



WITH
FREE ONLINE
AUDIO

ENGLISH FOR EVERYONE

PRACTICE BOOK LEVEL 1

BUSINESS ENGLISH



A COMPLETE SELF-STUDY PROGRAMME

Authors

Thomas Booth worked for 10 years as an English-language teacher in Poland and Russia. He now lives in England, where he works as an editor and English-language materials writer, notably of course books and vocabulary textbooks.

Trish Burrow worked for seven years as a teacher and teacher trainer in Poland and UK summer schools. After a year working in a UK college as an ELT lecturer, she worked as an editor of exams materials and then English-language teaching materials. She lives in the UK and is a freelance writer and editor.

Course consultant

Tim Bowen has taught English and trained teachers in more than 30 countries worldwide. He is the co-author of works on pronunciation teaching and language-teaching methodology, and author of numerous books for English-language teachers. He is currently a freelance materials writer, editor, and translator. He is a member of the Chartered Institute of Linguists.

Language consultant

Professor Susan Barduhn is an experienced English-language teacher, teacher trainer, and author, who has contributed to numerous publications. In addition to directing English-language courses in at least four different continents, she has been President of the International Association of Teachers of English as a Foreign Language, and an adviser to the British Council and the US State Department. She is currently a Professor at the School for International Training in Vermont, USA.

ENGLISH FOR EVERYONE

PRACTICE BOOK **LEVEL 1**

BUSINESS ENGLISH





Penguin
Random
House

Project Editors Lili Bryant, Laura Sandford
Art Editors Chrissy Barnard, Paul Drislane, Michelle Staples
Editor Ben Ffrancon Davies
Editorial Assistants Sarah Edwards, Helen Leech
Illustrators Edwood Burn, Michael Parkin, Gus Scott
Managing Editor Daniel Mills
Managing Art Editor Anna Hall
Audio Recording Manager Christine Stroyan
Jacket Designer Ira Sharma
Jacket Editor Claire Gell
Managing Jacket Editor Saloni Singh
Jacket Design Development Manager Sophia MTT
Producer, Pre-production Andy Hilliard
Producer Mary Slater
Publisher Andrew Macintyre
Art Director Karen Self
Publishing Director Jonathan Metcalf

DK India

Senior Managing Art Editor Arunesh Talapatra
Senior Art Editor Chhaya Sajwan
Art Editors Meenal Goel, Roshni Kapur
Assistant Art Editor Rohit Dev Bhardwaj
Illustrators Manish Bhatt, Arun Pottirayil,
Sachin Tanwar, Mohd Zishan
Editorial Coordinator Priyanka Sharma
Pre-production Manager Balwant Singh
Senior DTP Designers Harish Aggarwal, Vishal Bhatia
DTP Designer Jaypal Chauhan

First published in Great Britain in 2017 by
Dorling Kindersley Limited
80 Strand, London, WC2R 0RL

Copyright © 2017 Dorling Kindersley Limited
A Penguin Random House Company
10 8 6 4 2 1 3 5 7 9
001-293422-Jan/2017

All rights reserved.

No part of this publication may be reproduced, stored in or introduced into a retrieval system, or transmitted, in any form, or by any means (electronic, mechanical, photocopying, recording, or otherwise), without the prior written permission of the copyright owner.

A CIP catalogue record for this book
is available from the British Library.
ISBN: 978-0-2412-5372-4

Printed and bound in China

A WORLD OF IDEAS:
SEE ALL THERE IS TO KNOW

www.dk.com

Contents

How the course works

8

01 Meeting new colleagues

12

New language Alphabet and spelling
Vocabulary Introductions and greetings
New skill Introducing yourself to co-workers

02 Everyday work activities

15

New language Present simple
Vocabulary Work activities
New skill Talking about workplace routines

03 Vocabulary

18

Countries and continents

04 Business around the world

20

New language Negative statements
Vocabulary Countries and nationalities
New skill Saying where things are from

05 Vocabulary Office equipment

24

06 Asking questions at work

26

New language Forming questions
Vocabulary Office equipment
New skill Asking colleagues questions

07 Exchanging details

29

New language Short answers
Vocabulary Contact information
New skill Exchanging contact details

08 Skills and experience	32	15 Workplace routines	52
New language "Have," "have got," articles		New language Prepositions of time	
Vocabulary Jobs and skills		Vocabulary Commuting and transportation	
New skill Writing a business profile		New skill Describing routines	
09 Vocabulary	36	16 Vocabulary	56
Jobs and employment		Routines and free time	
10 Choosing a job	38	17 Hobbies and habits	58
New language "Like," "enjoy," and "hate"		New language Adverbs of frequency	
Vocabulary Workplace activities		Vocabulary Hobbies and habits	
New skill Finding the right job		New skill Talking about free time	
11 Describing your workplace	40	18 Past events	62
New language "There is" and "there are"		New language The past simple	
Vocabulary Office equipment		Vocabulary Activities outside work	
New skill Describing a workplace		New skill Talking about past events	
12 Vocabulary	42	19 Dates and times	66
Money, pay, and conditions		New language When things happen	
13 Personal qualities	44	Vocabulary Telling the time	
New language Possessive adjectives		New skill Making appointments	
Vocabulary Personality traits			
New skill Describing your co-workers			
14 Describing your job	48	20 Career history	68
New language Adjectives and comparatives		New language Past simple irregular verbs	
Vocabulary Money and pay		Vocabulary Jobs and workplaces	
New skill Describing your job to someone		New skill Talking about previous jobs	
		21 Company history	71
		New language Past simple with time markers	
		Vocabulary Describing trends	
		New skill Describing a company's history	

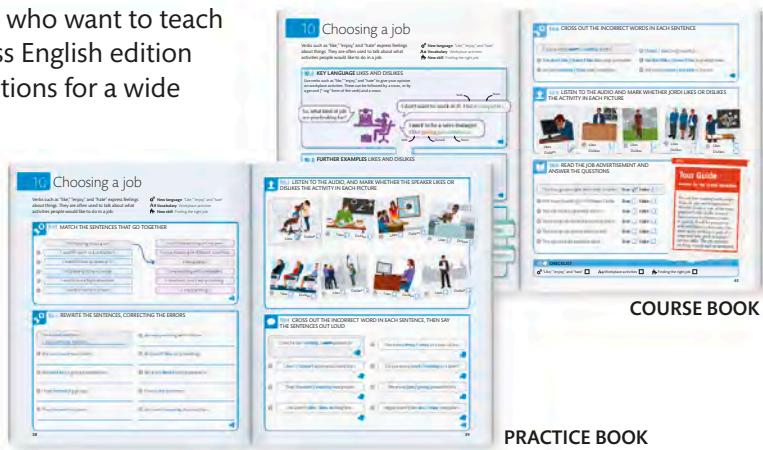
22 Vocabulary	Making arrangements	74
23 Talking about your plans		76
New language	The present continuous	
Vocabulary	Making arrangements	
New skill	Talking about your plans	
24 Giving opinions		80
New language	Interruptions and opinions	
Vocabulary	Environmental issues	
New skill	Giving opinions politely	
25 Agreeing and disagreeing		83
New language	Reacting to opinions	
Vocabulary	Agreeing and disagreeing	
New skill	Discussing opinions	
26 Health and safety		86
New language	Reflexive pronouns	
Vocabulary	Health and safety at work	
New skill	Talking about safety at work	
27 Suggestions and advice		88
New language	Prefixes and suffixes	
Vocabulary	Everyday workplace problems	
New skill	Making suggestions	
28 Giving a presentation		91
New language	Signposting language	
Vocabulary	Presentation equipment	
New skill	Structuring a talk	
29 Rules and requests		94
New language	Modal verbs	
Vocabulary	Polite requests	
New skill	Talking about rules and regulations	
30 Vocabulary	Work idioms	98
31 Discussing issues		100
New language	Past continuous	
Vocabulary	Work idioms	
New skill	Describing workplace problems	
32 Apologies and explanations		103
New language	Past continuous and past simple	
Vocabulary	Workplace mistakes	
New skill	Apologizing and giving explanations	
33 Tasks and targets		106
New language	Present perfect and past simple	
Vocabulary	Workplace tasks	
New skill	Discussing achievements at work	
34 Dealing with complaints		110
New language	The future with "will"	
Vocabulary	Complaints and apologies	
New skill	Dealing with complaints	
35 Vocabulary	Transportation and travel	114

36	Making travel arrangements	116
New language	Zero and first conditional	
Vocabulary	Travel	
New skill	Talking about actions and results	
37	Asking for directions	120
New language	Imperatives, prepositions of place	
Vocabulary	Directions	
New skill	Asking for and giving directions	
38	Describing your stay	123
New language	The passive voice	
Vocabulary	Hotels and accommodation	
New skill	Using the passive voice	
39	Vocabulary	126
Eating out, food, and drink		
40	Conferences and visitors	128
New language	"A," "some," "any"	
Vocabulary	Hospitality	
New skill	Welcoming visitors	
41	Dining and hospitality	131
New language	"Much / many," "too / enough"	
Vocabulary	Restaurants	
New skill	Offering and accepting hospitality	
42	Informal phone calls	134
New language	Telephone language	
Vocabulary	Phone numbers and etiquette	
New skill	Calling your co-workers	
43	Formal phone calls	138
New language	Adjective order	
Vocabulary	Formal telephone language	
New skill	Leaving phone messages	
44	Writing a résumé	142
New language	Action verbs for achievements	
Vocabulary	Résumé vocabulary	
New skill	Writing a résumé	
45	Making plans	145
New language	The future with "going to"	
Vocabulary	Polite requests	
New skill	Making arrangements and plans	
46	Vocabulary	148
Communication and emails		
47	Emailing a client	150
New language	Future tenses for plans	
Vocabulary	Polite email language	
New skill	Emailing a client	
	Answers	154

How the course works

English for Everyone is designed for people who want to teach themselves the English language. The Business English edition covers essential English phrases and constructions for a wide range of common business scenarios.

Unlike other courses, *English for Everyone* uses images and graphics in all its learning and practice, to help you understand and remember as easily as possible. The practice book is packed with exercises designed to reinforce the lessons you have learned in the course book. Work through the units in order, making full use of the audio available on the website and app.



COURSE BOOK

PRACTICE BOOK

Unit number The book is divided into units. Each practice book unit tests the language taught in the course book unit with the same number.

Practice points Every unit begins with a summary of the key practice points.

31 Discussing issues

Many common workplace problems arise from an ongoing situation in the past. You can use the past continuous tense to discuss these problems.

31.1 MARK THE SENTENCES THAT ARE CORRECT

Chris weren't answering his phone.
Chris wasn't answering his phone.

Tanya was feeling very tired.
Tanya were feeling very tired.

I were finishing his report.
I was finishing his report.

Alison was talk to the CEO.
Alison was talking to the CEO.

31.2 FILL IN THE GAPS BY PUTTING THE VERBS IN THE PAST CONTINUOUS

My computer wasn't working (not work) this morning.

The train trip here was really bad. All the trains were running late.

The cleaners were complaining (complain) that staff left their dirty cups in the sink.

Harriet wasn't listening (not listen) to the presentation.

Tom's manager was annoyed because Tom wasn't meeting (not meet) his deadlines.

My email inbox was getting (get) full, so I had to delete some messages.

Modules Each unit is broken down into modules, which should be done in order. You can take a break from learning after completing any module.

31.3 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS

Alina and Howard are talking about a difficult morning at work.

Alina finished her report this morning.
True False

Howard's laptop wasn't working.
True False

IT solved the problem with Howard's computer.
True False

31.4 DESCRIBE THE PICTURES OUT LOUD, THEN READ THE SENTENCES AND FILL IN THE GAPS

The printer wasn't working yesterday.

Joshua was giving a talk about new markets.

Fiona wasn't listening to Bilal's new ideas for products.

wasn't listening was eating were speaking

09 Vocabulary

Vocabulary Throughout the book, vocabulary pages test your memory of key business English words and phrases taught in the course book.

Visual practice Images act as visual cues to help fix the most useful and important English words and phrases in your memory.

Aa 9.1 JOBS WRITE THE WORDS FROM THE PANEL UNDER THE CORRECT PICTURES



musician	sales assistant	cleaner / janitor	mechanic
dancer	artist	firefighter	librarian
designer	hairdresser / stylist	electrician	doctor
gent			

writer	taxi driver	plumber
engineer	scientist	chef
sales manager		receptionist

Aa 9.2 EMPLOYMENT WRITE THE WORDS FROM THE PANEL UNDER THE CORRECT DEFINITIONS

A long-term, salaried position
permanent



① A period of work with a set number of hours



② A person who is learning a trade



③ A complete working week



④ A short-term position with a known end date



⑤ A person you work with in a profession



⑥ An incomplete working week



part-time (P/T) shift permanent temporary
co-worker / colleague apprentice full-time (F/T)

THE QUESTIONS

Ma has the sales figures that she needs.
e False

David thinks the report needs a new approach.
e False

You don't have a computer that they can use.
e False

SING THE WORDS IN THE

Lucia the minutes of the meeting.

They too loudly on the phone.

Helen her lunch at her desk.

giving wasn't working was taking

Audio support Most modules have supporting audio recordings of native English speakers to help you improve your speaking and listening skills.



FREE AUDIO
website and app
www.dkefe.com

Practice modules

Each exercise is carefully graded to drill and test the language taught in the corresponding course book units. Working through the exercises alongside the course book will help you remember what you have learned and become more fluent. Every exercise is introduced with a symbol to indicate which skill is being practiced.



GRAMMAR

Apply new language rules in different contexts.



READING

Examine target language in real-life English contexts.



LISTENING

Test your understanding of spoken English.



VOCABULARY

Cement your understanding of key vocabulary.



SPEAKING

Compare your spoken English to model audio recordings.

Module number Every module is identified with a unique number, so you can easily locate answers and related audio.

