouldn't have taken lots of breaks. If they hadn't taken lots of breaks, they wouldn't have lost time.  
4 They shouldn't have used an old van. If they hadn't used an old van, it wouldn't have broken down.  
5 They should have read the address properly. If they had read the address properly, they wouldn't have gone to the wrong address.  
6 They shouldn't have dropped a very valuable picture. If they had been more careful, they wouldn't have dropped a very valuable picture.
- 4 (Possible answers)  
1 A to Z said that they had taken on a new member of staff who they were training up.  
2 A to Z said that Hi-Tec hadn't told them that they had so many computers. They asked Hi-Tec if they wanted to wait while they got head office to send more packaging.  
3 A to Z said that it was a very hot day, so they would need to take one or two drinks breaks.  
4 Hi-Tec asked why they had turned up in such an old van.  
5 A to Z said they couldn't read the writing on the address document.  
6 Hi-Tec warned/told them to be careful with the picture because it was very valuable.