Answer key

Unit 1

Language focus p.6

0

a Sergey Brin (Google co-founder), b Tim Berners-Lee (inventor of the World Wide Web), c Jane Tomlinson (cancer patient who has taken part in a number of marathons and other sporting events), d Zhang Ziyi (China's most successful actress), e Wangari Maathai (environmental campaigner and Nobel prize winner)

- 1 Iran
 - 2 French, Farsi, and English
 - 3 She set up Telecom Technologies.
 - 4 She signed up through Space Adventures.
 - 5 Six months
 - 6 Two crew members, one Russian and one American.
- 1 The docking of the Vostok spacecraft with the International Space Station.
 - 2 Yes.

Tense review

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

- 1 "is travelling" refers to an action at the time of speaking; 'travels' refers to a fact or a regular activity.
- 2 'has trained' relates a past event to the present; 'trained' refers to a past action.
- 3 "Il spend' refers to a definite future situation; 'she hopes she will' refers to a possible future sitution.
- 4 "had been scheduled" refers to a past event in relation to a later past event; "was scheduled" refers to an event in the past.

Practice p.7

- 1 She is travelling with two crew members.
 - 2 She said she has had this dream since childhood.
 - 3 Anousheh is from Iran.
 - 4 She hopes that she will inspire a new generation of women.
 - 5 Just as Vostok was due to dock with Soyuz, radio contact was lost.
 - 6 After she sold her business, Anousheh gave \$10 million to the X Prize Foundation, an organization which encourages advances in human spaceflight.
 - 7 Some women and girls do not have the same opportunities as men.
 - 8 There were five Vostok missions before the first female astronaut went into space in 1963.
 - 9 Yuri Gagarin went into space in Vostok 1, the first time anyone had ever journeyed beyond the Earth's atmosphere and the first time anyone had gone into orbit.
 - 10 NASA is planning further shuttle and rocket missions next year.
- 3 1 He took off from his backyard.
 - 2 It was made from a patio chair, 45 balloons, and cushions.
 - 3 He went up to 16,000 feet.
 - 4 He shot the balloons one by one.
 - 5 He was arrested.
- 1 has been
 - 2 has been working
 - 3 helps
 - 4 has been developing
 - 5 gives
 - 6 is happening
 - 7 had had
 - 8 was growing
 - 9 was
 - 10 were working

Wordpower p.10

2 1 positive

(Possible answers) the way failure is handled

knowing when to stop working and start playing avoiding goal-setting

high level of self-assurance and confidence

dwelling on what we do well

stress

taking risks

New word

impolite

indirect unemployed non-event countermeasure disprove irrelevant misunderstand anticlimax

Over Under

capacity capacity
staffed staffed
cut
perform
statement statement
estimate produce
capacity
mine
staffed
staffed
staffed
staffed
staffed
perform
statement
produce

worked worked reaction – make a success (of something)

develop a talent have a sense of achievement keep your eye on the goal meet short and long-term goals improve your performance think positively make an effort

set a target Skills focus p.12

- rectify a problem, consider, Coffee? See you tomorrow, I'll be in touch soon, loads, How do you do, All, Hi Philip, Bye
- I hope all is well with you. I am writing to ask participating conducting six months' worth I would be grateful for your comments. Pleased find attached the questionnaire. I look forward to hearing from you. With best regards, Sandra March

Focus on functions p.14

0

Start of a phone call	Response	End of a phone call	Response
How are things over there at the moment?	Quite busy.	Nice to talk to you.	And you.
I don't want to keep you too long.	Don't worry, that's fine.	Say hi to Diego for me.	Will do.
Aleks speaking. How can I help?	Hello, Aleks. This is Tao Pei Lin.	Give my regards to Bob.	OK.
Good to talk to you at last.	You too.		
I don't think we've actually spoken before.	No, I don't think we have.		

- 2 a Pei Lin is phoning Aleks.
 - b A tour of Latin American music in Asia.
 - c Because of the cost and funding.
- 3 a see what you thought
 - b what we want to do, do you think
 - c interesting, me more
 - d the plan is to
 - e it's a question of
 - f thought it had potential, definitely
 - g principle, it'll work, Without doubt.
 - h might be a possibility, Any thoughts, not really sure

a Putting forward and explaining a proposal

Diego and I have been working on a project that we wanted to discuss with you - and Bob - to see what you thought. Basically, what we want to do is put together a tour of Latin American music

... the plan is to have a range of music.

Now it's a question of thinking about locations, dates, and funding.

b Asking for a response

What do you think?

I just wanted to see if you thought it had potential. in principle you think it's a good idea - it'll work?

c Giving a positive response

Sounds interesting. Tell me more. Ob definitely.

Without doubt.

d Giving a negative response

I'm not really sure about that.

@ a, d, c, b

Unit 2

Language focus p.16

(Possible answers)

A farm in India.

Telling jokes and stories.

Working hard.

4 He was surprised and suggested that his uncle talk to the man.

a 20 years

b casual

c staff should take responsibility

Talking about the past

2a 3a 46 5d

We use the Present Perfect in 'He hasn't done anything' to focus on the end result.

We use the Present Perfect in 'Have you noticed the man in the blue shirt?' to refer to action in the past that is relevant to the present. We use the Present Perfect Continuous in 'He's just been telling jokes' to focus on the action.

We use the Past Simple to refer to action in the past.

We use the Past Perfect to refer to an action which happened before the action described in the Past Simple.

Practice p.18

1 had been using

2 had left

3 've only done

've just started

5 Has the meeting finished? it finished

6 had, was

had taken

8 've had

2 1 How long have you been learning English?

When did you have your first English lesson?

How long have you been your present job?

When did you start your present job?

What have you been working on so far today?

6 What have been your main achievements at work this year?

When was the last time you laughed at work?

Have you ever thought about changing your job?

O Dear Mr Munroe

I would like to apply for the position of Leisure Services Coordinator as advertised on your website. I have attached my CV. You will see that I have worked/have been working as PA to the Leisure Services Manager at Global Entertainment since January this year. I have done many different things since I have been there. For example, I have helped organize four one-day training seminars, including one on 'Having Fun in the Workplace', and I have accompanied the Leisure Services Manager on several trips. On the trip last August I organized all the meetings and travel arrangements.

I have recently moved to Manchester and have been looking for jobs in the local area. I have heard a lot about your company and I think it would be an excellent place to work.

I am available for interview at any time. I look forward to hearing from you.

Yours sincerely

Jane Wright

Wordpower p.20

(Possible answers)

problem solving, orienteering, simulations, sports activities

help people work together more effectively

4 help people to be creative 1h 2b 3e 4f Sc 0 1h

1 It helps them to explore corporate identity and mission, to abandon established ways of thinking, and to find a common understanding.