6.2 REWRITE THE STATEMENTS AS QUESTIONS

This is my locker. <i>Is this my locker?</i>	
That's John's pen.	
This is the kitchen.	
That's the CEO's office.	
Tina's the CEO's PA.	
Tom's desk is organized.	
The printer is working.	
The stationery cabinet is locked.	

Space for writing You are encouraged to write your answers in the book for future reference.

Listening exercise This symbol indicates that you should listen to an audio track in order to answer the questions in the exercise.

13.3 LISTEN TO THE AUDIO AND MATCH THE PERSON IN EACH PICTURE WITH THE CORRECT ADJECTIVE

organized	polite	calm	creative	well dressed

Exercise instruction Every exercise is introduced with a brief instruction, telling you what you need to do.

Supporting graphics Visual cues are given to help you understand the exercises.

Supporting audio This symbol shows that the answers to the exercise are available as audio tracks. Listen to them after completing the exercise.

Speaking exercise This symbol indicates that you should say your answers out loud, then compare them to model recordings included in your audio files.

Sample answer The first question of each exercise is answered for you, to help make the task easy to understand.

6.8 SAY THE QUESTIONS OUT LOUD, FILLING IN THE GAPS USING THE WORDS IN THE PANEL

How do you get to work?

buys the tea and coffee?

is the printer not working?

does the office open?

do you want for lunch?

is the meeting room?

does the projector work?

is the photocopier code?

What Where How Why
How What When Who

Audio

English for Everyone features extensive supporting audio materials. You are encouraged to use them as much as you can, to improve your understanding of spoken English, and to make your own accent and pronunciation more natural. Each file can be played, paused, and repeated as often as you like, until you are confident you understand what has been said.



LISTENING EXERCISES

This symbol indicates that you should listen to an audio track in order to answer the questions in the exercise.



SUPPORTING AUDIO

This symbol indicates that extra audio material is available for you to listen to after completing the module.



FREE AUDIO
website and app
www.dkefe.com

Answers

An answers section at the back of the book lists the correct answers for every exercise. Turn to these pages whenever you finish a module and compare your answers with the samples provided, to see how well you have understood each teaching point.

32

32.1

- ① I am so sorry I was late for the meeting with our clients today.
- ② I would like to apologize for not finishing the report yesterday.
- ③ I'm really sorry. I forgot to charge the office cell phone and it has no power.
- ④ I'm really sorry this line is so bad. I hope we don't get cut off.
- ⑤ I'm afraid that's not good enough. I want a full refund on my ticket.

32.2

- ① No problem. I'll help you finish it now.
- ② That's not good enough. Please heat it up.
- ③ Never mind. We're not very busy today.
- ④ No problem. I'll have tea instead.
- ⑤ Don't worry. I'll print off some more.

32.3

- Ⓐ 4
- Ⓑ 3
- Ⓒ 1
- Ⓓ 5
- Ⓔ 2

Answers Find the answers to every exercise printed at the back of the book.

Exercise numbers

Match these numbers to the unique identifier at the top-left corner of each exercise.

32.4

- ① I'm really **sorry**. I forgot to send the agenda for the meeting.
- ② I would like to **apologize** for the rudeness of the waitress.
- ③ I'm **afraid** that's not good enough. You missed an important meeting.
- ④ That's all **right**. I'll make you a copy right now.
- ⑤ Please **make** sure it doesn't happen again.

Audio This symbol indicates that the answers can also be listened to.

01 Meeting new colleagues

You can use formal or informal English to introduce yourself and greet colleagues or co-workers, depending on the situation and the people you are meeting.

New language Alphabet and spelling

Vocabulary Introductions and greetings

New skill Introducing yourself to co-workers



1.1 MARK THE SENTENCES THAT ARE CORRECT

It's pleasure to meet you.

It's a pleasure to meet you.

① My name Ali Patel.

My name's Ali Patel.

② Hi, I'm Jeff.

Hi, I Jeff.

③ It good to meet you, Jane.

It's good to meet you, Jane.

④ Pleased to meet you.

Please to meet you.

⑤ I'm name is Deepak Kaur.

My name is Deepak Kaur.

⑥ Great to meet you, Tanya.

Pleasure to meet you, Tanya.

⑦ It's nice to meet you, too.

It's nice meet you, too.

⑧ Good hello. My name is Ben Lewis.

Good morning. My name is Ben Lewis.

⑨ It's a great to meet you, Gill.

It's great to meet you, Gill.

⑩ Good evening. My name is Karen.

Great evening. My name is Karen.



1.2 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

name afternoon. is Good Tom. My

Good afternoon. My name is Tom.

① my Hill. Fiona name's Hello,

② too. Nice you, meet to

③ good Jim. you, to It's meet

④ meet Pleased you, to

⑤ a to meet It's you. pleasure

⑥ name Good is My Roy. evening.

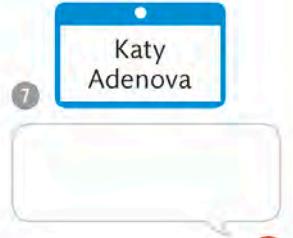
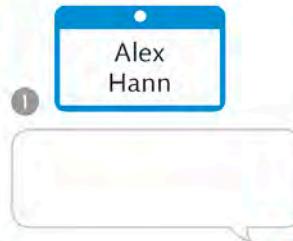
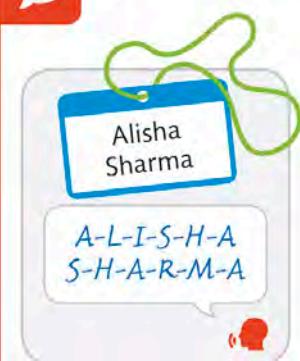




1.3 LISTEN TO THE AUDIO AND MARK THE NAMES THAT ARE SPELLED OUT



1.4 SPELL THE NAMES OUT LOUD





1.5 REWRITE THE SENTENCES, CORRECTING THE ERRORS

May you introduce Amy Daniels?

May I introduce Amy Daniels?

1 This our new designer.

2 Raj and I works together.

3 I like you to meet our CEO.

4 Hi, I'm name's Lola.

5 It's great to meet to you, Emily.

6 I may introduce Ewan Carlton?

7 Farah, this my colleague, Leon.



1.6 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE

Hi, Luke. This **is** / **meet** Emiko.

1 Good morning. **I'm** / **My** name's Saira Khan.

2 **Bye** / **I'm** Harry.

3 **I'm** / **I's** Andrew Shaw.

4 **It's** / **It** good to meet you.

5 Pleased **to** / **I** meet you.

6 It's a **pleased** / **pleasure** to meet you.

7 **May** / **This** I introduce our new HR assistant?

8 Keira, **meets** / **meet** John.

9 **Great** / **Greater** to meet you.

10 I **would** / **had** like you to meet Dan.

11 Colin and I **works** / **work** together.



1.7 LISTEN TO THE AUDIO, THEN NUMBER THE SENTENCES IN THE ORDER YOU HEAR THEM



Julia has recently started a new job. She meets some of her new co-workers at a company party.

- A Meet Jim. He's our CEO.
- B It's nice to meet you, Julia.
- C Hi, Jim. It's great to meet you, too.
- D And this is Gary, our Marketing Manager.
- E May I introduce Julia Parker?
- F It's a pleasure to meet you, too, Claire.
- G Pleased to meet you, Julia.

02 Everyday work activities

Use the present simple to talk about things that you do regularly, such as your daily tasks or everyday work routines.

⚙️ **New language** Present simple

Aa **Vocabulary** Work activities

👾 **New skill** Talking about workplace routines

2.1 MATCH THE PICTURES TO THE CORRECT SENTENCES



I'm a firefighter.



I drive to work every day.



He drinks coffee every afternoon.



I start work at 9 o'clock.



She has an update with her boss.



Mrs. Reece is a fantastic teacher.



She leaves work at 5:30pm.



Elena works late on Thursdays.

2.2 REWRITE THE SENTENCES, CORRECTING THE ERRORS

I **be** a teaching assistant at the local school.

I'm a teaching assistant at the local school.

① The IT Helpdesk **are** really good.

② She **work** in a car factory.

③ I **eating** my lunch in the park.

④ We **takes** a break at 11am.

⑤ John **write** the minutes of our meetings.

⑥ Mrs. Rae **cleaning** the meeting rooms.

⑦ The CEO **bring** cake on his birthday.

⑧ I **prepares** presentations.

⑨ Jomir **stop** for tea at 3pm.





2.3 MARK THE SENTENCES THAT ARE CORRECT

- The office close at 7 o'clock.
- The office closes at 7 o'clock.
- ① The CEO arrive at work early.
The CEO arrives at work early.
- ② We have a hot-desking policy.
We has a hot-desking policy.
- ③ My assistant opens my mail.
My assistant open my mail.
- ④ Shazia be an engineer.
Shazia is an engineer.
- ⑤ Hal working for his uncle.
Hal works for his uncle.
- ⑥ I start work at 8:30am.
I starts work at 8:30am.
- ⑦ They finish at 5pm.
They finishes at 5pm.
- ⑧ They eating lunch in the cafeteria.
They eat lunch in the cafeteria.
- ⑨ Kate only drinks coffee.
Kate only drink coffee.
- ⑩ I calls the US office every Monday.
I call the US office every Monday.
- ⑪ Andrew helps me with my PC.
Andrew help me with my PC.
- ⑫ I replies to emails at 11am and 3pm.
I reply to emails at 11am and 3pm.



2.4 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Sarah's manager tells her what a typical day in her new job is like.

What happens at 9 o'clock?

- The office opens**
The team starts work
Sarah makes coffee

① Who makes the coffee at break time?

- Sales staff**
Sales clients
The manager's PA

② When do staff call clients?

- At break time**
Before the break
After the break

③ How long can Sarah take for lunch?

- An hour**
An hour and a half
Two hours

④ What time can Sarah take her lunch break?

- 11:30am**
12:30pm
2:30pm

⑤ What does the tech team do?

- They call sales**
They analyze sales
They make sales

⑥ How often do staff get training?

- Once a week**
Twice a week
Three times a week



2.5 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE

Samia takes / ~~take~~ notes in our meetings.

1 The director has / ~~haves~~ an open door policy.

2 I deal / ~~deals~~ with all his emails.

3 Gavin leaves / ~~leave~~ work at 7pm.

4 They works / ~~work~~ evenings and weekends.

5 She ride / ~~rides~~ her bike to work.

6 Tim and Pat bring / ~~bringgs~~ their own lunch.

7 Deepak turn / ~~turns~~ off his phone after work.

8 Sobek and Kurt plays / ~~play~~ tennis after work.

9 My boss plan / ~~plans~~ my work for the week.



2.6 SAY THE SENTENCES OUT LOUD, FILLING IN THE GAPS USING THE WORDS IN THE PANEL

I write a list of my tasks every day.

5 Imran _____ with all the contracts.

1 Lulu always _____ to work early.

6 The printer _____ working late in the day.

2 Our reps _____ clients at their office.

7 The staff _____ to a nearby café for lunch.

3 The CEO _____ to all new staff.

8 Raj _____ a break at 11am.

4 He's a nurse and he _____ weekends.

9 Sophie _____ a travel agent.

deals

go

meet

stops

takes

talks

gets

~~write~~

works

is



03 Vocabulary

Aa

3.1 COUNTRIES AND CONTINENTS WRITE THE WORDS FROM THE PANEL UNDER THE CORRECT PICTURES



Poland



1 _____



2 _____



3 _____



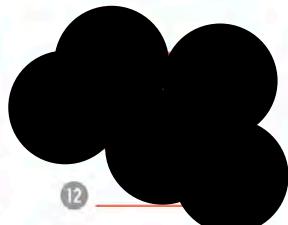
4 _____



10 _____



11 _____



12 _____



13 _____



14 _____



20 _____



21 _____



22 _____



23 _____



24 _____



30 _____



31 _____



32 _____



33 _____



34 _____



5 _____



6 _____



7 _____



8 _____



9 _____



15 _____



16 _____



17 _____



18 _____



19 _____



25 _____



26 _____



27 _____



28 _____



29 _____

Canada Netherlands Thailand China Japan Poland Russia India Singapore

Mexico Australia New Zealand Spain France Brazil Asia Africa Germany Europe

South Africa Turkey Argentina Australasia North America Egypt South Africa

South America Austria United States of America (US / USA) Republic of Ireland (ROI) Switzerland

United Kingdom (UK) Pakistan Mongolia United Arab Emirates (UAE)



04 Business around the world

English uses "from" or nationality adjectives to talk about where products or people come from. "From" can also refer to your company or department.

- ✿ **New language** Negative statements
- ✿ **Vocabulary** Countries and nationalities
- ✿ **New skill** Saying where things are from

Aa 4.1 FIND FIVE MORE COUNTRIES IN THE GRID THAT MATCH THE FLAGS

A	D	R	T	R	K	L	I	J
K	U	U	I	N	D	I	A	A
Q	D	S	M	J	S	M	H	P
R	I	S	T	E	R	C	A	A
P	K	I	T	R	N	H	D	N
C	D	A	S	E	A	I	Z	T
B	Z	X	R	L	A	L	O	J
N	A	F	E	S	N	E	I	Z
T	G	R	E	E	C	E	G	A



Aa 4.2 WRITE THE WORDS FROM THE PANEL IN THE CORRECT GROUPS

COUNTRIES

South Africa

NATIONALITIES

Brazilian

France
Vietnam

South Africa
Japanese

British
Switzerland

Greek
Brazilian

Italian
Spanish

Canadian
Chinese



4.3 REWRITE EACH SENTENCE IN ITS OTHER FORM

These new tablets are **from China**.

These new tablets are **Chinese**.

1 These new robots are **from Japan**.

The new CEO is **Australian**.

2

3

We sell **Portuguese** leather bags.

4

I'm **Argentinian**, but I work in the US.

5 The designer is **from Britain**.

Our sales director is **South Korean**.

