

UNIT 4

Language focus

1 Future: Present Continuous

BioPharma International has intercultural communication problems. Personnel Director Petra Schuman wants Global Training's help and is arranging a meeting with Mark Grady. Read their diaries and complete the conversation. Use the Present Continuous form of the verbs in the box.

(not) do give make write
fly interview meet

PETRA SCHUMAN

Wed a.m. - President at HQ
Thurs 2.30-5.30 interviews: job applicants
Fri p.m. - reports

MARK GRADY

WED 1.00 - to Paris
THURS a.m. - presentation (AG Bank London)
FRI p.m. - training video
SAT

- PETRA Listen, Mark, are you free on Wednesday?
- MARK Well, I 'm flying ¹ to Paris at 1.00 for an afternoon meeting. How about Wednesday morning?
- PETRA No, I can't manage the morning. I _____ ² the President at our headquarters. Are you back from Paris on Thursday morning?
- MARK Yes, but I _____ ³ a presentation here in London then. What about the afternoon?
- PETRA No, that's no good for me. I _____ ⁴ job applicants all afternoon. How about Friday? I _____ ⁵ reports in the afternoon ...
- MARK I'm busy then, too. I _____ ⁶ a training video in the afternoon. But I _____ ⁷ anything in the morning.
- PETRA Great. I'm free then, too.

2 Future: Present Continuous questions

BioPharma's President, Jay Walker, is asking about a seminar that Petra is organizing. Complete his questions. Use the Present Continuous form of the verbs in brackets.

- Where are we holding (we / hold) the seminar?
- _____ (you / invite) only division managers?
- When _____ (it / take) place?
- How many _____ (people / go) to the seminar?
- _____ (you / lead) the seminar alone?
- When _____ (I / talk) to everyone - at the start or at the end?

3 Future: Present Continuous answers

Use the information from Petra's fax below to write her answers to the President's questions on p. 24. Use the Present Continuous form.

04 02/03 MÂN 13.31 FAX 031 3.66.368 BIOPHARMA INT AR 001

BioPharma International	Fax
To: All Division Managers Date: 12 May (US and European Operations) All training staff	
From: P Schuman Personnel Director (European Division)	
Subject: Seminar on 'Intercultural Communication – the way forward for BioPharma' 2–4 June, at the Cape Coral Hotel, Nassau, Bahamas Islands	
Staff attending: All division managers and all training staff (Total 97)	
Seminar leaders: P Schuman, Mark Grady (of Global Training)	
Please arrange to arrive in Nassau by late afternoon, 1 June. Welcome drinks in the hotel bar from 7.30, followed by dinner.	
Schedule: Friday 2 June 7.30–8.00 Breakfast 9.00–9.45 Keynote talk by Company President Jay Walker: 'Communicate – or Die!'	

- 1 We're holding the seminar at the Cape Coral Hotel in Nassau.
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____



4 Future: going to

Read the tourist information about the Bahamas Islands. Complete the statements. Write what the visitors are going to do.

Come and visit the Bahamas Islands



- Try some of Nassau's wonderful restaurants.
- Relax on the beautiful Paradise Island beaches.
- Swim with the dolphins near Grand Bahama Island.
- Explore the fantastic rainforest in Lucayan National Park.
- Dive with a local guide to see the beautiful underwater world.
- For great duty-free stores, visit Bay Street and do your shopping there.
- For fun on the water, see the spectacular Atlantis Superboat Challenge (end of September).

- 1 I want to buy some presents. *I'm going to visit Bay Street and do my shopping there.*
- 2 We don't want to eat at the hotel all the time. *We*
- 3 My daughter loves dolphins. _____
- 4 My sister and her family just want a quiet holiday with sand, sea, and sun. _____
- 5 I love speedboats, and I'm planning to visit the Bahamas in the last week of September. _____
- 6 My brother wants to try taking photos underwater. _____
- 7 We don't want to spend all our time in Nassau, or on the beach, or in the sea. _____

5 Future: *going to* questions


Rosa Sanchez wants to open a restaurant in Nassau. A journalist is asking about her plans. Complete the journalist's questions. Use *going to* with the words in brackets.

- 1 When are you going to open (you / open) your new restaurant?
- 2 _____ (it / be) in the middle of town?
- 3 What kind of menu _____ (you / offer)?
- 4 How _____ (you / compete) with all the other fish restaurants?
- 5 How many _____ (people / work) in the restaurant?
- 6 When _____ (the builders / start) work?
- 7 How long _____ (the building work / take)?
- 8 How much _____ (the whole project / cost)?

Now match the journalist's questions to Rosa's answers.