2 Nokia, Orange, Varta

3+4 A car missing a wheel (= organization can't move forward fast because of a weakness). A pen full of animals all facing different directions (= individual employees not united). An octopus (= multi-tasker), wearing a hard hat (= protection from sales quotas), holding a skeleton (= problems from the past). A model of self in black bricks with a door to a tiny red heart (= a tough dark exterior but with a loving heart).

team player, teamwork, team building

mission statement

corporate bonding, corporate identity, corporate strategy, corporate ethos morale-boosting

job satisfaction

Skills focus p.22

1 Biologist

2 Actuary

Financial planner

4 Computer-systems analyst

5 Accountant

6-9 cowboy, seaman, ironworker, and commercial fisherman

10 Lumberjack

2 1 Biologist, Lumberjack, Biologist, financial planner, Actuaries, Computer systems analysts, accountants, Lumberjack, commercial fishermen, cowboys, ironworkers, seamen

1 Nigeria

2 Engineering

3 No

4 The trains were running late

5 She found that the tracks in the depot needed upgrading

React Introduce

Really Well

Mmm Apparently Absolutely Anyway So basically Wow

Focus on functions p.24

Starting a working relationship: Communicating with a different department by email

A knowledge of Latin American music b previous experience of working with IntEx c experience of managing tours in general a experience of managing music tours b ability to speak Asian languages b ability to speak Spanish and/or Portuguese a

willingness to work on a limited budget not mentioned experience of travelling in Asia not mentioned

1 This is Pei Lin from Cultural Events.

Let me introduce myself: my name's Rachel. (More formal and she doesn't know Pei Lin, who is in a superior position to her in the company.)

3 Could you ...?

4 FIL.

5 Thanks, Regards

Starting a working relationship. Phoning potential contacts

	Phone call 1	Phone call 2	Phone call 3
Who called who?	Bob Miller called Pamela Wang.	Bob called Hana Fujimoto.	Aleks called Nguyen Khắnh Thể.
Reaction to offer?	Positive	-	Not available but knows other people who might be interested.
Action points?	Bob to send project outline, remuneration rates, etc. Pamela to send her CV.	Left message to contact with names of people who might be interested.	Will send details, of people who might be interested.
Contact details?	Bob: bobmiller@ intex.co.au Pamela: pwang@ internet.tw	Hana: hfujimoto@a jee.co.au	Aleks: alekssyska @intex.co.au

2f @ 1b 3h 4a 5g 6c 7e 8d

Review Unit A

0 1

has taken 7 is planning 13 said 2 have been trying 8 has just accepted 14 is always trying 3 am still working 9 has been 15 will give 10 has organized 4 think 16 am going 5 have found 11 spoke 17 will keep

6 is currently working 12 sounded

- 2 a I have been here for three months refers to a situation that started in the past and continues up to the point of speaking. I am here for three months refers to a situation that continues into the future.
 - b Not possible
 - Not possible
 - d I have seen her twice this morning refers to two events in the recent past and suggests that the event may happen again because it is still morning. I saw her twice this morning indicates that there is no further possibility of the event being repeated.

e I have been working here today refers to a situation that started in the past and continues up to the point of speaking. The meaning of I am working here all day depends on when it was

f I will go there tomorrow gives the idea that the speaker made the decision at the moment of speaking

g Not possible

@ informal: 1, 2, 4, 8 formal: 3, 5, 6, 7 (Possible answers)

1 I look forward to seeing you next Monday. Regards, Pete.

I apologize for not having replied sooner.

Looking forward to meeting you. All the best.

4 Please find attached the file that you requested. Regards, Io.

5 Since I last emailed you we have found out that ...

Could you send me the doc asap.

FYI - meeting scheduled for 14.30 / Just to let you know meeting scheduled for 14.30

8 Please send my regards to Mike. Thank you, Sue (a) Really? (c) Wow (e) Absolutely (b)Well, apparently (d) So basically (f) Anyway

(Possible answers)

Adrian speaking, How can I help?

This is Bob James (from name of company).

You don't know me but I was given your number by name.

I'm calling you because ..

- I don't want to keep you too long.
- 6 Of course. / That would be great. / Sounds great.
- I was wondering if you would be interested in ...

8 Give my regards to name.

9 Thanks for calling. / Nice to talk to you.

10 Bye. / Goodbye.

- 6 1 P= terrific, amusing, motivated, team player, enthusiasm, bonding, edge, multi-tasker, boost N= overworked, misunderstand, counterproductive, shortcoming, anticlimax, overreaction, non-event O= quick fix, fan, feedback, morale, mission statement, job satisfaction, strategy, yield, bottom line
 - 2 terrific terrible amusing - unamusing

overworked - underworked quick fix - no antonym misunderstand - understand motivated - demotivated, unmotivated counterproductive - productive team player - individualist shortcoming - advantage, strength enthusiasm - disappointment

3 (Possible answers). edge - slight advantage over someone or something yield - to provide a profit or amount after a certain amount of work or effort multi-tasker - someone who is capable of doing different things at the same time boost - improve significantly

bottom line - final point, key issue

Unit 3

Language focus 1 p.28

(Possible answers)

1 False (a lot of people have problems)

- True (until Jarvis phoned the Chief Marketing Officer)
- False (they put pressure on the companies)

- (Possible answers)
 - 1 It allows people to communicate with each other very quickly and in any country.
 - 2 It is changing the way they communicate with customers and other people and organizations connected to their business.
 - 3 They can provide better products, services, and save money.

Articles

'A' is used when a subject is first introduced, in this case

'communication revolution'. 'The' is used from then on.

'A' is used with 'blog' because it is referring to a single, non-particular blog among many. 'The' is used with 'blogosphere' because there is only one.

1 - no article

2 - the

There are some special cases, for example, we might say 'the city of London'; 'a supermarket' is possible if we are not referring to the supermarket as the place where we usually shop; we say Europe but the European Union.

When we refer to public institutions in general we do not use an article. When we refer to one specific institution we may use 'the'.

Practice p.29

1 There are as yet no agreed rules of etiquette about the use of the mobile phones during the business meetings in the UK. Do you switch the your phone off, discreetly, before entering the a meeting? Or do you take your phone out and make the a big ostentatious show of switching it off, as the a flattering gesture conveying the message 'See how important you are: I am switching off my mobile phone for you'? Then do you place your switched-off phone on the table as the a reminder of your courtesy and your client's or your colleague's status? If you keep it switched on, do you do so overtly or leave it in your briefcase? Do you take the calls during the meeting?

Then what about the lunch? Is it acceptable to switch your phone back on during the a business lunch? Do you need to give the a reason? Apologize? My initial observations and the interviews suggest that the more insecure people tend to take and even sometimes make the calls during the a business lunch often apologizing and giving the reasons, but in such a self-important 'I'm so busy and indispensable' manner that their apology is really the a disguised boast. Their higher ranking, more secure colleagues either leave their phones switched off, or, if they absolutely must keep them on for some reason, apologize in the a genuine and often embarrassed, self-deprecating manner.

(Possible answers)

Category	Examples	a, an, the, -
Countries	France, Korea	=3
States or group of regions	USA, EU	the
Mountains	Mount Kilimanjaro	-
Mountain ranges	Andes	the
Rivers, seas, and oceans	Ganges, Black, Indian	the
Sports and activities	football, karate	
Types of entertainment	pop music	=
Languages	Spanish	=)
Nationalities	Japanese	the (to refer to the nation as a whole)
Jobs and job titles	Joiner, Manager	a, the
Places where we shop	post office	the

Language focus 2 p.30

2 1 Convenience

4 Sainsbury's

2 Tesco

5 Almost £1 billion

3 Sainsbury's customers

Talking about the present

1 a is growing; b Tesco has a 31.5% share; c Tesco is winning the online supermarket war; d. Sainsbury's internet customers spend more per order

2 1 b, d; 2 a, c

I think it's a great idea. - We use the Present Simple to give an opinion. I'm thinking about your idea, - We use the Present Continuous to refer to the mental process.