6

These beautiful clothes are **African**.

7 Our best-selling rugs are **from India**.



8



4.4 MARK THE SENTENCES THAT ARE CORRECT

Our restaurant serves Japan food.

Our restaurant serves Japanese food.

1 Our CEO is America.

Our CEO is from America.

2 I've got a flight to Italy next Monday.

I've got a flight to Italian next Monday.

3 These sports cars are from French.

These sports cars are from France.

4 Most of our fabrics are from Africa.

Most of our fabrics are from African.

5 My PA is from Spanish.

My PA is from Spain.



4.5 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE

Our best products are from Russia / **Russian**.

1 We sell smartphones from Japan / **Japanese**.

2 The HR manager is from America / **American**.

3 My team follows the China / **Chinese** markets.

4 Travel to the Greece / **Greek** islands with us.

5 Our products are from Vietnam / **Vietnamese**.

6 Our CEO is Canada / **Canadian**.

7 Most of the sales team is from Spain / **Spanish**.

8 I'm British, but I work in Italy / **Italian**.

9 I have a lot of Mexico / **Mexican** co-workers.

10 My new assistant is from France / **French**.





4.6 REWRITE THE SENTENCES, CORRECTING THE ERRORS USING SHORT FORMS

The photocopier works not!

The photocopier doesn't work!



① I am'nt very tall.



② He works not in an office.



③ We not sell French cars.



④ They not are from Italy.



⑤ The fruit in the supermarket not local.



⑥ I work not for an Asian company.



⑦ You be not happy.



⑧ She are not from China.



⑨ We produce not robots.



⑩ You not have any meetings today.



⑪ It aren't a steel factory.



4.7 SAY THE SENTENCES OUT LOUD, USING SHORT FORMS

I am not Mexican.

I'm not Mexican.



① These dresses are not made in India.



② She does not come from Russia.



③ The workers in this factory are not American.



④ They do not sell energy to South Korea.



⑤ He is not from Chile.





4.8 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Nadia, Tim, and Carlos are attending a conference.

What department does Nadia work in?

Finance Sales IT

1 What department does Carlos work in?

Finance Sales IT

2 Who hasn't Nadia met before?

Carlos Tim Neither of them

3 What department does Tim work in?

Finance Marketing IT

4 Who has to report back to their team?

Tim Nadia Carlos

5 Where will Tim's company launch a brand?

China Chile Japan



4.9 READ THE ARTICLE AND ANSWER THE QUESTIONS

The company sells food from one country.

True False Not given

1 The CEO has visited many different countries.

True False Not given

2 He stayed with local people in each country.

True False Not given

3 All Fairtrade coffee comes from Chile.

True False Not given

4 Some Fairtrade products come from Kenya.

True False Not given

5 Food always tastes better if it's Fairtrade.

True False Not given

6 "Tasters" choose the food that the company sells.

True False Not given

7 "Selectors" find new foods to sell.

True False Not given

COMPANY PROFILES

Foods from around the World

Founded in 2005, Foods from around the World brings you food from every corner of the globe. Their CEO, Johnathon Medway, had the idea for the company after he spent a year traveling around the world, eating exotic foods in each country that he visited.

Johnathon says, "We buy directly from our producers and all the food you buy from us has the Fairtrade guarantee. That means the food is from small-scale farmers in countries like India, Chile, and Egypt. Workers are treated fairly and paid a living wage. So Costa Rican coffee growers and Kenyan tea growers all earn enough to live on if you buy our products."

So, how does the company find new products to sell? They have a team of "tasters" who travel around a different region of the world, trying food in markets, caf  s, and from shops and factories. The "tasters" then make a shortlist of their favorite products for the "selectors" to choose from at the head office. Finally, the "selectors" talk to the producer and agree a trade deal. So, next time you want to eat something interesting, go to Foods from around the World.



05 Vocabulary

5.1 OFFICE EQUIPMENT WRITE THE WORDS FROM THE PANEL UNDER THE CORRECT PICTURES



photocopier



1 _____



2 _____



3 _____



4 _____



8 _____



9 _____



10 _____



11 _____



12 _____



16 _____



17 _____



18 _____



19 _____



20 _____



24 _____



25 _____



26 _____



27 _____



28 _____



5 _____



6 _____



7 _____



8 _____



9 _____



10 _____



11 _____



12 _____



13 _____



14 _____



15 _____



16 _____

letter adhesive tape

planner (US) / diary (UK) notepad

computer pencil ruler

files / folders stapler

lamp hole punch

pencil sharpener highlighter

laptop pen chair

eraser (US) / rubber (UK)

calendar paper clips headset

rubber bands shredder

photocopier clipboard

hard drive scanner

telephone / phone projector

envelope printer tablet

cell phone (US) / mobile phone (UK)



06 Asking questions at work

It is important to use the correct word order and question words in English questions, depending on whether the questions are open-ended.

⚙ New language Forming questions

Aa Vocabulary Office equipment

👾 New skill Asking colleagues questions



6.1 REWRITE THE QUESTIONS, PUTTING THE WORDS IN THE CORRECT ORDER

this

Is

cafeteria?

the

Is this the cafeteria?

④ this

locked?

Is

cupboard

① this

working?

printer

Is

messy?

desk

his

Is

② desk?

this

Is

your

⑥ CEO?

the

she

Is

③ closed?

the

windows

Are

⑦ assistant?

Jo's

you

Are



6.2 REWRITE THE STATEMENTS AS QUESTIONS

This is my locker

Is this my locker?



① That's John's pen.



④ Tina's the CEO's PA.



② This is the kitchen.



⑤ Tom's desk is organized.



③ That's the CEO's office.



⑥ The printer is working.



⑦ The stationery cabinet is locked.





6.3 FILL IN THE GAPS USING "DO" OR "DOES"

Does she come in at 9am?

- ① _____ you have an appointment?
- ② _____ she work with Justin?
- ③ _____ your office have a scanner?
- ④ _____ you go to the finance meetings?
- ⑤ _____ Kish write the minutes?
- ⑥ _____ you have a stapler I can borrow?
- ⑦ _____ Saul work in your team?
- ⑧ _____ they know what to do?
- ⑨ _____ he know the CEO?
- ⑩ _____ we have a meeting now?



6.4 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Rosa and Jordan are getting ready for their presentation tomorrow.

All the meeting rooms are busy.

True False

- ① Room 203 is too small for the presentation.
True False
- ② There is a projector in the room.
True False
- ③ Rosa and Jordan will use Rosa's laptop.
True False
- ④ The video clips don't work.
True False



6.5 MATCH THE SITUATIONS TO THE CORRECT QUESTIONS

I need to print this report.

- ① We've run out of pens.
- ② I'm going to make some hot drinks.
- ③ I need to call Paola.
- ④ We should talk to our clients soon.
- ⑤ I want to work from home tomorrow.
- ⑥ You want to see a doctor.
- ⑦ I want to send a letter.
- ⑧ Henry should be here by now.

Do you want tea or coffee?

Do you know her phone number?

Is the printer working today?

Do you have a laptop I can take home?

Is the stationery cabinet open?

Are there any envelopes I can use?

Are they free for a meeting tomorrow?

Does he usually arrive late?

Do you have an appointment?





6.6 CROSS OUT THE INCORRECT WORD IN EACH QUESTION

Where / Which are you going on vacation?

① **How / Who** does the scanner work?

② **What / When** is on the agenda for the meeting?

③ **Who / Why** is the stationery cabinet locked?

④ **Who / When** do we have a break for lunch?

⑤ **Where / What** is the CEO's office?

⑥ **When / What** is the door code?

⑦ **What / Who** do I ask for ink for the printer?



6.7 MARK THE QUESTIONS THAT ARE CORRECT

Does you know the door code?

Do you know the door code?

① Why does the cafeteria closed?

Why is the cafeteria closed?

② How do I scan this document?

Who do I scan this document?

③ When are the fire alarm tested?

When is the fire alarm tested?

④ Do you know where Faisal is?

Does you know where Faisal is?

⑤ Are Sandra late again?

Is Sandra late again?

⑥ Where is for lunch today?

What is for lunch today?

⑦ Does the office stay open on weekends?

Do the office stay open on weekends?

⑧ Who do you report to?

Who you do report to?



6.8 SAY THE QUESTIONS OUT LOUD, FILLING IN THE GAPS USING THE WORDS IN THE PANEL

How do you get to work?



Who buys the tea and coffee?



What is the printer not working?



When does the office open?



Where do you want for lunch?



Who is the meeting room?



What does the projector work?



How is the photocopier code?



What

Where

How

Why

How

What

When

Who



07 Exchanging details

When making new business contacts, there are several phrases you can use to ask for their details and offer yours in return.

New language Short answers

Vocabulary Contact information

New skill Exchanging contact details



7.1 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

business card. my Here's

Here's my business card.

6 job What's title? your

1 reach can you? How I

7 my is address. email This

2 many you clients? Do have

8 me line. a Drop

3 have a you website? Do

9 I can contact How you?

4 you Where work? do

10 a me call. Give

5 is What company called? your

11 is How team? big your



7.2 LISTEN TO THE AUDIO, THEN NUMBER THE EMAIL ADDRESSES IN THE ORDER YOU HEAR THEM

- A paul_andrews@worldmail.co.jp
- B pete_anderson@energo-mail.com
- C j.c.jones@digitalnetwork.co.uk

- D information@digmil.com
- E maria.renzi@digi-tech.com
- F claire.james@electrosolution.co.fr

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------



7.3 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE

Do you have a ~~email~~ / business card?

- 1 How can I reach / touch you for more information?
- 2 Drop me a call / line when you're visiting next.
- 3 Does your company keep / have a website?
- 4 Please stay in reach / touch.

- 5 Is this your correct / precise phone number?
- 6 Line / Call me if you want further details.
- 7 Is this your present / current email address?
- 8 My job title / name is on the business card.
- 9 Do you have / got a portfolio with you?



7.4 LOOK AT THE BUSINESS CARDS AND ANSWER THE QUESTIONS

Stronger Web Solutions is a café.

True False Not given

- 1 Janice Strong is a web designer.
True False Not given
- 2 Stronger Web Solutions has a website.
True False Not given
- 3 Greybridge History Museum is 100 years old.
True False Not given
- 4 Dan has a website.
True False Not given
- 5 Dan works as an archaeologist.
True False Not given
- 6 Dan has an email address.
True False Not given
- 7 Paul is a web designer.
True False Not given
- 8 Consoul is based in Los Angeles.
True False Not given

Janice Strong
Web Designer
www.strongerweb.com

STRONGER WEB SOLUTIONS
Tel: 1 (545) 345-2342
info@strongerweb.com

GREYBRIDGE HISTORY MUSEUM
Seal Street, Daltry, Hertfordshire, H23 9NB
Dan Stone - Historian
Email: dstone@greybridge.co.uk
Tel: 0743 235 436

CONSOUL
Managing consultant, ConSoul
PAUL@CONSOUL.COM
07853453452
23 Garden Walk
Cambridge
C43 7FD



7.5 MATCH THE SENTENCES TO THE CORRECT SHORT ANSWERS

- 1 Do you have a business card?
- 2 Is this your new website?
- 3 Does your company have a new logo?
- 4 Are these your details?
- 5 Are you a member of DigiJobs.com?
- 6 Does Colin want to have a meeting?
- 7 Do you have a branch in Melbourne?

- Yes, it is.
No, it doesn't.
Yes, I do.
Yes, I am.
No, they aren't.
Yes, we do.
No, he doesn't.



7.6 RESPOND OUT LOUD TO THE AUDIO, FILLING IN THE GAPS

- 1 Do you have your portfolio?
No, I don't.
- 2 Is this your correct telephone number?
No, _____.
- 3 Does your company have a blog?
No, _____.
- 4 Is this your email address?
Yes, _____.
- 5 Do your employees work hard?
No, _____.
- 6 Are you a member of a trade union?
No, _____.
- 7 Do they have a branch in Mumbai?
Yes, _____.
- 8 Does Mrs. Parry have an office?
Yes, _____.
- 9 Do you want to go for lunch now?
Yes, _____.



08 Skills and experience

English uses the verb "have" to talk about people's skills, experience, and professional attributes. You might also hear "have got" in informal UK English.

 **New language** "Have," "have got," articles

 **Aa Vocabulary** Jobs and skills

 **New skill** Writing a business profile



8.1 CROSS OUT THE INCORRECT WORDS IN EACH SENTENCE

He doesn't **have / has** a typing qualification.

① She **have / has** an excellent résumé.

② I **has / have** good people skills.

③ They **don't have / don't got** much time.

④ Do you **has / have** previous experience?

⑤ He's **got / haves** excellent keyboard skills.

⑥ I **doesn't have / don't have** my own office.

⑦ Does he **have / got** any training?

⑧ They **having / have** a can-do outlook.

⑨ You don't **have / hasn't** his number, do you?



8.2 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

he experience this Has for got job? enough

Has he got enough experience for this job?

① degree you in have business? Do higher a

② Business has He the MBA School. from Boston an

③ receptionist. don't a full-time have They

④ excellent have assistant Does résumé? an your





8.3 READ THE ONLINE PROFILE AND ANSWER THE QUESTIONS

Hamid Syal

SALES AND MARKETING PROFESSIONAL



Experience

I am a creative and proactive marketing professional who has varied experience in the travel industry. I love helping people realize their dreams of visiting new places and devising new ways to market vacations. I started work in the hotel industry as a receptionist before working my way up to deputy manager. I have worked in countries such as Japan, India, and South Africa and for well-known, prestigious hotels such as The Ritz. I have a passion for travel and often visit new countries. My next vacation is to Tanzania, where I hope to go on safari.

Achievements

- Advising Explore the World travel agency on how to grow new markets and existing ones.
- Investigating and taking forward new business ideas, providing strategic recommendations to the SMT (Senior Management Team).
- Acting as the public-facing representative of Safari Travels, giving presentations at industry events.