- | | |
|---|----------|
| a Between eight and nine months, I think. | <u>7</u> |
| b About 120,000 US dollars. | _____ |
| c No, it's going to be by the old harbour. | _____ |
| d As soon as the planners agree to the building plans. | _____ |
| e Oh, we're going to specialize in seafood. | _____ |
| f I hope we're going to be ready for business by the end of this year. | _____ |
| g I expect to start with about ten staff. | _____ |
| h That's easy! We're going to provide a really wonderful eating experience! | _____ |

6 Practice drills: *going to*

 **4.1, 4.2** Follow the instructions on the Student's CD/Cassette. If necessary, refer to the Listening scripts on p.81.

 Pocket Book p. 4

Pronunciation Word stress: countries and nationalities

Mark the stressed syllables.

America	American	Germany	German
Japan	Japanese	Hungary	Hungarian
Australia	Australian	India	Indian
Belgium	Belgian	Italy	Italian
Canada	Canadian	Kuwait	Kuwaiti
China	Chinese	Pakistan	Pakistani
Egypt	Egyptian	Poland	Polish
Europe	European	Portugal	Portuguese

 **4.3** Listen and repeat the countries and nationalities.

- 1 Complete the conversations. Use the pairs of words and phrases in the box.

bath / shower	double room / twin room	suitcase / luggage
bill / receipt	half-board / full-board	

- 1 A So, Ms Tate, you'd like a room for two. Would you like a double room ?
 B No. I'm coming with my sister, so we'd like a twin room , please.
- 2 A Would you like _____ ?
 B No, thanks. We plan to go out for lunch, so we'd just like _____ , please.
- 3 A Would you like some help with your _____ , sir?
 B No thanks. I've only got one _____ .
- 4 A The bathroom's very small. It's only got a _____ !
 B I'm sorry, madam. I'll see if I have a room with a full bathroom, including a _____ .
- 5 A Would you like anything else? More coffee, perhaps?
 B No, thanks. Could I just have the _____ ?
 Oh, and I'll need a _____ , please.

- 2 Complete the information about the Cape Coral Hotel. Use the words and phrases in the box.

business centre	fitness centre	safe
cocktail bar	multi-line phone	satellite TV
computer / fax point	minibar	swimming-pool
conference facilities	restaurants	24-hour room service

*The Cape Coral Hotel welcomes you
to the 'Best of the Bahamas'*

Personal in-room facilities

- multi-line phone ¹ Call direct locally or internationally.
 _____ ² Send and receive all your emails and other written communications.
 _____ ³ Choose from 220 channels in five languages.
 _____ ⁴ Keep passports, money, and other valuables in here.
 _____ ⁵ Choose from a selection of soft and alcoholic drinks.
 _____ ⁶ Order a snack or a full meal at any time of day or night. Just dial 111.

Facilities for all our guests

Business: Use our superbly equipped _____ ⁷, complete with office and secretarial facilities. Cape Coral is also a wonderful place for business meetings of any size. We offer first-class _____ ⁸, with rooms that hold from 30 to 300 people.

Sports and leisure: Work out on the wide range of machines in our _____ ⁹. Or use our spectacular outdoor _____ ¹⁰. Swim, or just relax and sunbathe.

Eating and social: Meet friends and colleagues for a social drink in the Coral Beach _____ ¹¹. Then choose from our four excellent _____ ¹² for lunch or dinner. The cuisine at Cape Coral is famous!



Staying at a hotel

Complete the three conversations. Use the phrases in the box.

Could I have an early-morning call?	Can I pay by credit card?
Good. I'll pay by Mastercard then.	I'd like to book a single room.
For one night.	Could I have my bill, please?
For Wednesday the 16th of June.	I have a reservation.

Conversation 1

RECEPTIONIST Cape Coral Hotel. Good morning. How may I help you?

CALLER Oh, hello. _____ 1

RECEPTIONIST Yes, certainly, madam. When is that for?

CALLER _____ 2

RECEPTIONIST And for how many nights?

CALLER _____ 3

RECEPTIONIST OK. And could I have your name, please?

CALLER Yes, it's Paola Giacalone.

RECEPTIONIST Fine. I'll reserve a room for you immediately.

Conversation 2

GUEST Hello. My name's Paola Giacalone. _____ 4

RECEPTIONIST Oh, yes. Good evening, madam. Welcome to the Cape Coral Hotel. Could you fill in this form, please?

GUEST Sure.

RECEPTIONIST Can you sign here, please? ... Thank you. Here's your keycard.

GUEST Thanks. _____ 5

RECEPTIONIST Yes, of course. At what time?

GUEST At 6.45, please.

Conversation 3

GUEST Good morning. _____ 6

RECEPTIONIST Certainly, madam. Did you have anything from the minibar last night?

GUEST No, nothing.

RECEPTIONIST Fine. Here's your bill.


GUEST Thank you.

RECEPTIONIST How would you like to pay?


GUEST _____ 7

RECEPTIONIST Yes, that's fine.

GUEST _____ 8

 4.4 Listen to the conversations and check your answers.

 4.5 Listen and repeat the phrases on the Student's CD/Cassette.

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