It feels soft. - We use the Present Simple to describe an object using one of the five senses.

I'm feeling great. - We use the Present Continuous to describe our physical condition.

I'm having trouble with this report. - We use the Present Continuous to refer to the current situation.

I have an idea. - We use the Present Simple to refer to mental states. They both refer to states that continue up to the present.

Practice p.31

- 1 The online supermarket business is booming.
 - Most customers spend less than £100 per order.
 - I've always turned off my mobile phone, except once during a live tennis match.
 - 4 Blogging is becoming an important way for businesses to communicate with customers.
 - 5 Recently a lot of supermarkets have been trying to attract more customers to shop online by offering lower delivery charges.
 - 6 The number of local shops has fallen drastically in the last ten vears.
 - Aston Martin makes luxury sports cars.
 - 8 Bloggers have been / were successful in getting three computer firms, Sony, Dell, and Apple, to withdraw their faulty computers.
 - 9 Mobile phones get smaller each time a new model comes out. 10 People communicate more these days, but less communication is face-to-face.
- 2 1 comes
 - 2 suggests
 - 3 has
 - 4 is growing
 - 5 run
 - 6 supports
 - 7 represent
 - 8 is becoming 9 is always looking

 - 10 comprises

Wordpower p.32

speak	to	(somebody)	about	(something)
	with	(somebody)	about	(something)
	-	-		(a language)
tell	-	(somebody)	(about)	(something)
10	-	(somebody)	that	(something)
	-		-	(jokes, stories
talk	to	(somebody)	about	(something)
say	V=	(something)	to	(somebody)
discuss	· ==	(something)	with	(somebody)
argue	with	(somebody)	about	(something)
chat	with	(somebody)	about	(something)
answer	100	(somebody)	about	(something)

- 1 I talked to the team yesterday about the new project.
- He isn't going to tell his boss that he's quitting.
- She doesn't say anything!
- 4 All he talks about is work.
- 5 Is Leo there? Speaking.
- 6 He tells very funny stories.
- She speaks four languages.
- 8 Could you tell me your name, please?
- 9 Can I speak to Mr Cooper?

He's on another line at the moment. Would you like to hold?

10 What's going on?

I can't say.

- in touch with somebody get somebody contact
 - contact with somebody make
 - call somebody phone somebody
 - on the phone to somebody be/talk
 - someone through to somebody put through to somebody get up on somebody hang
 - send somebody an email get/receive an email from somebody to somebody reply
 - back to somebody 2 called/phoned, was on the phone, sent, contact/call, phone/reply, called/phoned, got/received, called/phoned, put her through,
- hang up F 2 F 3 T 4 T 5 T 0 1 F

Skills focus p.34

- The second sentence contrasts with the first.
- However 4 Unless 1 In the meantime
 - 2 However 5 As 6 Alternatively 3 Consequently
- 1 Information File 2, Student A
 - The computer analyst is going to explain the office network system. He's also going to show the staff how to use it.
 - Although the economic situation is improving, the company is going ahead with its downsizing programme.
 - We could replace the item he bought. Alternatively we could offer him a refund.
 - 4 As everyone has been delayed by the flooding, let's postpone the meeting till tomorrow.
 - 5 The product launch wasn't a big success despite a big sales campaign.

Information File 9, Student B

- 1 The computers were recalled due to batteries catching fire.
- Sainsbury's delivery costs are lower. Even so, more people shop online with Tesco.
- 3 You could write to the sales manager instead of wasting your time with a call centre.
- 4 In comparison with other companies in this sector, Global Services has a more multinational staff.
- 5 The company will have to offer an attractive salary, otherwise graduates will go elsewhere.
- So replaces the previous clause. A 1 and 5
 - So suggests an approximation. 2 and 6 3 and 7 So indicates a reason.
 - So is used to start an exchange. 4 and 8

- 6 1 a To defend their national language, as a form of censorship, and because of illiteracy.
 - b Smaller countries (Scandinavian countries, Holland, Greece, Portugal).
 - A voiceover, i.e. using the same actor for every part.
 - d Subtitling was originally elitist.
 - e Denmark and France, 1929.
 - 2 1c 2a 3e 4b 5f 6d
 - 3 Apparently, Actually, Incidentally, Essentially, Personally, Interestingly

Focus on functions p.36

- 1 He is getting a bit of echo and the other callers sound faint. 2 Funding issues (Bob); Tour Manager appointment (Pei Lin); Regional organizers (Aleks)
- Sorting out procedure and technical problems b c g h making small talk - a f turn-taking and turn-giving - de
- 1 bringing the bands over (air fares and accommodation), venue hire, staffing
 - 2 sponsorship from record companies, government funding from Latin American countries, government funding from Asian countries
- 4 1 1 just interrupt a moment
 - What about
 - 3 Good point
 - 4 coming to that
 - 5 no problem
 - 6 The problem is that
 - 7 we're getting there
 - 8 can just come in here
 - 2 Can I just interrupt a moment? If I can just come in here.
- 6 2 experience of tour management in general KP experience of tour management with musicians FH knowledge of Latin American music KP FH experience with Latin American musicians and bands FH experience of working in Asia KP ability to speak Asian languages KP
- 6 1 This is _____, ____ speaking, _____ here, ____ again
 - 2 aiv biii ci dii
- 1 China, South Korea
 - 2 training via email, to contact her cousin in Hong Kong
 - briefing a meeting in Hong Kong
 - 4 Diego
- 1 1 move on 2 like to tell us
- 8 finishes it
- 3 Hold on, I'm losing you
- 9 anything they want to add 10 minutes
- 4 on speaker phone
- 11 if you could send
- 5 the receiver
- 12 did you want
- 6 that's better
- 13 thanks for your time

4 72 years

5 \$1,700

- were you saying
- 2 Aleks, would you like to tell us about ...? Sorry Aleks, what were you saying? Pei Lin, did you want to say anything?

-	1 second	4 growing rapidly
	2 fourth	5 agriculture
	3 a Lake Palace Hotel	6 T
	b Palace of the Winds in Jaipur	

- Tai Mahal d Varanasi on the Ganges
- e laisalmer Fort
- - 1 biggest
- 2 second biggest
 - 3 a The Forbidden City
 - b Yangtze River
 - c Xian
 - d Shanghai Oriental Pearl Tower
 - e The Great Wall

Talking about the future **0** 1d 2a 85 65 1 future plans d 2 speculation about the future a.c 3 predictions about the future c, f, g, h

Practice p.40

- (Possible answers)
 - 1 will you do, 'm going to spend time with
 - would you like to work for
 - 3 'll earn a good salary, 'm 25 I should have
 - 4 are, 'm going to be
 - 5 'Il be, work as a freelancer.
 - 6 is expected, will have
 - 7 is, is
 - 8 should

Wordpower p.42

- 2a 4b 0 lc 1 is certain (to), is bound (to)
 - is expected (to)
 - is likely (to)
 - is unlikely (to)
 - is certain not (to)
 - 2 absolutely, very, pretty, quite

9					
Verb	Noun	Participle			
expect	expectation	expected			
predict	prediction	predicted			
anticipate	anticipation	anticipated			
foresee	foresight	foreseen			
forecast	forecast	forecasted			
project	projection	projected			

- projections, prediction, forecast, anticipation, foresee, expect
 - It is going down.
 - Because they do not want to lose their careers.
 - Introducing incentives such as tax credits for producing children.
 - A reduction in the workforce. A slowdown in the economy. More foreign workers. Women taking a more prominent role in business.