Skills

I have excellent people skills, learned from my time in the hotel sector.
I enjoy working in teams to market vacations on behalf of a wide range of clients.

Qualifications

- BS Business and Hospitality Management, London South Bank University, 2010
- Diploma in Marketing, CIM (Chartered Institute of Marketing), 2015

What job does Hamid have? **He's a sales rep** **He's the CEO** **He works in marketing**

- ① What industry does Hamid work in? **Hotels** **Travel** **Airlines**
- ② Where has Hamid worked before? **A department store** **A restaurant** **A hotel**
- ③ Who has Hamid advised on strategy? **Strategists** **Management** **The Chief Executive**
- ④ How does Hamid describe his people skills? **Average** **Good** **Excellent**
- ⑤ In what situation does Hamid say he enjoys working? **Alone** **In teams** **With clients**
- ⑥ What is the subject of Hamid's diploma? **Business** **Marketing** **Hospitality Management**



8.4 MARK THE SENTENCES THAT ARE CORRECT

- I have excellent interpersonal skills.
- I have excellent the interpersonal skills.
- ① The new chef is very talented.
A new chef is very talented.
- ② Toby is a accountant.
Toby is an accountant.
- ③ Search engines are invaluable.
The search engines are invaluable.
- ④ She works for a leading company.
She works for leading company.
- ⑤ Have you seen an ad I told you about?
Have you seen the ad I told you about?
- ⑥ They are out of office.
They are out of the office.
- ⑦ Did you see the new designs?
Did you see a new designs?
- ⑧ They hired best candidate.
They hired the best candidate.
- ⑨ What skills does the job require?
What a skills does the job require?
- ⑩ Is there an office in India?
Is there a office in India?
- ⑪ I have the certificate in sales.
I have a certificate in sales.
- ⑫ He works for a biggest store.
He works for the biggest store.
- ⑬ Interns are only paid expenses.
Interns are only paid the expenses.



8.5 FILL IN THE GAPS USING "A," "AN," OR "THE"



He works in _____ phone store.



I worked as _____ intern at Beales.



I know _____ café you mean.



There's _____ printer on the second floor.



Jon hasn't got _____ diploma.



The CEO is in _____ NY office this week.



He's _____ amazing architect.



I just started _____ new job.



I'd like to put _____ ad in the paper.



Have you read _____ job description?



I work at _____ theater next door.



_____ new café does great coffee.



Where is _____ presentation?



The Tate is _____ art gallery.



I like _____ new CEO.





8.6 LISTEN TO THE AUDIO, THEN NUMBER THE PICTURES IN THE ORDER THEY ARE DESCRIBED



8.7 SAY THE SENTENCES OUT LOUD, CORRECTING THE ERRORS

A receptionist here is friendly.

The receptionist here is friendly.

1 I've got a three years' experience.



2 I don't have the degree in business studies.



3 He has an diploma in economics.



4 I saw a ad in The Echo.



5 She has a excellent phone manner.



6 He works in hospital.



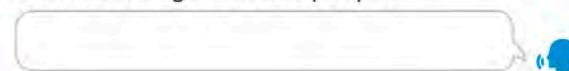
7 I don't like the interviews.



8 An agency is in the market place.



9 We are looking for a sales people.



09 Vocabulary

Aa

9.1 JOBS WRITE THE WORDS FROM THE PANEL UNDER THE CORRECT PICTURES



1 _____



2 _____



3 _____



4 _____



7 _____



8 _____



9 _____



10 _____



11 _____



14 _____



15 _____



16 _____



17 _____



18 _____



21 _____



22 _____



23 _____



24 _____



25 _____

tour guide

judge

musician

sales assistant

cleaner / janitor

mechanic

vet

surgeon

gardener

artist

firefighter

librarian

designer

waitress

pilot

travel agent

hairdresser / stylist

electrician

doctor

train driver



5 _____



6 _____



7 _____



8 _____



9 _____



10 _____



11 _____



12 _____

writer taxi driver plumber
 engineer scientist chef
 sales manager receptionist

Aa

9.2 EMPLOYMENT WRITE THE WORDS FROM THE PANEL UNDER THE CORRECT DEFINITIONS

A long-term, salaried position

permanent



1 A period of work with a set number of hours



2 A person who is learning a trade



3 A complete working week



4 A short-term position with a known end date



5 A person you work with in a profession



6 An incomplete working week



part-time (P/T) shift permanent temporary
 co-worker / colleague apprentice full-time (F/T)



10 Choosing a job

Verbs such as "like," "enjoy," and "hate" express feelings about things. They are often used to talk about what activities people would like to do in a job.

 **New language** "Like," "enjoy," and "hate"

 **Vocabulary** Workplace activities

 **New skill** Finding the right job



10.1 MATCH THE SENTENCES THAT GO TOGETHER

- 1 I'm studying to be a vet.
- 2 I want to work in a restaurant.
- 3 I want to have a career in IT.
- 4 I'm training to be a courier.
- 5 I want to be a flight attendant.
- 6 I want to work in a team.

- I don't like working on my own.
- I enjoy traveling to different countries.
- I like animals.
- I love working with computers.
- I love food, and I enjoy cooking.
- I enjoy driving.



10.2 REWRITE THE SENTENCES, CORRECTING THE ERRORS

I like **work** outdoors.

I like working outdoors.

1 She loves **meet** new clients.

2 He **don't** enjoy giving presentations.

3 I hate **trained** big groups.

4 They like **work** in a team.

5 Jan **enjoy** working with children.

6 Ali doesn't **likes** long meetings.

7 We don't **liked** working weekends.

8 I love **solve** problems.

9 Jim doesn't **enjoying** business trips.





10.3 LISTEN TO THE AUDIO, AND MARK WHETHER THE SPEAKER LIKES OR DISLIKES THE ACTIVITY IN EACH PICTURE



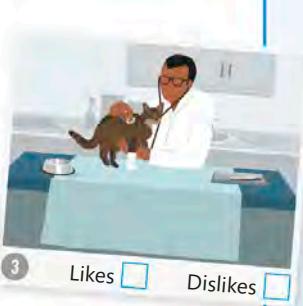
Likes Dislikes



1 Likes Dislikes



2 Likes Dislikes



3 Likes Dislikes



4 Likes Dislikes



5 Likes Dislikes



6 Likes Dislikes



7 Likes Dislikes

10.4 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

Does he like **working** / **work** weekends?



4 She hates **sitting** / **siting** at a desk all day.



1 I **don't** / **doesn't** enjoy work social trips.



5 Do you enjoy **work** / **working** in a team?



2 They like **meet** / **meeting** new people.



6 We enjoy **give** / **giving** presentations.



3 He doesn't **like** / **likes** working late.



7 Angus doesn't like **use** / **using** computers.



11 Describing your workplace

One way of telling people about your company is by using "there is" and "there are." Use "Is there...?" or "Are there...?" to ask questions about a workplace.

⚙️ **New language** "There is" and "there are"

Aa **Vocabulary** Office equipment

zzle **New skill** Describing a workplace



11.1 MARK THE SENTENCES THAT ARE CORRECT

There is a washroom on this floor?
Is there a washroom on this floor?

1 There are three printers in your department.
There're three printers in your department.

2 Are there ladies' toilets on the second floor?
Is there ladies' toilets on the second floor?

3 There isn't a cafeteria in the building.
There isn't a cafeteria in the building.

4 Is there a set time for lunch breaks?
Is there any set time for lunch breaks?

5 There are'nt any elevators in the office.
There aren't any elevators in the office.

6 Is there a dress code at this company?
Are there a dress code at this company?

7 There's photocoper on the first floor.
There's a photocoper on the first floor.

8 There aren't a trash cans in the office.
There aren't any trash cans in the office.

9 There are any interns on your team?
Are there any interns on your team?

10 There is a calendar on the notice board.
There are a calendar on the notice board.



11.2 MATCH THE PICTURES TO THE CORRECT SENTENCES



There is a water cooler in the kitchen.



There is a trash can for recycling paper.



There isn't a set time for lunch breaks.



There are some stickers in the stationery cabinet.



There is an elevator that goes to all the office floors.



There are some men's toilets on the first and third floors.





11.3 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Debbie is telling Boris about her first day at her new job.

There are five people on Debbie's team.

True False Not given

1 There is an elevator in Debbie's office.

True False Not given

2 There isn't a separate office for Debbie's team.

True False Not given

3 Debbie's office is on the third floor.

True False Not given

4 There is a printer in Debbie's office.

True False Not given

5 There is a casual dress code.

True False Not given

6 There's a deli near the office.

True False Not given



11.4 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

There ~~is~~ / ~~are~~ lots of great restaurants close to my office.

1

There ~~is~~ / ~~are~~ two positions available at our company.

2

There isn't ~~a~~ / ~~any~~ toaster in the kitchen, but there is a microwave.

3

~~Is~~ / ~~Are~~ there a spare computer I can use?

4

Are there ~~a~~ / ~~any~~ pencils in the stationery cabinet?

5

There ~~is~~ / ~~are~~ a big meeting room in our new office.

12 Vocabulary

Aa

12.1 MONEY WRITE THE WORDS FROM THE PANEL UNDER THE CORRECT PICTURES



debit card



1



2



3



4



5



6



7



8



9



10



11



12



13



14



15

- | | | | | | |
|--------------------------|----------------|--------------------|--------------------------------|-------------------|------|
| currency | credit card | receipt | cash register (US) / till (UK) | <u>debit card</u> | bank |
| bills (US) / notes (UK) | invoice | cash machine / ATM | wallet | withdraw money | |
| check (US) / cheque (UK) | online banking | safe | mobile banking | transfer money | |



Aa

12.2 PAY AND CONDITIONS WRITE THE WORDS FROM THE PANEL UNDER THE CORRECT DEFINITIONS

The amount of money paid per week or month

wage



2 A fixed, regular payment every month, often expressed as an annual sum



1 Additional pay for extra hours worked



4 An increase in pay



5 To receive money in return for labor or services



6 Money added to a person's wages as a reward for good performance



7 Paid time off work granted by employers



8 The amount of money paid per hour



9 A reduction in pay



a bonus

salary

annual vacation (US) / annual leave (UK)

a pay cut

wage

to earn

hourly rate

overtime

a raise (US) / a pay rise (UK)

benefits



13 Personal qualities

You will encounter people with different skills and personalities at work. It is useful to be able to describe your co-workers and discuss their strengths and weaknesses.

 **New language** Possessive adjectives

 **Vocabulary** Personality traits

 **New skill** Describing your co-workers



13.1 REWRITE THE SENTENCES, CORRECTING THE ERRORS

I run a team great, but Kezia be really lazy.

I run a great team, but Kezia is really lazy.

① The new intern seems really bright and she is organized very.

② My manager doesn't ask employees nervous to give presentations.

③ My director very bossy is and she is also hardworking.

④ Sue and Robin are sometimes rudes to our clients.

⑤ It's important to stay under pressure calm, even if you're very busy.

⑥ Mushira is very intelligente, and she will bring a great deal to the team.

⑦ It's impossible to feel relaxed when you work with people impatient.

⑧ The people on my team are all very motivateds, and it's great to work with them.

⑨ We are looking for a designer creative to join our busy production team.





13.2 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

is calm. Sarah always

Sarah is always calm.

1 very Ian hardworking. seems

5 impatient. really is Alex

6 chef. is creative a Lenny

2 polite. Kay are Jack really and

7 is great This team. a

3 is Ben bossy. very

8 very Jo organized. seems

4 always Diane dressed. well looks

9 bright. very seems Harry



13.3 LISTEN TO THE AUDIO AND MATCH THE PERSON IN EACH PICTURE WITH THE CORRECT ADJECTIVE



organized

calm

creative

polite

well dressed



13.4 FILL IN THE GAPS BY TURNING THE SUBJECT PRONOUNS INTO POSSESSIVE ADJECTIVES



James is very hardworking. _____ (**He**) list of things to do is very long.



_____ (**We**) team meetings are always interesting.



Is this _____ (**you**) desk? It's very messy!



_____ (**I**) team is very motivated.



Is that _____ (**they**) design? It's great.



Kevin is talking to _____ (**he**) manager.



That's Tanya. _____ (**She**) phone manner is excellent.



The company is very proud of _____ (**it**) reputation.



13.5 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE

This laptop is **my** / **mine**.

5 Jane does **her** / **hers** job well.

1 Is this **he** / **his** desk?

6 They are proud of **their** / **theirs** reputation.

2 We don't like **theirs** / **their** product.

7 Is this tablet **her** / **hers**?

3 **My** / **Mine** manager is very smart.

8 **Their** / **Theirs** manager is never late.