Skills focus p.44

- 1 'am not I' is not possible
 - the 'o' sound changes from /u:/ in 'do' to /ou/ in 'don't' 'willn't' is not possible
 - the 'a' sound changes from /æ/ in 'can' to /u:/ in 'can't' 'mayn't' is not possible
 - the 't' sound disappears in 'mustn't'.
 - 2 When have is used to express certainty.
 - 3 /kæn/ and /kən/; /hæv/ and /həv/
 - 4 you/ju/changes to/jo/;/we/wi/changes to/wea/;/they/ðes/ changes to /ðea/
 - 5 /wnz/ changes to /waz/
- 5 F 6 T O 1 T 2 F 3 T 4 F 7 F
- 1 1 industry, industrialized 2 certain, maintain 3 permanent, percentage
 - 4 supply, supplemented
 - 5 environment, environmental

 - 6 very, discovery 7 problems, produce

 - 8 stable, stability
 - 9 economy, economic
 - 10 quarter, terrible
- a economic
 - environmental
 - economy environment
 - industry
 - finance
 - industrial
 - financial
 - dependent
 - investment
 - dependence/dependency

 - environmental

Focus on functions p.46

- 1 Events Management
 - 2 cultural awareness
 - the coordinator has pulled out
 - 4 He suggests someone who may be able to help
- Would you like to coordinate the session on cultural awareness? a It's yours if you want it, a

4 a scheduled event

It's very nice of you to ask, but it's not really my thing, c I could give her a call, if you want a

That'd be great. b

Shall I give you her email as well? a

Please, b

I don't think I need that right now, thanks. c

I'll buy you a drink some time, a

OK, I'll hold you to that. b

- 1 He's using Naomi Clayton, the friend of Lars Richter. He still needs to interview her.
 - 2 Aleks wants her to go out to Australia to check out venues, but she's done a lot of travelling recently. She will go anyway but take Frits the Tour Manager as well.

Subject: seminar

Offer: I could do it if you're really stuck.

Response: No, it's all right.

Accept/reject: reject

Subject: interview

Offer: I can sit in on the interview if you want.

Response: That would be really good.

Accept/reject: accept

Subject: CV

Offer: Shal I email her CV to you?

Response: No, don't bother.

Accept/reject: reject

Subject: Australia

Offer: Do you want me to go out for you?

Response: That's kind, but no.

Accept/reject: reject

Offer: I'll ask him about his availability if you want.

Response: Could you? Thanks.

Accept/reject: accept

O 1, 2

Diego provisionally offering the e-training job to Naomi

Naomi expressing she wants to accept the offer e informal Diego officially offering the e-training job a formal Naomi officially accepting the job g formal

Pei Lin offering Frits the chance to come out to Australia and Asia d formal

Frits rejecting the offer b informal

Pei Lin making a revised offer f informal

Frits accepting the revised offer h informal

3 Making offers

I am writing to offer you the position of ...

I'd like to offer you the job of ..

I'd like to offer you the opportunity to ...

Shall I come in to visit you?

We'll ... if that's any help.

Accepting offers

I'm definitely keen on the position.

I am pleased to accept.

OK ... I'm up for it.

Rejecting offers

Thanks for the offer ... but I think I'm going to have to say no.

Review Unit B

0	a 5	-	9 (the)	13 the
2	the 6	-	10-a	
3	the 7	-	11 a	
4	the 8	the	12 -	

- 1 not possible
 - 2 not possible
 - 3 he won't be coming means that he has another arrangement.
 - 4 will you come is an invitation, are you coming means have you decided whether to come to the party.
 - 5 will let would indicate a decision made now, which is unlikely. I am going to let would not greatly change the meaning.
 - 6 I am going to tell means I have already made up my mind to do this.
 - 7 not possible

	8	not possible							
0	1	Actually	3	Although		.5	Thus	- 7	However
	2	i.e.	4	e.g.		6	even if	. 8	Despite this
0	а	picking up			£	come	in		2

- b very faint move on c This is h finishes
 - d This is Bob again i anything they want to add
 - e thoughts about that

6 3 I'll hold you to that. - I will remind you that you promised to do

Cheers. - Thanks.

Better still ... - I have a better idea ...

It's not really my thing. - I am not really good at or interested in this kind of activity.

I could do it if you're really stuck. - If you are having a lot of difficulty, then I could help you.

He's pulled out. - He is no longer taking part.

1 answer sb about sth, argue with sb about sth, chat with sb about sth, discuss sth with sb, tell sb about sth, speak to sb about sth

Unit 5

Language focus p.50

1 1 Santiago (Chile), 2 Falkland Islands, 3 Sydney, 4 Singapore, 5 London, 6 Cairo, 7 New York

- A defibrillator because of his heart condition.
- 4 To raise money for the British Heart Foundation.

(Possible answers)

- How many miles did he run in the week?
- How long did he take to run the New York marathon?
- Where had they already completed runs before New York?
- 4 Who was he raising money for?
- What had he fought back from?
- 6 How much money do they hope to raise?

(Possible answers)

- 1 Photojournalist and adventure sports photographer
- 2 By accident he took a photo of his climbing partner which he then sold.
- In 2002 when he went to Tibet with National Geographic.
- 4 National Geographic, Outside, People
- 5 To show human potential and the fact that people can do extraordinary things.
- O a b f g e c d

- a The date was (Past Simple) 1999; he had already been (Past Perfect Simple) on a number of short climbs and expeditions and he was training (Past Continuous) in California's Yosemire Valley for an expedition to Pakistan's Karakoram Range.
- b He took (Past Simple) a photo of Brady while he was sleeping (Past Continuous) in his bag next to all the gear they had left (Past Perfect Simple) lying around their camp the previous night.
- c Before that point he had only been taking (Past Perfect Continuous) photographs almost as a hobby, although he had made (Past Perfect Simple) a bit of money out of it.
- d On the plane over while everyone else was reading (Past Continuous) their novels, Chin was frantically reading (Past Continuous) the instruction manual to the XL1 camera.
- 1 Past Continuous
- 2 Past Perfect Simple
- 3 Past Perfect Continuous

The same tense is used in d because both activities were happening at the same time.

Adverbs are usually placed after the first auxiliary verb,

1 1 62 6	rive p.oc		
9 1	was.	8	was walking
2	was doing	9	was cleaning
3	had been working	10	was doing
	went off	11	were coming in
5	had only had	12	had finished/was finishing
6	needed		started
7	worked	14	had been

Wordnesser n EA

AAO	rup	Jowel p.54		
0	1 1	fearless	.5	dangerous
	2	frighten	6	risks
	3	adventure	7.	fear factor
	4	faint-hearted	8	heart-stoppi

- 2 a More than Just under/Nearly/Almost half a million bungee jumps have taken place since the first one in 1988.
 - b Bungee jumping is more less dangerous than it looks.
- c In the business of extreme sports it is important to be traditional innovative.
- d Bungee jumping started as a sports activity fertility rite.
- e The business of bungee jumping has made very little a lot of money/megabucks.

They all extend the meaning of the original adjective.

	Collocate	Word type	Definition
Hyper-	active tension	adjective noun	more active than normal higher than normal blood pressure
	market	noun	a very large shop located outside a town
	sensitive ventilate	adjective verb	very easily offended breathe too quickly
Super-	human power	adjective noun	having extraordinary power country with great military or economic power
	market	noun	large shop selling food and goods
	hero	noun	film or comic character with extraordinary powers
	sonic	adjective	faster than the speed of sound
Mega-	phone	noun noun	an instrument used to make your voice louder
	byte bucks	noun	a unit of computer memory a very large sum of money

0	1 e	3 h	5 b	7 d
	2 a	4 g	6 f	8 c
-				

- 6 I heart attack 5 heartbroken 2 heart surgery set her heart 3 misses a beat by heart
 - 4 faint-hearted heart-stopping

Skills focus p 56

	1(3)	c 2(7)	c 4(1)	g 7(7)	i 5(3)
	1(2)	d 3 (8)	f 4(3)	h 8 (5)	j 6(2)

When the focus is on the equipment.

- 2 a bar chart or line graph
- a pie chart
- 8 Edit your first draft.

Rewrite.

Proofread - check for spelling mistakes, punctuation. Check the layout (e.g. for a letter).

Final rewrite.

Final read through.

Practice

- (Possible answers)
 - Take care when preparing to bungee jump.
- In figure 3 there are three lines which show ...
- What are your plans?
- The heartbeat can be measured ...
- The police examined the accident area.
- 6 He jumped at random.
- 7 He could have done it.
- 8 The Oxford Stunt Factory started in the 1980s and organizes a variety of adrenaline sports.
- 9 Helping the reader to understand is important.
- 10 Writing precisely takes time.

Focus on functions p.58

·	-1	1	2 F	5 1	4 1	5 1	6 F	
0	1	a 6, 11		C	1,2	e	8, 15	
		b 3,5,	9, 13	d	10, 12	f	4, 7, 14	
	2	The co	rrect orde	r is 11, 6	, 8, 2, 12	, 7, 4, 14,	15, 1, 10, 9, 3, 5,	13.

7 draft budget 2 venues 3 sorted out 11 formally welcoming

4 concern me most 12 costs

6 finalizing 14 accommodation, transport

Unit 6

Language focus p.60

- 1 a Harrods, b Lafayette, c Mitsukoshi, d KLCC shopping plaza e Macy's.
- (Possible answers) women's clothes - 1st and 2nd floors restaurants - near the top of the store cosmetics - ground floor, near entrance furniture - near the top of the store food hall - in the basement

famous brands - watches, jewellery, and bags - ground floor

O 1 right

- 2 no, because people speed up as there's nothing to look at
- 3 wide
- 4 at the back
- 5 Transition Zone: the area at the entrance of a store where customers are adjusting to the light and adjusting their speed Invariant Right Rule: shoppers normally turn to the right when entering a store

Signature items: the store's famous brands

Butt Brush factor: the danger of being bumped into or being touched from behind

Modal verbs: obligation, necessity, and permission

necessity, obligation (not to), necessity, necessity, permission

The past forms in italics are all irregular.

Generally have to refers to external obligations, whereas must refers to more internal, personal obligations.

Don't have to refers to a lack of obligation, whereas mustn't refers to an obligation not to.

Which sentences refer to: a - obligation, b - necessity, c - obligation not to, d - no obligation, or e - permission? 1e 2b 3a 4d

Practice p.62

1 don't have to 6 should 2 should 7 can, must 3 should 8 should 4 must 9 should 5 mustn't 10 mustn't

2 1 The store is very large.

- 2 They are all on one floor. The shopper may be joking as there are 33 restaurants to choose from.
- 3 No. The store is very safe.

Modal verbs: speculating, expressing certainty and possibility It (almost) certainly isn't one of the biggest shops in the world. Past-4

General - 2, 3, 6 Future - 5, 7

Wordpower p.64

- 1 psychological inspirational confident
- 2 inspire 1 Individual positive effects: c, e, i, k, p Individual negative effects: a, h, l, o Social positive effects: b, g, i, n

Social negative effects of sport: d, f, j, m 6 1 delinquent 7 cooperative assertive 8 communicative frustrated/frustrating 9 respectful/respected

10 dedicated 4 violent competent 11 arrogant 12 proud 6 aggressive

1 a self-esteem d self-discipline b self-awareness e self-absorption c self-reliance

2 a, b, c, d

Skills focus p.66

2 1 Different: a, c, d, e, f, i Same: b, g, h, j

2 a forty c sixty e chip g slip b thirty d live f easy h heat

4 a (UK), c (USA) 2 b 3 a

6 1 By 'sick' you mean you were just feeling a bit tired?

2 Did you say forty – four zero?

3 Sorry you've done what?

4 So you're saying that eighty per cent of Americans have lied on their CVs?

6 2 Beep 1 = c Beep 2 = e Beep 3 = a Beep 4 = b Beep 5 = d

Focus on functions p.68

2 1 (Corrected details in bold)

Itinerary: Latin C	Goes East (as at 10 April)
Date	Event
Thu 11 May	Fly to Tokyo; Concert 3 – Tokyo Welcome reception
Fri 12 May	Concert 4 – Tokyo
Sat 13 May	Journey to Osaka (train or air)/ Osaka concert (Tokyo cancelled)
Sun 14 May	Free day (Tokyo or Osaka?)
Mon 22 May	Concert 10 – Shanghai
Tue 23 May	Fly to Bangkok; Concert 11 - Bangkok
Wed 24 May	Concert 12 – Bangkok
Thu 25 May	Extra lunchtime concert (Thai Royal Family)
Fri 26 May	Fly to Hanoi; Concert 13 - Hanoi
Sat 27 May	Concert 14 - Hanoi (and farewell party)

2 a 3 p.m. b 5 p.m. c 6.30 p.m.

d 7.30 p.m.

1 Could you manage 4.00 p.m.?

I'm not sure about 4.00, I'll need to check the flight time. If it's OK with you, I think I'd prefer to make it 5.00 p.m. OK, that sounds like a good idea. Shall we say 7.00 for the drink? Could we make it a little earlier? Say 6.30?

No problem.

2 The flight to Hanoi has changed (Present Perfect Simple). We were going to be (was/were going to) flying on the 25th, but now we're flying (Present Continuous) on the 26th

 Would Wednesday morning at nine o'clock suit you? Could you manage 4.00 p.m? Shall we say 7.00 for the drink? What about seven for the meeting?

b If it's OK with you, I think I'd prefer to make it 5.00 p.m. 5.00 p.m. would be better for me.

Could we make it a little earlier? Say 6.30? c OK, that sounds like a good idea.

Yes, that's fine. No problem.

d I'm afraid 4.00 p.m is going to be difficult. I'm not sure about 4.00, I'll need to check the flight time. I'm sorry I can't make it on Tuesday.

e It looks as though I'm going to be busy all morning. The problem is, I have to wait for someone at the airport.