4 This report is **your** / **yours**.

9 Is this **your** / **yours** pen?



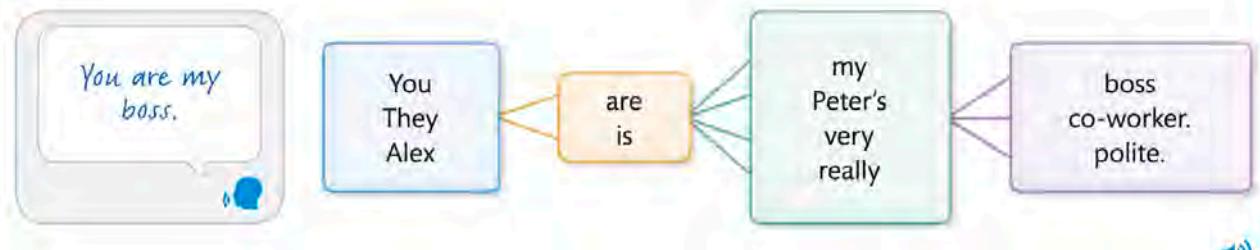


13.6 MARK THE SENTENCES THAT ARE CORRECT

- | | | | |
|---|--|--|--|
| Toms secretary will take the minutes.
Tom's secretary will take the minutes. | <input type="checkbox"/> <input checked="" type="checkbox"/> | 9 Are there any file's in the cabinet?
Are there any files in the cabinet? | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 1 The interns have just finished college.
The intern's have just finished college. | <input type="checkbox"/> <input type="checkbox"/> | 10 Johns confidence has grown this year.
John's confidence has grown this year. | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 2 Jorges reputation is well deserved.
Jorge's reputation is well deserved. | <input type="checkbox"/> <input type="checkbox"/> | 11 Sams' presentation went really well.
Sam's presentation went really well. | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 3 Nuala's assistant is very helpful.
Nualas assistant is very helpful. | <input type="checkbox"/> <input type="checkbox"/> | 12 The CEO's new assistant is very bright.
The CEOs' new assistant is very bright. | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 4 Helens manager often works late.
Helen's manager often works late. | <input type="checkbox"/> <input type="checkbox"/> | 13 Their products are very popular.
Their product's are very popular. | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 5 Maria's co-workers are really friendly.
Marias co-workers are really friendly. | <input type="checkbox"/> <input type="checkbox"/> | 14 That's my bosses parking space.
That's my boss's parking space. | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 6 The team members' are hardworking.
The team members are hardworking. | <input type="checkbox"/> <input type="checkbox"/> | 15 Pablo's report is almost finished.
Pablos report is almost finished. | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 7 Look at this ad. I like it's design.
Look at this ad. I like its design. | <input type="checkbox"/> <input type="checkbox"/> | 16 The company is pleased with it's new logo.
The company is pleased with its new logo. | <input type="checkbox"/> <input checked="" type="checkbox"/> |
| 8 Leroy's work is very impressive.
Leroys' work is very impressive. | <input type="checkbox"/> <input type="checkbox"/> | 17 Ethans' team is working on a new project.
Ethan's team is working on a new project. | <input type="checkbox"/> <input checked="" type="checkbox"/> |



13.7 USE THE CHART TO CREATE 14 CORRECT SENTENCES AND SAY THEM OUT LOUD



14 Describing your job

One way of telling someone about your job is to use adjectives to describe it. Adjectives can also help you to make comparisons with other roles you have had.

 **New language** Adjectives and comparatives

Aa Vocabulary Money and pay

 **New skill** Describing your job to someone



14.1 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE

Sean has a very **interested / interesting** proposal.

① Vihaan is very **satisfied / satisfying** with his office.

② The new login system is rather **annoyed / annoying**.

③ The quarterly results are **shocked / shocking**.

④ The economic situation is quite **worried / worrying**.

⑤ We're **excited / exciting** about the new office.

⑥ Simone was **tired / tiring** after the course.

⑦ The profits were **disappointed / disappointing**.

⑧ John is **confused / confusing** about the schedule.

⑨ We were **surprised / surprising** by the results.

⑩ We thought the meeting was **bored / boring**.

⑪ I'm often **exhausted / exhausting** by Friday.



Aa

14.2 MATCH THE DEFINITIONS TO THE ADJECTIVES

very tired

boring

① something that is not interesting

surprising

② unable to understand or think clearly

exhausted

③ something that gives you enthusiasm

worried

④ something that is irritating

interesting

⑤ something that is not expected

exciting

⑥ something you want to know more about

annoying

⑦ sad that something is not as good as expected

confused

⑧ concerned or anxious about something

disappointed





14.3 FILL IN THE GAPS USING THE ADJECTIVES FROM THE PANEL AND THEIR COMPARATIVE FORMS



Jan is excited about the news, but is more excited about her promotion.



1 I am very _____ with the new project, but I'll be even _____ next week.



2 Our new office building is _____, but the office in Beijing is _____.



3 My job is very _____, but being unemployed is _____.



4 The meeting was _____, but last week's was even _____.



5 John's flight ticket was _____, but mine was _____.



6 Our new photocopier is _____, but the HR department's is _____.



7 Claire's news was _____, but Peter resigning was _____.



8 My current job is _____, but my old one was _____.



9 The new furniture is _____, but the furniture at G-Tech is _____.



10 This test is _____, but the next one will be _____.



11 My commute is _____; it's only 10 minutes. Pete's is even _____.

comfortable

stressful

interesting

expensive

difficult

large

long

fast

excited

surprising

short

busy





14.4 REWRITE THE SENTENCES USING THE COMPARATIVE FORM OF THE ADJECTIVE IN BRACKETS

This contract is **(good)** than the old one.

This contract is better than the old one.



① Your printer is **(quick)** than ours.



② Today's meeting was **(interesting)** than usual.



③ Growth was **(bad)** than we had expected.



④ Sandra has been **(successful)** than last year.



⑤ I'm feeling **(good)** after a week off work.



⑥ There is **(little)** juice left than I thought.



⑦ My new apartment is **(close)** to the center.



⑧ The results are **(good)** than in the first quarter.



⑨ We have an **(early)** start than usual today.



⑩ Liam has taken a much **(late)** lunch break than everyone else.



⑪ This restaurant is **(bad)** than the others.



⑫ The flight was **(expensive)** than I expected.





14.5 MATCH THE BEGINNINGS OF THE SENTENCES TO THE CORRECT ENDINGS

- | | |
|-----------------------------|--|
| The new computer system | more helpful than the old one. |
| 1 The new intern is | faster than the old ones. |
| 2 Our hours are longer | is more efficient than the last one. |
| 3 The new computers are | now that I have a new job. |
| 4 I feel better | than those in the German branch. |
| 5 Our new office design | are more expensive than they used to be. |
| 6 The tickets | is more modern than the previous one. |
| 7 My raise was | more interesting than last year. |
| 8 My training this year was | since we merged with our competitors. |
| 9 The office is busier | smaller than last year's. |



14.6 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Anne and Patrick are talking about the new office they've just moved to.

Patrick says the new office is more modern.

True False Not given

1 He thinks the old office was more comfortable.

True False Not given

2 He says the new computers are faster.

True False Not given

3 He says the software is more complicated.

True False Not given

4 Patrick likes the new café in the building.

True False Not given

5 He says the building is closer to his apartment.

True False Not given

6 He travels to work on the train.

True False Not given

7 Patrick is going to a Chinese restaurant for lunch.

True False Not given

8 Anne has been to the restaurant before.

True False Not given

15 Workplace routines

Employees have schedules, and workplaces also have their own routines and timetables. It is useful to be able to talk to colleagues about when things usually happen.

 **New language** Prepositions of time

 **Aa Vocabulary** Commuting and transportation

 **New skill** Describing routines



15.1 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

always Dave finishes 5pm. at

Dave always finishes at 5pm.

1 home at leaves Fridays. on Karen 7am

2 during notes takes Vicky meetings. usually

3 week work We Year. don't before the New

4 before The always arrives 10am. team

5 arrives Chang at morning. 8:30am every

6 have We in sometimes evening. meetings the

7 on Terry works weekend. sometimes the





15.2 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

The office is closed **in / at** the evening.

④

The café is open **from / in** 6am.



① Everyone arrives **until / by** 9:30am.

⑤

I finish work at 4pm **on / in** Fridays.



② Peter often works **between / until** 11pm.

⑥

The cafeteria is open **in / from** 1pm.



③ The office is closed **about / during** August.

⑦

Ann sends an agenda **before / in** each meeting.



15.3 READ THE EMAIL AND ANSWER THE QUESTIONS

John lives...

in the city. in the suburbs. in a village.

① John leaves the house at...

7am. 8am. 9am.

② The commute takes...

10 minutes. 1 hour. 30 minutes.

③ John starts work at...

9am. 8:30am. 9am.

④ On Fridays, John finishes at...

12am. 2pm. 4pm.

⑤ John drives to work...

sometimes. every week. never.

⑥ There are fewer traffic jams in the...

morning. afternoon. evening.

To: Andrew
Subject: Hello...

Hi Andrew,

It's great to hear from you! I have got quite a lot of news, too. Karen and I have just moved to a new house in the suburbs, so I have to commute to the center of town every day now. I leave the house at 7am, and take the bus at 7:20am. The commute takes about an hour, so it's quite a lot of traveling each day, but I don't mind. I start work at 8:30am and finish at 5pm, but on Friday I finish earlier, at 2pm. Sometimes I drive to work on Fridays because there aren't as many traffic jams in the afternoon.

You should come over and see us soon!

John



15.4 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE

Sarah **catches** / **jumps** the bus near the park.

- ① I drive because it's so **comfortable** / **convenient**.
- ② Jim **takes** / **drives** the bus every morning.
- ③ Jack travels **on** / **by** bike when he can.
- ④ The **rush** / **busy** hour starts at 7am in my city.
- ⑤ Sam **takes** / **makes** the metro home each evening.
- ⑥ Raymond **catches** / **drives** his car to work.
- ⑦ I get **on** / **in** the bus near the museum.
- ⑧ I missed my **connection** / **link**.
- ⑨ Janet prefers to travel **on** / **by** train to work.
- ⑩ Karl **takes** / **drives** the bus home at night.
- ⑪ There are a lot of traffic **blocks** / **jams** in the city.
- ⑫ You should get **off** / **from** the tram at the library.
- ⑬ It's much cheaper to **cycle** / **bike** than drive.
- ⑭ I like to **walk** / **walking** to work in the summer.
- ⑮ I prefer to **cycle** / **train** to my office.



15.5 MARK THE SENTENCES THAT ARE CORRECT

I leave my house before 6am.

I leave my house in front of 6am.

① I car to work.
I drive to work.

② We take the bus.
We make the bus.

③ Doug catches his bike to work.
Doug rides his bike to work.

④ I sometimes take a taxi home.
I sometimes drive a taxi home.

⑤ The buses run from 5am to 11pm.
The buses run of 5am to 11pm.

⑥ I go in train.
I go by train.



⑦ The train arrives on 5pm.
The train arrives at 5pm.



⑧ Sharon gets off the bus by the station.
Sharon gets from the bus by the station.



⑨ I like to go home from work on foot.
I like to go home from work by foot.



⑩ My train to work arrives on 7:45am.
My train to work arrives at 7:45am.



⑪ Traveling by train is comfortable.
Traveling on train is comfortable.



⑫ The train leaves at about 8pm.
The train leaves at near 8pm.



⑬ I travel on train every day.
I travel by train every day.





15.6 LISTEN TO THE AUDIO, THEN NUMBER THE PICTURES IN THE ORDER THEY ARE DESCRIBED



15.7 MATCH THE BEGINNINGS OF THE SENTENCES TO THE CORRECT ENDINGS

All the staff arrives

on the weekend.

1 There aren't many buses

by 9:30am.

2 Hank takes the bus because

until 10 in the evening.

3 The office stays open

during the summer.

4 I leave for work

it's cheaper than the train.

5 Sally often walks to work

during meetings.

6 I take the train to work because

between 7 and 8am.

7 Ted takes notes

before 11pm.

8 I always go to bed

it's faster than the bus.



16 Vocabulary

Aa 16.1 DAYS OF THE WEEK WRITE THE WORDS FROM THE PANEL UNDER THE CORRECT PICTURES

WED

Wednesday

SAT

1

MON

2

SUN

3

FRI

4

TUE

5

THU

6

Tuesday

Saturday

Friday

Thursday

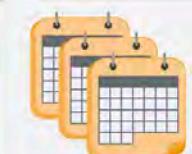
Wednesday

Monday

Sunday



Aa 16.2 FREQUENCY PHRASES WRITE THE PHRASES FROM THE PANEL UNDER THE CORRECT PICTURES



quarterly



1



2



3



4



5



6



7



8



9

hourly

quarterly

monthly

in the morning

before work

in the afternoon

in the evening

daily

three times a week

after work



Aa**16.3 FREE TIME WRITE THE PHRASES FROM THE PANEL
UNDER THE CORRECT PICTURES**

go running



1



2



3



4



5



6



7



8



9



10



11



12



13



14



15



16



17



18



19

visit a museum / an art gallery read cook meet friends write draw watch a movie

go camping take photos see a play go out for a meal go cycling play board games do yoga

walk / hike go running go shopping stay (at) home play sports play an instrument



17 Hobbies and habits

When talking with colleagues about your hobbies and habits, you may want to use adverbs of frequency to say how often you do the activities.

 **New language** Adverbs of frequency

 **Aa Vocabulary** Hobbies and habits

 **New skill** Talking about free time



17.1 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

visit

I

a

on

museum

Saturdays.

occasionally

I occasionally visit a museum on Saturdays.

1 often

We

weekend.

camping

the

go

on

2 he

after

meets

work.

Doug

friends

finishes

sometimes

3 running

I

the

in

always

morning.

go

4 My

television.

watches

father

never

5 local

She

a

sees

at

theater.

occasionally

our

play

6 he

Frank

rarely

lazy,

very

does

and

is

exercise.

any

7 sometimes

after

My

video

play

kids

school.

games





17.2 LISTEN TO THE AUDIO AND MATCH THE IMAGES TO THE CORRECT ADVERBS OF FREQUENCY



rarely



often

usually

sometimes

never



17.3 MATCH THE BEGINNINGS OF THE SENTENCES TO THE CORRECT ENDINGS

I often go

photos when I go on vacation.

1 Mariam usually stays

a play at her local theater.

2 I sometimes take

camping in the forest.

3 Dan rarely reads

at home on weekends.

4 She occasionally sees

a movie when I get home from work.

5 Marco usually does

a newspaper in the morning.

6 I sometimes listen to

for a meal at the Chinese restaurant.

7 We sometimes go out

music while I travel to work.

8 I often watch

some exercises when he gets up.