Review Unit C

0

1	were enjoying	9	taught
2	asked	10	made
3	was	11	was
4	went	12	had thought
5	had been looking	13	broke
6	thought	14	asked
	was	15	turned
8	had given	16	was

2 1 cannot = impossible, may not = I am not sure yet

2 could in this case refers to a future possibility, managed to refers to a past ability

3 don't have to = it is not necessary, mustn't = it is prohibited

4 have to be = this is the rule and we normally respect it, supposed to be = we often ignore the rule and arrive later

5 he can wait = he is in a position in which he is able to wait, he may wait = there is a possibility that he will wait but I am not sure if in reality he will wait

(Possible answers)

- a Ensure that the disk drive unit is switched on before inserting any disks.
- Please bear the following in mind when dealing with communication problems.
- Let's now define X.
- d P was different from Q because P has a higher value.
- This document analyses all the possible solutions.
- The table shows the amounts regarding X, Y, and Z.
- g Our company bought the two cars last year.
- h Complete the form in black ink.
- @ 1 heart 2 heard 3 psychology 4 please

- (Possible answers)
 - a Γd like to start by ...
 - b You've got a document in front of you, which I hope you've all had a chance to look at.
 - c name, perhaps you could give a brief report on this.
 - d So that deals with the question of ...
 - e So moving on, the next item is ...
 - f To sum up.
 - g I think we can bring things to a close.
- 6 1 (Possible answers)
 - a shall b would d have c manage/make
 - f looks g sounds e make h suit
- 1 competence, dedication
 - 3 P= courage, fearlessness, pride, sportsmanship, super-confidence N= cheating, failure, rule-breaking, stereotyping Fearlessness can be negative because sometimes being fearless can make you do foolish things.

Super-confidence is negative when doing an action which is

dangerous if you are not competent at it.

Rule-breaking can be positive if you are in a situation where following the rules might lead to something terrible happening.

Unit 7

Language focus 1 p.72

- 1 a Arne Jacobsen (Egg Chair)
 - b Frank Lloyd Wright's (Guggenheim Museum) c Philippe Starck (Lemon squeezer)

 - d Alec Issigonis (Mini)
 - e Christian Dior (Women's fashion)

Conditionals: Zero, 1st, 2nd

We use the zero conditional to refer to a general truth.

We use the first conditional to refer to a possible situation.

We use the second conditional to refer to a possible but less likely situation.

2 is more definite than 1.

Practice p.73

3 1 would, had 3 could be 5 were, would 2 were, would it be 4 will, are

Language focus 2 p.74

5e

Functions using if

grateful if (request), were you (advice), need (offer), OK if (permission), can (future possibility), if, could (reporting), have, could (suggestion) 1235

Practice p.75

/ had been thinking

- 1 a if you could order a taxi for me
 - b I'd go to the noodle restaurant
 - you need any information, just let me know
 - d I leave my bags here
 - e would like to go sightseeing, could go to visit the Giac Lam Pagoda
 - f you go/went quickly, you can/will/could catch
 - asked, knew
- ② 2 (Possible answers)
 - a I'd be grateful if you could get me on the next available flight.
 - b Is it OK if I take these as carry-on luggage?
 - c I'd be grateful if you could change my seat.
 - d I'd be grateful if you could change my room.
 - e He asked me if I could give my client a message.

Wordpower p.76

- 1 logical thinking
- 1 The lawyer and engineer are women.



- 3 Push the cork into the bottle.
- 4 Karen is very young and isn't tall enough to reach the button in the lift.

2 b 3 € 4 d 5 breaks down 4 1 breaking down 3 go into 4 goes into 6 work out 2 work out

7 into 5 through 1 through 3 into 4 about 8 through 2 about 6 into

Skills focus p.78

2 1 1 getting, saved 5 wondering 6 hope 2 things 3 flexible 7 making

4 bother

b 1, 3, 7 c 4, 5 2 a 1, 2, 6

3 2 a2 Congratulations on your new job. b1 Welcome back.

c4 Is it a boy or a girl?

d1 Did you have a good time? e4 How much did he/she weigh? f2 Well done! You really deserve it.

g3 What part of town is it in? 1 uses small talk/personalization

2 about 50:50

3 shows understanding about the recipient's busy schedule; the question is more polite and gives the final decision to the recipient

(Possible answers)

1 Sorry I forgot to send the attachment. 2 I just wanted to ask you a couple of things

Could you possibly tell me how to get to your office?

4 Could you do this by tomorrow please?

5 I'm afraid I don't actually know the answer to that question.

(Possible answers)

1 I need to change the time of the meeting to 10.30. Give me a ring if that's not convenient. Rgds. Pete

2 The document looks fine. However, there are some areas you might consider revising.

3 I was wondering whether you could give me some help with a translation. Could you please drop into my office around 11.00?

4 I saw your presentation on creativity tools yesterday. It was really useful - thank you. Could you please send me a copy of the handout?

5 It might be an idea to make some changes to your report. What do you think?

Focus on functions p.80

1 a transfer arrangements and arrangements at the hotel b arranged transport to meet all flights

2 a I wonder if you could just clarify what you mean by 'all the arrangements'?

b To clarify ...

c I'm glad to hear everything is arranged. Everything for the airport transfers is now clear.

1 Her arrival has been delayed.

2 When she's going to arrive.

3 Could you be more specific? What exactly do you mean by 'some delays'?

So if I understand you correctly...

Not exactly.

OK, I see what you mean.

So, if I phone again in a couple of hours you should be able to give me more information.

Whether Aleks is going to make the meeting and the opening concert. Pei Lin's room number.

2 Whether Aleks will make the opening concert.

It's a really bad line. Can you just run that by me again? Basically what you're saying is that Aleks is not going to make the meeting tonight?

Pei Lin Exactly.

And, correct me if I'm wrong, she might not even make it for the opening concert?

Pei Lin It's hard to say. I've asked Hyun-ji, the local rep, to go down to the airport because the airport couldn't really tell me. She should call me any moment now.

Frits OK, I'd better get off the line. Before I go, I just wanted to check your room number, in case I need to call you.

Pei Lin It's 623.

Frits Did you say 6 - 2 - 3?

Pei Lin That's right. I'll call you when I get more news.

2 It's hard to say.

a Could you be more specific? What exactly do you mean by ...? Can you just run that by me again? Basically what you're saying is ... Correct me if I'm wrong ... Did you say ...?

Giving clarification

b I'll try to explain.

c So, if I understand you correctly ... So if I ... you should be able to ...

Not exactly.

OK, I see what you mean.

Precisely. Exactly.

That's right.

Unit 8

Language focus p.82 0 1 F 5 F 2 F

(Possible answers)

1 Because the leather and the techniques used to make the sofas

To keep production costs, particularly labour costs, down.

3 They can preserve traditional Italian production methods.

1 had set up 2 would now be 5 had happened

6 wouldn't now be sitting

3 hadn't gone

7 should they have described

4 would have been lost for ever

Past modals

2 abd 10

Past modal sentences are formed by taking the modal verb (e.g. must, could, should, can't, may) and adding have and the past participle.

3rd Conditional and Mixed Conditionals

1 They all refer to the past.

They all refer to an unreal situation.

3rd conditional

If + had + past participle, would(n't) + have + past participle. (definite consequence)

If + had + past participle, might/could (not) + have + past participle. (possible consequence)

Mixed Conditional

If + had + past participle, would(n't) + infinitive. (present consequence)

Practice p.84

1 If Thomas Burberry hadn't invented gabardine, he wouldn't have been able to open a shop in London.

2 If the Burberry coat hadn't been worn by several famous Hollywood stars, it wouldn't/might not have increased in popularity.

3 If Burberry had not had a British image, it might not have been a success in Asia.

4 If Rose Marie Bravo hadn't been brought in as CEO, the company might not have been turned around.

5 If Rose Marie Bravo hadn't introduced new products and an advertising campaign, the company wouldn't now be worth over £2 billion.

2 1 You must have left them at home.

You can't/should have locked your office door.

You must have sent it to the wrong address.

4 He can't have/should have read the memo.

You shouldn't have told anyone your password.

You should have made back-up files.

1 He can't attend this meeting – he's on business in Birmingham. If we had had more time, we could have done a better job.

Sorry, I should have told you - we finish at 4.30 on Fridays.

If he had asked me, I could have told him what to do.

If I hadn't worked so hard, I wouldn't be where I am now.

1 can't/couldn't have been

hadn't renegotiated

could/might/would have lost

had gone/went

5 might/would not have been admitted

6 might have worried

should have done

8 hadn't been

9 might/would not have become

10 may have solved

Wordpower p.86

1 a brand b image 2 a image d image

b brand e image, brand

c brands

3 image conscious corporate image brand loyalty own brand brand name famous brand brand marketing positive image brand recognition negative image famous image

2 (Possible answers)

Design of products: simple, reducing everyday products to their essential form.

Use of materials: they use recycled goods, plain plastic, etc. Signs and labels: signs are nearly invisible, there are no labels, just a

The people they use to design their goods: their identities are secret, and they must design to the Muji image.

company-owned stores in-store signs

breakthrough products big-name designers

0 1 a light-hearted e handmade b hard-hitting f life-enhancing g moneymaking c self-made d hard-nosed h groundbreaking

2 Because they have become established as adjectives in their own right, and dictionary entries will reflect this.

5 Pepsi-Cola

Skills focus p.88

a stubble d piercing g clothes b hair style e tattoo c height f smoking

1 hairstyle, smoking, piercing, stubble, tattoos 2 cosmetic surgery, dying grey hair, going on a diet

3 1 You don't hear the sounds in bold when they are followed by a consonant.

2 /r/ is stronger in American English

6 When a final consonant comes before a initial vowel, for example, 'quarter of', and when a final vowel comes before an initial vowel, for example, 'do it'

Focus on functions p.90

1 Frits has to return home.

2 Seeing if the other applicant on the short-list is available to come out.

I'm sorry to have to tell you this. I'm afraid we've got a problem.

4 She's not confident because she says: 'at the moment the only solution I can think of is ..

② I'm sorry to have to tell you this but ... a

Oh no, what now? b That's a terrific idea. d

Here's something I think you might like. c

I've thought of another solution. e

The only solution I can think of is to ... e

It sounds like you've got some real problems. b

Wow, that is bad news. b

It's terrible news about ... b

That's great. d

I'm afraid we've got a problem. a

I don't know about how you'll feel about it, but how about if... e I've got to tell you there's been some more bad news. a

1 He comes out and takes over.

They've had an argument and have split up.

3 He'll talk to them and try to get them to stay on until he gets there on Monday.

Oh no what now?

That's a terrific idea.

Here's something I think you might like ...

I've thought of another solution ..

It sounds like you've got some real problems.

Wow, that is bad news.

It's terrible news about ...

That's great.

I don't know about how you'll feel about it, but how about if ... I've got to tell you there's been some more bad news.

2 Look, I'll tell you what ... What I'll try to do is ...

Review Unit D

1 would just like 6 had thought would be really grateful 7 would have done would be 8 goes 9 will have

4 use 5 would get

a can't = impossibility might not = there is a possibility that he didn't read my email b Not possible

c should have = it would have been a good idea must have = it is certain that she warned him

d should have = it would have been a good idea would have = but we didn't for some other reason

Not possible

f Not possible

1 (Possible answers)

a Welcome back. Did you have a good time?

b I hear you got the manager's job. Excellent news!

c Do you like your new place? Have you settled in yet? d Too bad about United losing. You must be really upset.

(Possible answer)

You did a great presentation - I think it was really useful and was exactly what many of the audience wanted. There were just a couple of things that you might want to address. First, there were quite a few technical people in the audience who may not have been interested in the first and second parts. It might be an idea to set up separate presentations when you've got diverse audiences. This would also enable you to make the presentation shorter. Also, I find it a good idea not to read the slides word for word - let the audience do that. You just need to focus on a key point using different words from those on the slide. By the way, did you know that Adrian Wallwork, our English teacher, is running a course on presentations? It starts next week and I was thinking of going - maybe see you there!

O 1 mean by 5 see 6 correct me 2 saying

3 exactly 7 just

4 did, say

6 1 mus(t)n't We(d)n(e)sday answer(e)d int(e)rested gen(e)ral ev@rything bus@ness

2 P= light-hearted, groundbreaking, trendsetting N= hard-hitting, self-made, image-conscious

Unit 9

Language focus 1 p.94

Defining and non-defining relative clauses

Defining: 2, 5, 6

Non-defining: 1, 3, 4

Commas are used in non-defining relative clauses. In these clauses you can remove the part between commas without changing the essential wearing of the sentence.

That cannot be used in non-defining relative clauses.

That can replace who and which in defining relative clauses.

If there is a preposition in a relative clause, it generally comes at the end of the clause.

We use whose when we refer to something that belongs to the subject.

Practice p.95

1 a who d who g which b where e who h whose c which f who

> 2 That can't be used in any gaps, either because it is a non-defining relative clause (a, b, c, d, e, f) or because the relative pronoun is not who or which (b = where, c = of which).

1 Insert commas before and after the clause in sentence 1 only.

1 The judge wanted the housewife to feel the same pain as the animals, many of which had died.

2 The judge has convicted a lot of people, few of whom have recommitted the same crime.

3 The company has received many complaints, the majority of which were from the public.

4 Sixteen paintings were stolen from the gallery in 1957, none of which were ever found.

5 The woman received €15,000, all of which she spent on a new car.

Language focus 2 p.96

@ b, d, e, f

I wish/if only ... 2 c, (i) 1 b, (ii) 3 b, (ii) 4 c. (i) Practice p.97

1 I wish I could visit Bhutan.

- I wish my partner would give up smoking,
- I wish I had paid more attention at school.

I wish I didn't eat so much junk food.

If only we'd gone to Italy instead of the USA.

- 6 If only my friend had listened to me, he would have passed his
- What email messages do you wish you had never sent or never opened?

2 What things do you wish you had known before you started your current job?

3 What do you wish your boss/parents/friends would do and wouldn't do?

What do you wish you had more time to do?

5 What do you wish you hadn't promised your boss or partner that you would do?

6 What do you wish you didn't have to do at work?

Wordpower p.98

6 ban synonym: prohibit antonym: allow outlaw synonym: make illegal antonym: legalize synonym: let permit antonym: prevent preserve synonym: conserve antonym: destroy estrict synonym: limit antonym: widen

1 legalized

preserve/conserve

ban/prohibit

permitted/allowed, restricted/limited

banned/prohibited

people to import - chewing gum

to do - smile, be polite, not smoke, flush public toilets

from happening - a drought

to do - plant trees

to avoid - yes

6 to become - a first world country

use - English

8 from doing - feeding the pigeons

Skills focus p.100

a the content of the email

b the main topic

Paragraphing is important. You can use numbers and bullets.