17.4 MARK THE SENTENCES THAT ARE CORRECT

- | | | | |
|---|-------------------------------------|---|--------------------------|
| This is the best way to get home. | <input checked="" type="checkbox"/> | ⑥ Spanish is the most easiest language to learn. | <input type="checkbox"/> |
| This is the most good way to get home. | <input type="checkbox"/> | Spanish is the easiest language to learn. | <input type="checkbox"/> |
| ① The earliest flight is at 9am. | <input type="checkbox"/> | ⑦ Kraków is the most beautiful city in Poland. | <input type="checkbox"/> |
| The most early flight is at 9am. | <input type="checkbox"/> | Kraków is the more beautiful city in Poland. | <input type="checkbox"/> |
| ② Sydney is the most largest city in Australia. | <input type="checkbox"/> | ⑧ The train is the most affordable way to travel. | <input type="checkbox"/> |
| Sydney is the largest city in Australia. | <input type="checkbox"/> | The train is the affordablest way to travel. | <input type="checkbox"/> |
| ③ Dubai is the hottest place I've visited. | <input type="checkbox"/> | ⑨ This is the most interesting gallery in town. | <input type="checkbox"/> |
| Dubai is the most hottest place I've visited. | <input type="checkbox"/> | This is the most interestingest gallery in town. | <input type="checkbox"/> |
| ④ This is the most expensive software we sell. | <input type="checkbox"/> | ⑩ Hiroshi is most intelligent person I know. | <input type="checkbox"/> |
| This is the expensivest software we sell. | <input type="checkbox"/> | Hiroshi is the most intelligent person I know. | <input type="checkbox"/> |
| ⑤ The most far I've flown is to New Zealand. | <input type="checkbox"/> | ⑪ That was the scariest film I've seen. | <input type="checkbox"/> |
| The farthest I've flown is to New Zealand. | <input type="checkbox"/> | That was the most scary film I've seen. | <input type="checkbox"/> |



17.5 SAY THE SENTENCES OUT LOUD, PUTTING THE ADJECTIVES INTO THEIR SUPERLATIVE FORMS

- | | | | |
|--|--|---|--|
| We had our <u>worst</u> (bad) results in 10 years. | | I think that snowboarding is the <u>exciting</u> sport. | |
| ① The <u>long</u> river in Brazil is the Amazon. | | ② Sean lives the <u>far</u> from the office. | |
| ③ We'll have lunch at the <u>close</u> café to the office. | | ④ Antonio is our <u>loyal</u> employee. | |
| ⑤ I just watched the <u>bad</u> presentation I've ever seen. | | ⑥ This is the <u>expensive</u> printer we have. | |



17.6 READ THE ARTICLE AND ANSWER THE QUESTIONS

LEISURE WEEKLY

How do you spend your free time?

We speak to three different people about what they do in their time away from work.



Chloe Smith, 21

I get up early most days and usually do some exercises. I'm not very sporty, to be honest, but I go jogging twice a week. On the weekend I like to relax; I work in a bank, which is stressful. I go to the theater quite often and I sometimes do yoga on Saturday afternoons. I never watch sports. It's the most boring thing possible!

Pete McManus, 30

I like martial arts. I'm a member of a karate club, and I try to go there as regularly as possible. I think karate is the most exciting sport. It involves a lot of self-discipline. What else? Well, I occasionally go jogging. Oh, and I play tennis with my wife from time to time. You could say that I'm a sporty person!

Dan Stevens, 47

I'm not the most active person. I like to play video games with my friends in the evening. I sometimes watch soccer with my friends on weekends. There's a gym at my workplace, but I go there pretty rarely. My wife thinks I should get more exercise, but I hate working out. I'd much rather relax at home.

Who goes jogging twice a week?

Chloe Pete Dan

- 1 Who rarely goes to the gym?
- 2 Who plays tennis with his wife?
- 3 Who is the most sporty?
- 4 Who thinks karate is the most exciting sport?
- 5 Who sometimes watches soccer?
- 6 Who does exercise early in the morning?
- 7 Who is a member of a sports club?
- 8 Who doesn't go jogging?
- 9 Who sometimes does yoga?
- 10 Who likes to play video games?

Chloe Pete Dan

18 Past events

The past simple is often used when talking with co-workers about events that started and finished at a specific time in the recent or distant past.

New language The past simple

Vocabulary Activities outside work

New skill Talking about past events



18.1 MARK THE SENTENCES THAT ARE CORRECT



Chris played soccer after work.



I didn't learn Spanish at school.



We walking to the conference center.



John did live in New York for 10 years.



Did the team discussed the merger?



He went to the conference by car.



He did went to the conference by car.



My manager not visited the factory.



My manager didn't visit the factory.



Selma didn't walk to work today.



Selma didn't walked to work today.



Jimish posted the report a week ago.



Jimish post the report a week ago.



Did Tom finish the report?



Finished Tom the report?



18.2 FILL IN THE GAPS BY PUTTING THE VERBS IN THE PAST SIMPLE

Jenny studied (studied) hard, but she did not pass (not pass) the accounting exam.

① Akiko finished (finish) her presentation, then she watched (watch) some TV.

② I didn't watch (not watch) the game because I needed (need) to prepare for the conference.

③ Derek wanted (want) to work somewhere interesting, so he moved (move) to New York.

④ We arrived (arrive) late, but we didn't miss (not miss) the meeting.

⑤ Sally passed (pass) her exams, and decided (decide) to go to college.





18.3 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

get explain Did Peter to how to office? the

Did Peter explain how to get to the office?

1 the Fred me conference center. showed new

2 watched about We documentary an Beijing interesting

3 company started years at about this ago. Ramon five

4 you Did presentation enjoy the the Indian economy? about

5 play It yesterday, rained we soccer. so didn't

6 cooked Arnold last me dinner a night. delicious

7 about Did finish Sam report the product new range? the

8 table I in a the center. in restaurant a booked

9 the Did Mike tennis on with CEO new Saturday? play





18.4 REWRITE THE SENTENCES AS QUESTIONS IN THE PAST SIMPLE

Claire finished the presentation on Thursday.

Did Claire finish the presentation on Thursday?

1 Paul started working for us more than five years ago.

2 Sally explained how to use the new photocopier.

3 It rained while they were in Indonesia.

4 Clive picked up the guests from the railway station.

5 Mark joined you for lunch at the Chinese restaurant.

6 The team attended the conference in Paris last year.

7 Philip played golf with the consultants last weekend.

8 Carl and Marie walked to work again today.

9 You watched the game yesterday.

10 Janet showed you the new photocopier.

11 Mo studied economics at Stanford University.

12 The company invested \$10 million in R&D.



18.5 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Two co-workers are catching up after the weekend.

Ben visited York with his family.

True False Not given

1 York is a very modern city.

True False Not given

2 The family stayed in a hotel.

True False Not given

3 The castle is over 1,000 years old.

True False Not given

4 Helen visited a shopping mall.

True False Not given

5 They visited the circus.

True False Not given

6 In the evening they went to see a movie.

True False Not given

7 Helen didn't enjoy the food in the restaurant.

True False Not given

18.6 DESCRIBE WHAT EACH PERSON DID, SPEAKING OUT LOUD AND USING THE PAST SIMPLE FORM OF THE PHRASES IN THE PANEL



He played tennis.



She studied for an exam.



They visited a friend.



She walked to work.



He traveled to India.



He listened to the radio.

walk to work study for an exam listen to the radio play tennis travel to India visit a friend



19 Dates and times

When making arrangements or talking about past or future events, it is important to talk about the time correctly. There are a number of ways to do this in English.

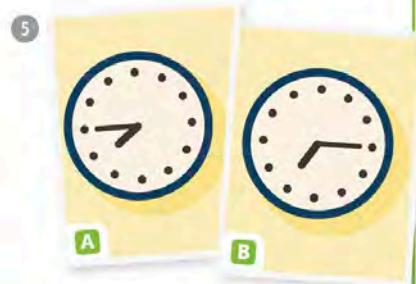
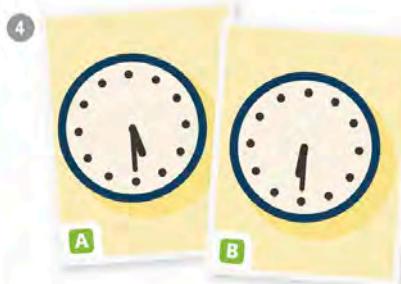
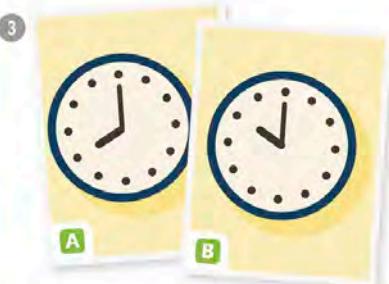
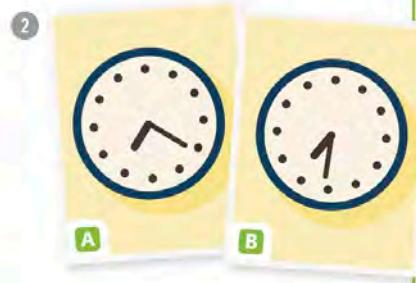
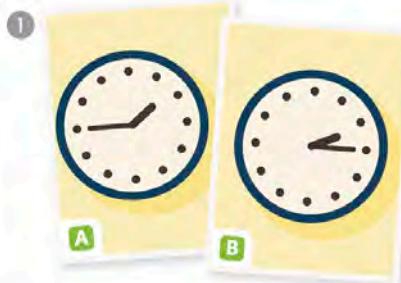
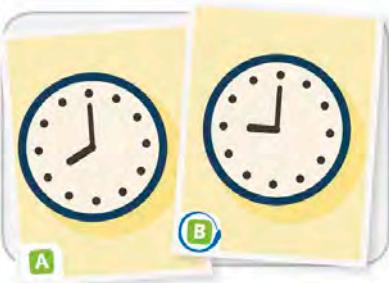
 **New language** When things happen

 **Aa Vocabulary** Telling the time

 **New skill** Making appointments



19.1 LISTEN TO THE AUDIO AND MARK THE CORRECT TIMES



19.2 SAY THE TIMES OUT LOUD

05:15

It's (a) quarter past five.



1

9:17



2





19.3 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

August on begins conference The 4.

The conference begins on August 4.

1 ends June tournament 20. soccer The on

2 Independence on American is 4th Day July. the of

3 December is Christmas on 25. Day

4 September on birthday My is 5. wife's

5 August My born on was 3. daughter



19.4 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Rachel is talking about her life
and the main events in it.

When was Rachel born?

1996 1986 1983

1 What year did she move to New York?

2012 2014 2016

2 When did she start working for her company?

August 2015 April 2015 April 2016

3 When is her best friend's birthday?

January June July

4 Where does her best friend come from?

Scotland Switzerland Sweden

5 When is Rachel's wedding anniversary?

May 1 May 3 May 4

20 Career history

When you meet new co-workers or attend an interview, people may ask about your previous jobs. It is important to use correct verb forms when talking about the past.

New language Past simple irregular verbs

Vocabulary Jobs and workplaces

New skill Talking about previous jobs



20.1 MATCH THE VERBS TO THEIR PAST SIMPLE FORMS

	have	thought
①	spend	began
②	meet	met
③	get	had
④	go	went
⑤	be	chose
⑥	leave	said
⑦	tell	left
⑧	think	spent
⑨	say	was / were
⑩	begin	got
⑪	choose	told



20.2 REWRITE THE SENTENCES, CORRECTING THE ERRORS

I **haved** five colleagues on my team.

I had five colleagues on my team.

① I **go** to Paris on a business trip last week.

② I **spended** all afternoon working on a report.

③ I **beginned** working at Carter's last year.

④ The CEO **telled** me that my work was excellent.

⑤ I **thinkded** this project was very difficult.

⑥ Besim **were** off sick yesterday.

⑦ I **meeted** the new Sales Director this morning.

⑧ The staff **choosed** the name of the company.

⑨ Kara **leaved** her last job because it was boring.





20.3 FILL IN THE GAPS BY PUTTING THE VERBS IN THE PAST SIMPLE



My first job was (be) in a supermarket.



I met (meet) the International Marketing Director last week.



I had (have) a demanding boss.



I left (leave) my last job because it was badly paid.



I got (get) to work very early today.



They went (go) to the New York office last month.



The staff chose (choose) new chairs for the office.



Sally thought (think) that Rohit's presentation went well.



20.4 MATCH THE QUESTIONS TO THE CORRECT ANSWERS

How many people were on your team?

I met many interesting people.

1 When did you start working at the café?

There were five of us.

2 Where did you work on your first job?

We had a black and white uniform.

3 What did you do as a nanny?

I took the children to school.

4 Who did you meet as a journalist?

I started work there after I left school.

5 How did you get your job as a director?

I worked in a bank at the start of my career.

6 What did you wear on your last job?

I worked hard and studied for an MBA.





20.5 LISTEN TO THE AUDIO, THEN NUMBER THE PICTURES IN THE ORDER THEY ARE DESCRIBED



20.6 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

We **had / haved** a very demanding boss in the marketing department.

1 I **feeled / felt** very well respected by my team leader.

2 The Head of Sales **taught / teached** me to give interesting presentations.

3 My brother **made / maked** a delicious cake, which I took to work for my birthday.

4 The staff **choosed / chose** the pictures for the meeting rooms, and they look great.

5 I **left / leaved** my last job because I didn't get along with the customers.

6 I **spended / spent** all of yesterday writing a sales report and now I'm very tired.

21 Company history

The past simple can be used to describe repeated or single actions in a company's history. These actions can last for a short or long time.

- ⚙️ **New language** Past simple with time markers
- આ **Vocabulary** Describing trends
- પત્ર **New skill** Describing a company's history



21.1 FILL IN THE GAPS USING THE WORDS IN THE PANEL

I founded Bee Designs in 2010.

① We launched a new range of apps last year.

② At first, we only had four employees.

③ Two years ago, we opened our tenth store.

④ The company merged with a competitor a year ago.

⑤ A new Director of Marketing started working here last year.

started

ago

merged

launched

founded

first



21.2 REWRITE THE SENTENCES, CORRECTING THE ERRORS

Maria Hill opened the first Hill Shoe Store past 2015.