(Possible answers)

1 This section provides examples of how to organize a document.

2 There are a number of drawbacks to this approach, although it is useful

3 Headings are generally redundant in emails, though not in documents

4 It is not a good idea to use Latin terms in documents, in my opinion.

5 Layout and sentence length are among the factors that influence whether people will understand your document.

6 The most significant factors affecting readability are highlighted

7 The written style in many documents is not very clear.

8 A number of issues have been raised by the errors in this report.

9 There is a very low rate for emails failing to meet their destination.

10 Many emails are probably sent unnecessarily.

Focus on functions p.102

0 1 d

2 written: c, d spoken: a, b, e, f

3 friend to friend: a, b, e, f colleague to colleague: b, e management to staff: c company official to VIP: d

@ 1h 3e 4f 5d 2a 2d 4b 3a **9** 1 1c

2 a2 b3 c1 d4 1d 2f 36 4c 5a

6 1 The band let the audience come up on the stage and the audience did some damage.

2 Yes.

3 Appreciation: Thanks to you too, Aleks. Disapproval: he was a bit unhappy

I think he expected something more formal.

Unit 10

Language focus p. 104

3a 5£ 68 25

1 Human error

3 91% the percentage of businesses that use firewalls and proxy

60% the percentage of information security breaches caused

96% the percentage of businesses that use antivirus software 29% the percentage of organizations that feel they need security training

40% the percentage of organizations that had experienced at least one security attack in the past year

36% the percentage of organizations that offer end-user security awareness training

@ 1 A 2

@ 1 C5 D1

Passives

1 a Passive: is not being adequately addressed.

b Active: are also becoming common,

c Passive: have been charged

d Passive were then recruited

e Active: have noticed

f Passive: will always be needed

g Active: announced, sent Passive: had been targeted

h Passive: was being carried out

To form the Passive we put the verb to be in the same tense as the active verb and add the past participle.

1 d, g, and h. Because the agent is mentioned. The others can also be changed, but an agent needs to be introduced, e.g. in sentence a: Businesses are not addressing the primary cause of security breaches adequately.

2 In sentences a , c, and f the agent is either not important or

unnecessary.

Practice p.107

(Possible answers)

 Intended meaning: Police officers have found a safe hidden under a blanket

Unintended meaning: Police officers have been found safe under a blanket.

2 Intended meaning: Rail passengers have been affected by the cancellation of trains.

Uunintended meaning: Some passengers have been hit (run over) by trains that were cancelled.

3 Intended meaning: Bureaucratic 'red tape' is delaying the opening of a new bridge.

Unintended meaning: Pieces of red-coloured tape are supporting a new bridge.

4 Intended meaning: The police have shot a man who was carrying a knife.

Unintended meaning: The police have shot a man by using a knife.

1 a Most bank robberies are carried out not with a gun and a mask, but with a computer and a keyboard.

b Our parents' generation wasn't worried by security concerns as much as we are.

c More and more sophisticated technology will be used to counter ID theft.

d In fifty years' time computer systems will be used that are completely secure.

e Always make certain that computer files are backed up on a separate and removable computer drive.

f Not possible in Passive.

g. Concerns over security have been used by governments and others to increase their control over the public.

h Over the last few years more and more serious security measures have been introduced by governments.

Wordpower p.108

2 1 a nervous d surveillance, avoid, personal b controlled

e hackers, occasions, currently, effective c activities

3 1 A pensioner heard the passengers describe themselves as terrorists about to carry out a hijack - in fact the words were tourists and hitch-hike.

... an increasingly nervous George ... In a very efficient operation, on a video surveillance camera

When the police inspected them ...

...and personal stereos

...had actually been discussing how they didn't want to be tourists

3 set off (2 different meanings) get on (2 different meanings)

get off pick up

close off take off

turn out (2 different meanings)

tell off

1 The tube system was shut down as a result of a false alarm. My wife told me off.

2 a bystanders b breakthrough c cutbacks d upbringing 3 a There have been a number of break-ins in houses in our street

in recent weeks...

b ... There was a traffic hold-up because of a security alert.

c Several passers-by just ignored the victim's cries for help... d ... but after a tip-off, the police arrested them in a series of

4 In question 2 there are no hyphens, but the ones in question 3 all have hyphens.

4.2 a ... when the bomb went off.

b ... and will cut down online corporate fraud. ... whilst also dealing with government cutbacks.

d He put his life of crime down to his upbringing.

4.3 a ... but the police have refused to look into them.

b I'm sorry we got in so late ..

c ... and carried on as if nothing had happened.

d ... the gang thought they had got away with it ...

Skills focus p.110

 a fingerprinting, b airport security checks, c iris identification, d CCTV (closed circuit television), e phone tapping, f credit rating

1 Definition of privacy:

The 'right to be left alone'

Under what circumstances do third parties have the right to collect and use information about you?

What is private information?

In Sweden, your income tax return can be read by anyone because it is considered to be information that the public has the right to know about. On the other hand, there is a European Union directive that says that any itemized telephone bills should not contain the last three digits of the person called.

Focus on functions p.112

- 1 Yes, on a phone-conference link.
 - A number of small problems.
- Very positive.
- @ 1 No.
 - An eastern European arts project
 - 3 For coming out at short notice to take over the Tour Manager role, and for sorting out the problem with the angry venue manager
 - 4 took him out for lunch to apologize
- 1 look back at
- 8 wanted to start
- 2 review it thoroughly
- 9 at short notice
- 3 on the whole
- 4 reasonably satisfied
- 10 congratulations on
- 5 lessons to be learnt
- 11 not only for coming out 12 but also for sorting out
- 6 feedback
- 13 Well done
- 7 come on to (a) in a nutshell 1

well done! 10 going to leave us now 7

over-budget 4 take care 9

- taking all things into account 2 the bottom line is 3 bear this out 5
- to do with reviewing details 8 I'd like to congratulate 6

Review Unit E

- 1 which
- 5 which
- 2 which
- 6 whom/which

5 would come

- 3 that 4 which
- 7 whose
- ② 1 had started
- 8 that 3 didn't
- 2 would rain 4 had told
- 1 It will be done tomorrow.
 - It is being worked on now.
 - 3 It had already been built.
 - It has been studied all morning. (possible but unusual)
 - 5 He was hired last year.
- 6 not possible
- English is not spoken there.
- (Possible answer)

Subj: Congratulatory dinner Saturday 19th August

Now the project has finished successfully I'd like to invite everyone to a dinner on Saturday 19th August to congratulate you for all your hard work. Please reply by Tuesday to say if you can come. The project was a great success and I would just like to say well done. We succeeded without going over budget or having any other problems.

The results are announced on Friday and I am sure these will bear this out.

Thanks to everyone once again,

Simon (Possible answers)

- 1 Sorry I'm afraid I've got to study tonight. Maybe some other time.
- 2 No problem. What exactly would you like me to cover?
- 3 I would be most honoured to accept your kind invitation.
- 4 I would be very pleased to accept your invitation to discuss the proposal. Might I suggest Tuesday at 15.00?
- 5 Thank you. That's very kind.
- 6 To be honest I didn't think much of them.

O Vocabulary

- 1 permit let, preserve conserve (keep), restrict limit, outlaw make illegal
- 3 1c 2a 3b 4d