Maria Hill opened the first Hill Shoe Store in 2015.



① At the first, we only had one store.



② We open a new flagship store last month.



③ We launch an exciting new app last year.



④ A new Director of HR started working here six months before.





21.3 READ THE WEB PAGE AND ANSWER THE QUESTIONS

BUSINESS WORLD

HOME | ENTRIES | ABOUT | CONTACT

POSTED WEDNESDAY SEPTEMBER 16

Market leaders

This week, we look at the history of Bee Designs.

Bee Designs is now a successful company and one of the best-known names in online shopping. Last year, the company made a profit of \$500,000 and sold over 10,000 bags.

The company started as a hobby business when Angela Lee couldn't find a bag that she wanted and she made her own. Friends asked her where she had bought it. When they found out that she had made it herself, they asked her to make bags for them. She decided to turn her garage into a workroom and launched Bee Designs in 2010.

The company went from strength to strength and now employs 50 people. Two years ago, Angela moved the operation of her business to a unit in the business park in her town.

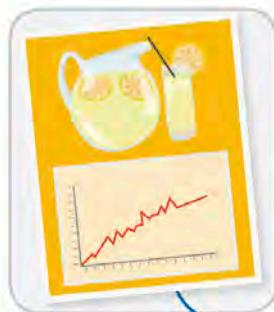
Most of the company's business comes from online orders, but Angela started going to craft fairs five years ago. She sold out of bags at the first fair, so she took on 5 extra sewing machinists. The company makes over a hundred bags a week and its turnover for 2015 was more than \$1.2 million.

What does Bee Designs make? Bags Shoes Hats

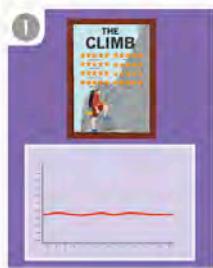
- ① How many bags did the company sell last year? Over 1,000 Over 10,000 Over 100,000
- ② Where did Angela originally make the bags? In a business unit In a factory In her garage
- ③ How many employees does the company currently have? 5 50 150
- ④ When did Angela move the operation of her business? Two years ago Five years ago 2012
- ⑤ Where does Bee Designs sell bags directly? At wedding fairs At craft fairs At vintage fairs



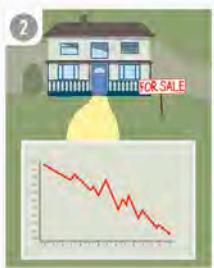
21.4 LISTEN TO THE AUDIO AND MATCH THE IMAGES TO THE CORRECT TIME MARKERS



during the first quarter



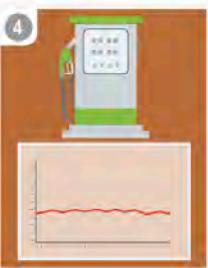
over the summer



recently



in the winter of 2012



last month



21.5 CROSS OUT THE INCORRECT WORDS IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

The number of sales decreased / ~~decrease~~, but profits go / went up.



1 Recent / Last spring, sales of umbrellas rising / rose because it was wet.



2 UK sales rose up / went up in 2011, but failed / fell in 2012.



3 At / In first, the value of shares in the company remain / remained steady.



4 Online marketing costs increasing / increased and sales also rose / rised.



22 Vocabulary

Aa 22.1 MAKING ARRANGEMENTS WRITE THE PHRASES FROM THE PANEL UNDER THE CORRECT PICTURES



16 _____

17 _____

18 _____

19 _____

Aa 22.2 ACCEPTING AND DECLINING WRITE THE PHRASES FROM THE PANEL UNDER THE CORRECT DEFINITIONS

To be convenient

to suit someone



1 To occur unexpectedly



4 Cannot go to



5 To be pleased about something that is going to happen





1 _____



5 _____



6 _____



7 _____



12 _____



13 _____



14 _____



15 _____

to miss a meeting refreshments café to invite someone agenda restaurant
 to attend a meeting evening **to book a meeting room** morning calendar
 to decline an invitation appointment running late reception boardroom
 conference room to accept an invitation afternoon office



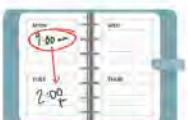
2 To decide that a planned event will not happen



3 To have lots to do



6 To decide on a new time and date for a meeting



to cancel **to suit someone** to come up
 to reschedule to look forward to
 to be busy to be unable to attend



23 Talking about your plans

One way of making plans with a co-worker or client is by using the present continuous to talk about what you are doing at the moment, or plans in the future.

 **New language** The present continuous

 **Aa Vocabulary** Making arrangements

 **New skill** Talking about your plans



23.1 FILL IN THE GAPS BY PUTTING THE VERBS IN THE PRESENT CONTINUOUS

- Steve is working (work) from home today. He is writing (write) the report.
- ① The company are losing (lose) money, so we are planning (plan) a restructure.
- ② Stacy isn't working (not work) in the office today. She is visiting (visit) the factory.
- ③ Dan is meeting (meet) a new client. They are chatting (chat) in the meeting room.
- ④ Colin is starting (start) a new project. He is working (work) with Angela.
- ⑤ The head office are relocating (relocate) to Delhi. We are moving (move) this week.
- ⑥ Profits are falling (fall) this year, and the team are feeling (feel) nervous.
- ⑦ Anika is working (work) late tonight. She is preparing (prepare) a presentation.
- ⑧ Sue and Clive are having (have) lunch downtown. They are eating (eat) Chinese.
- ⑨ I am going (go) on vacation next week. I am missing (miss) the training day.
- ⑩ Our company are selling (sell) a lot to India. We are opening (open) an office in Mumbai.
- ⑪ Our secretary is retiring (retire). We are recruiting (recruit) a new one.
- ⑫ Sam and Sue are discussing (discuss) the report. They are planning (plan) a meeting about it.
- ⑬ Chrissie is choosing (choose) a new team. She is considering (consider) Paul for a position.
- ⑭ Alex is leaving (leave) the company. He is moving (move) to New York.





23.2 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

Doug reading? What is

What is Doug reading?

1 are Who meeting? you

4 the Are you agenda? printing

2 writing the Tim report? Is

5 company the moving? Is

3 today? Are presenting Kim and Jo

6 you When retiring? are



23.3 REWRITE THE STATEMENTS AS QUESTIONS IN THE PRESENT CONTINUOUS

Tom is translating the new contract today.

Is Tom translating the new contract today?



1 The conference is taking place in Venice next April.



2 Leanne is giving a presentation on the takeover plans.



3 Our owners are hoping to buy our biggest competitor.



4 Brendan is programming the software for new machinery.



5 We're taking time off in August this year.





23.4 MARK THE SENTENCES THAT ARE CORRECT

- Where are you working on Friday?
- Where does you work on Friday?
- ① Are you have lunch at 1pm today?
Are you having lunch at 1pm today?
- ② Tom will going to the conference today.
Tom is going to the conference today.
- ③ Is John working until 7pm again?
Does John working until 7pm again?
- ④ We are traveling to New York again.
We are travel to New York again.
- ⑤ Is you coming to the meeting on Friday?
Are you coming to the meeting on Friday?
- ⑥ Will you visiting the factory next month?
Are you visiting the factory next month?
- ⑦ I'm not taking time off in August.
I amn't taking time off in August.
- ⑧ The head office will moving in the spring.
The head office is moving in the spring.
- ⑨ Fran aren't coming to the office tomorrow.
Fran isn't coming to the office tomorrow.
- ⑩ What are you doing on Tuesday?
What you are doing on Tuesday?
- ⑪ Sam be meeting the client this afternoon.
Sam is meeting the client this afternoon.
- ⑫ Tim is leaving work at 5pm today.
Tim leaving work at 5pm today.



23.5 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Clare is calling her colleague, Frank, to arrange a meeting with him.

Clare needs to arrange a meeting about...
the new sales strategy.
the new recruits.
the health and safety presentation.

- ① On Monday morning, Frank is...
attending a course.
going to the dentist.
visiting the factory.
- ② On Monday afternoon, Clare is...
free.
attending a course.
giving a presentation.
- ③ On Tuesday, Frank is...
celebrating his birthday.
celebrating his wedding anniversary.
going on vacation.
- ④ In the evening, he is...
going to a film.
going to a restaurant.
going to the theater.
- ⑤ On Thursday at 2pm, Clare is...
meeting Pete.
having lunch.
visiting the factory.
- ⑥ They are both available at...
2:30pm on Thursday.
3:30pm on Thursday.
2:30pm on Friday.



23.6 READ THE SCHEDULE, THEN RESPOND TO THE AUDIO, SPEAKING OUT LOUD

July

Monday	Tuesday	Wednesday	Thursday	Friday
10am Give presentation to the interns		12 noon Flight to Edinburgh departs	11:30AM Return to London	
2pm Have lunch with the IT team				
	3pm Meet the new clients from Germany		3pm Give report to CEO	
				7pm Sandra's leaving party

What are you doing on Monday morning?

I'm giving a presentation
to the interns at 10am.



1 Where are you going on Monday afternoon?



2 What time are you meeting the clients?



3 Where are you going on Wednesday?



4 What time are you returning on Thursday?



5 Where are you going on Friday evening?



24 Giving opinions

English speakers often use set phrases to signal that they want to interrupt without being rude. There are a number of ways to communicate your opinion politely.

 **New language** Interruptions and opinions

 **Aa Vocabulary** Environmental issues

 **New skill** Giving opinions politely



24.1 MARK WHETHER EACH INTERRUPTION IS POLITE OR IMPOLITE

I'm sorry, but I can't agree with you there.

Polite Impolite

① Excuse me, but I agree with Stacey here.

Polite Impolite

② What are you talking about? That's wrong.

Polite Impolite

③ I'm afraid I have to disagree with you about that.

Polite Impolite

④ Could I just say that there are other options.

Polite Impolite

⑤ Sorry to interrupt, but I have different figures.

Polite Impolite

⑥ That's absolute nonsense.

Polite Impolite

⑦ If I could just come in here, Robert.

Polite Impolite



24.2 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Dan and Susan are talking at a meeting.

The meeting is about a new policy.

True False Not given

① Susan wants the company to develop new vehicles.

True False Not given

② Dan agrees with Susan's suggestion.

True False Not given

③ The company leaves a bad carbon footprint.

True False Not given

④ Dan thinks the workers should use the metro.

True False Not given

⑤ Agrocorp are developing a motorcycle.

True False Not given

⑥ The company will develop electric vehicles soon.

True False Not given

⑦ Agrocorp employees recycle at home.

True False Not given



24.3 RESPOND OUT LOUD TO THE AUDIO, FILLING IN THE GAPS USING THE WORDS IN THE PANEL

This will lead to a fall in profits.

Sorry to disagree, but my figures are different.

① The company might lose millions of dollars.

I'm sorry. I'm not sure I _____.

② These clothes won't appeal to people in China.

Sorry, but in my _____ they will sell well.

③ We need to increase our focus on the youth market.

I can see your _____, but I still think senior citizens are more important.

④ We had exactly the same problem last year.

If I could just _____ in here and mention the good news from France.

⑤ The figures show a dramatic fall this year.

_____ me, but my figures tell a different story.

⑥ We need to employ two new team members.

_____ I just say...? The budget won't cover it.

⑦ India will be our biggest market in 2050.

I'm not _____ I agree. Sales to China are growing faster.

⑧ And if we sell our new software...

Sorry to _____, but the software is not ready yet.

come

interrupt

agree

excuse

point

disagree

could

sure

opinion





24.4 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE

Claire's ~~timed~~ / **scheduled** a meeting for later. She'll send the agenda to everyone soon.

- 1 I'm afraid Sean can't make it to the meeting and has ~~given~~ / **sent** his apologies.
- 2 Shall we **take** / ~~make~~ a vote on the new strategy to see what course of action to take?
- 3 Ramona will **take** / ~~recall~~ the minutes and email them to everyone after the meeting.
- 4 I agree with the motion. How **about** / ~~for~~ you? What do you think about it?
- 5 If I could just ~~disturb~~ / **interrupt** for a moment. I think we need to take a vote on this.
- 6 That sums up most of the issues we are facing. I just have a few **finishing** / ~~closing~~ remarks.
- 7 Claude is the chair, so he has the **casting** / ~~choosing~~ vote if there is a tie.
- 8 The **chair** / ~~seat~~ of our budget meetings likes to keep his closing remarks very short.
- 9 I read **through** / ~~up~~ the agenda before the meeting, so I know what we will be talking about.



Aa

24.5 MATCH THE DEFINITIONS TO THE WORDS

make something usable again

- 1 the mark or effect something leaves behind
- 2 environmentally friendly
- 3 to use something again
- 4 natural products you can use
- 5 things we do not need or want
- 6 the natural world around us
- 7 make an amount smaller

footprint

reuse

recycle

green

environment

reduce

resources

waste



25 Agreeing and disagreeing

When you react to someone's opinion, it is important to be polite and respectful. This is especially important when you disagree with someone.

⚙ New language Reacting to opinions

Aa Vocabulary Agreeing and disagreeing

👾 New skill Discussing opinions



25.1 MARK THE BEST REPLY TO EACH STATEMENT

I don't like the new offices.



Me too.

Me neither.

I didn't understand Juan's presentation.



Me too.

Me neither.

I don't like the new product designs.



So do I.

Neither do I.

I thought this year's report was very positive.



So did I.

Neither did I.

I didn't enjoy Pavel's presentation.



So did I.

Neither did I.

5

I'm going to the cafeteria for lunch.



Me too.

Me neither.

6

I like Derek's new tie.



So do I.

Neither do I.

7

I don't like taking the metro.



Me too.

Me neither.

8

I think the software needs updating.



So do I.

Neither do I.

9

I like the new team members.



Me too.

Me neither.



Aa**25.2 MATCH THE STATEMENTS TO THE RESPONSES**

- 1 I think the new interns are great.
- 2 We should buy a new photocopier.
- 3 I loved Pablo's presentation.
- 4 We need to invest more in training.
- 5 I didn't receive the agenda.
- 6 I don't like the cafeteria much.
- 7 I like the new office furniture.
- 8 The presentation was really confusing.
- 9 The training was useful.
- 10 The new HR assistant is really hard working.

- So did I. He's so entertaining.
- I'll ask the secretary to send it again.
- Me too. They are really helpful.
- I suppose so. It will be expensive though.
- Exactly. I didn't understand it at all.
- I agree. The team could improve their skills.
- Absolutely. We should promote her.
- I agree. I learned some new skills.
- Me neither. The food's very bland.
- So do I. It's very comfortable.

**25.3 FILL IN THE GAPS USING THE WORDS IN THE PANEL**

- I'm sorry, but we disagree with the price.
- 1 I'm we'll have to cancel the meeting.
 - 2 I'm sorry, but I with you.
 - 3 I disagree with you about this.
 - 4 I'm really not about that design.
 - 5 I'm , Pete, but I don't agree with you.
 - 6 I don't agree at . It won't work.
 - 7 I'm not about this. Can we talk later?
 - 8 I'm afraid I agree with you at all.
 - 9 I don't at all with the merger.
 - 10 You be right, but I'm not sure.
 - 11 Sorry, but I disagree this plan.

with	totally	afraid	sorry	don't	sure
could	all	disagree	sure	agree	<u>with</u>



25.4 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Two colleagues, Jenny and Greg, are discussing applicants for a job.

How does Jenny feel about the candidates?

She likes all of them.



She likes some of them.



She dislikes all of them.



① Jenny thinks it's going to be an easy choice.

Greg strongly agrees with her.



Greg agrees with her.



Greg disagrees with her.



② Jenny thinks John is a strong candidate.

Greg thinks he has lots of enthusiasm.



Greg thinks he doesn't have enough experience.



Greg thinks he has enough qualifications.



③ Greg thinks they need someone with experience.

Jenny strongly agrees.



Jenny disagrees.



Jenny strongly disagrees.



④ Jenny thinks Paula could be a good candidate.

Greg agrees.



Greg strongly agrees.



Greg disagrees.



⑤ Greg suggests they send Paula on a course.

Jenny agrees.



Jenny strongly agrees.



Jenny strongly disagrees.



25.5 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

I agree / argue with you about the new IT system.

①

We totally / perfectly agree about the redesign.



②

I can't agree with you in / at all about the downsizing.



③

We're frightened / afraid we totally disagree.



④

You could / would be right, but I need more evidence.



⑤

I'm not sure about / with the latest business plan.



26 Health and safety

Many workplaces issue guidelines for how to avoid accidents and stay safe. In English, this topic often uses specialist vocabulary and reflexive pronouns.

- ⚙️ **New language** Reflexive pronouns
- 🔤 **Vocabulary** Health and safety at work
- 🧩 **New skill** Talking about safety at work



26.1 MARK THE SENTENCES THAT ARE CORRECT

Anita signed herself up for the course.

Anita signed itself up for the course.

1 Roger hurt him when he slipped.

Roger hurt himself when he slipped.

2 She burned herself on the coffee maker.

She burned himself on the coffee maker.

3 Ron blames itself for the accident.

Ron blames himself for the accident.

4 Jan cut herself on the machinery.

She cut itself on the machinery.

5 We enjoyed ourselves at the office party.

We enjoyed ourself at the office party.

6 Juan cut yourself in the kitchen.

Juan cut himself in the kitchen.

7 We need to protect himself from risks.

We need to protect ourselves from risks.



26.2 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

We locked **ourselves** / **themselves** in the factory last week.



1 I hurt **yourself** / **myself** when I moved the photocopier.



2 They should prepare **themselves** / **themself** for the course.



3 Claire's cut **herself** / **itself** on the equipment.



4 Have you all signed **yourself** / **yourselves** up for the course?



5 Sam is teaching **himself** / **hisself** Japanese.





26.3 READ THE ARTICLE AND ANSWER THE QUESTIONS

Many employees are afraid of a fire in their building.

True False Not given

1 You should leave the building as quickly as possible.

True False Not given

2 You should turn off electrical appliances.

True False Not given

3 If you smell a fire, activate the fire alarm.

True False Not given

4 If you find a large fire, use an extinguisher to fight the fire.

True False Not given

5 You should take care to close doors behind you.

True False Not given

6 You should make sure you take your belongings with you.

True False Not given

7 You should go to the assembly point and wait.

True False Not given

8 You can go back to your office when the alarm stops.

True False Not given

DAILY NEWS

A Burning Issue

What to do when you hear the fire alarm



A fire in the workplace is what 63% of employees fear the most. But there are some simple steps that you can follow to make sure you stay safe. First of all, don't panic: remember the instructions from your fire drill. If you smell smoke, activate the fire alarm. You should only use a fire extinguisher on a small fire. You should stay calm and leave the building using the stairs. Don't use the elevator, even if you are not fit. You should also leave all your belongings at your desk—don't waste time. Then, go to the nearest assembly point and stay there (even if the alarm has stopped) until the fire officer tells you it is safe to return.

Aa

26.4 FILL IN THE GAPS USING THE WORDS IN THE PANEL

If you discover a fire, set off the fire alarm.

1 An extinguisher is used to stop small fires.

2 If you hear the fire alarm, go to the assembly area.

3 Medical equipment is kept in the first aid kit.

4 Each fire exit has a sign above the door.

5 You practice leaving the building during a fire drill.

fire drill

extinguisher

escape

fire alarm

first aid kit

assembly area



27 Suggestions and advice

When there are everyday problems in the workplace, it is useful to know how to make suggestions and offer advice. There are several ways to do this in English.

 **New language** Prefixes and suffixes

 **Aa Vocabulary** Everyday workplace problems

 **New skill** Making suggestions



27.1 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

a new software package. could try We

We could try a new software package.

1 Tim about the asking How report? to write

2 for Why we ask don't Pete opinion? his

3 have We could on a Friday meeting

4 opinions. their Let's the for team ask

5 about some putting online? videos What

6 don't another Why we intern? hire

7 the to about meeting 5pm? moving How

8 the again. try Let's engineer calling





27.2 MATCH THE WORKPLACE PROBLEMS TO THE SUGGESTIONS AND ADVICE

I've been at my desk all day.

1 Sally doesn't feel well.

2 I've lost my copy of the agenda.

3 I don't understand the new program.

4 There's no more coffee.

5 Karl's computer keeps crashing.

6 The photocopier's jammed.

7 My deadline is tomorrow.

8 The metro isn't running tomorrow.

She should go home and rest.

You should go on a training course.

You should go for a walk.

You should order some more.

You should ask the secretary for another.

You should call the engineer.

You should take the bus.

He should call IT.

You should ask for an extension.



27.3 FILL IN THE GAPS USING THE WORDS IN THE PANEL

Susan *misspelled* my name. It's Catherine with a "C."

1 Where have the reports gone? They've _____.

2 Pete _____ me. He thought I said 3 o'clock.

3 Cathy isn't coming in today. She's feeling _____.

4 You should be _____ crossing the road.

5 Doug is really _____. He gets angry so easily.

6 I'm _____ to come to the training because I have a meeting.

7 Don't forget to _____ the machine after you've used it.

8 I'm _____ with that program. I don't know it.

9 Jean is so _____. She's always making mistakes.

10 This morning is _____ for me. Can we meet later?

unable

impractical

careful

unfamiliar

misspelled

misunderstood

impatient

careless

disappeared

unwell

disconnect





27.4 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

What about arranging a meeting to discuss some **practical** / **impractical** solutions?



1 We should make sure no one **understood** / **misunderstood** the instructions.



2 How about organizing training for everyone who is **unfamiliar** / **familiar** with the program?



3 Let's make sure no one on the team **spells** / **misspells** the name wrongly again.



4 Why don't we ask Pete to help if Laura isn't **well** / **unwell** tomorrow?



5 I think we should **disconnect** / **connect** the machine since it's not working.



6 I don't think you should be so **patient** / **impatient** with the new recruits.



7 Let's send a memo to everyone who isn't **able** / **unable** to come to the meeting.



8 Let's explain to Tim that he should be more **careful** / **careless** with financial information.



9 Why don't we try to find a time that is **convenient** / **inconvenient** for everyone?



28 Giving a presentation

When you are preparing a presentation, make sure it is clear and easy to follow. There are certain phrases you can use to help guide the audience through the talk.

- ⚙️ **New language** Signposting language
- 🅰️ **Vocabulary** Presentation equipment
- 🧩 **New skill** Structuring a talk



28.1 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



The CEO of a clothing company is talking to her employees.

The presentation is about...

marketing. TV ads. websites.

1 The speaker wants to focus on...

retired men. young adults. children.

2 Young adults between 18 and 23 are buying...

sports wear. business wear. casual wear.

3 Young adults between 24 and 30 buy more...

jackets. suits. sneakers.

4 What percentage of Europeans wear sports wear?

50% 60% 65%

5 What percentage of Americans wear sports wear?

70% 80% 85%

6 The speaker is disappointed with growth in...

England. China. the US.

7 The speaker hopes that growth will occur in...

South Africa. India. New Zealand.



28.2 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

we'll Next, benefits. explore the

Next, we'll explore the benefits.

③ up, facing To we are issues. sum

① about Today going I'm talk profit. to

④ happy I'm to questions. answer

② anyone questions? Does have any

⑤ the Last, look let's future. at





28.3 MATCH THE BEGINNINGS OF THE SENTENCES TO THE CORRECT ENDINGS

Today, I want to talk

by showing you this graph.

1 I'd like to begin

questions or comments?

2 I'm happy to

about something really important.

3 Does anyone have any more

answer any questions.

4 Let's move

been an excellent quarter for the company.

5 After that, I would

on to the next topic.

6 To sum up, it's

like to talk about the merger.



Aa

28.4 FILL IN THE GAPS USING THE WORDS IN THE PANEL



Can you please look at the graph on your handout?



1 The screen is black. We can't see the graph.



2 If you use a projector, you can introduce graphs and visuals.



3 I'll write down the company's name on the flipchart.



4 There are programs to help you make professional-looking slides.



5 If you use a microphone, the people at the back will hear you.

projector

slides

handout

flipchart

microphone

screen





28.5 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

Feel free to ask / answer any questions at the end.

1 I'd want / like to start with our factory in Vietnam.

2 To sum up / in, we need to invest more in infrastructure.

3 I'll explore / travel the benefits of investing in web technology later.

4 Let's begin in / by looking at the sales figures.

5 In short / small, we need to develop new products.

6 Let's take a look / view at the second graph.

7 So we've completed / covered all the topics I wanted to discuss.

8 Turning to / on the previous quarter's profits.

9 Then I'm going to talk / discuss about the situation in China.

10 For / To start, let's look at this year's performance.

11 Moving on / up, let's look at our main competitors.

12 First, I'm going to look at / in last year's results.

13 I'm happy to ask / answer any questions at the end.

14 I'd like to end in / by thanking you all for your attention today.



29 Rules and requests

Use "can" and "have to" to talk about rules in the workplace, and verbs such as "could" to politely ask colleagues to help you solve problems.

 **New language** Modal verbs

 **Aa Vocabulary** Polite requests

 **New skill** Talking about rules and regulations

29.1 CROSS OUT THE INCORRECT WORDS IN EACH SENTENCE



There's a formal dress code here. You **can't / have to** wear shorts to work.



You **can't / don't have to** stay late tonight. It's very quiet.



Is your phone broken? You **can / have to** use mine if you like.



We **can't / have to** wear a jacket and tie when we meet clients.



You **can't / don't have to** park there. It's a space for disabled drivers.



29.2 MATCH THE BEGINNINGS OF THE STATEMENTS TO THE CORRECT ENDINGS

You have to turn off the lights.

There's tea and coffee in the kitchen.

1 You can't leave early tonight.

It saves energy.

2 You don't have to pay for lunch.

That's the fire alarm.

3 You can make yourself a hot drink.

There's a formal dress code.

4 We have to wear business clothes.

Staff eat for free in the cafeteria.

5 We have to leave the building now.

We have an important meeting at 5pm.





29.3 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Peter is having a difficult conversation with his manager.

Peter can take long lunch breaks.

True False Not given

③ Women can't wear dresses to work.

True False Not given

① Staff can take their lunch break at 12:00.

True False Not given

④ Men don't always have to wear a tie.

True False Not given

② Peter can wear jeans to work.

True False Not given

⑤ Staff don't have to clean up the meeting rooms.

True False Not given



29.4 REWRITE THE SENTENCES, CORRECTING THE ERRORS

I has to stay late tonight. There's so much to do!

I have to stay late tonight. There's so much to do!



① I can to listen to music at work if I use headphones.



② He's a pilot. He have to wear a uniform.



③ They doesn't has to go to the training session.



④ He can't taking more than an hour for his lunch break.



⑤ He doesn't have to leave early. It's too busy.



⑥ I have back up my files before I turn my computer off.





29.5 MATCH THE PICTURES TO THE CORRECT SENTENCES



Could you lend me your stapler, please?



① Could you mop the floor before you leave, please?



② Would you mind calling me back later?



③ Could you help me lift this box, please?



④ Would you mind turning the light off?



⑤ Could you wash these cups, please?



29.6 MARK THE REQUESTS THAT ARE CORRECT

Would you mind call a taxi?

Would you mind calling a taxi?

① Could you open the window?

Could you opening the window?

② Would you mind check this list?

Would you mind checking this list?

③ Could you forward me Jo's email?

Could you forwarding me Jo's email?

④ Could you mind print the report?

Would you mind printing the report?

⑤ Could you passing around the agenda?

Could you pass around the agenda?

⑥ Could you mind ordering more files?

Would you mind order more files?

⑦ Could you coming to today's meeting?

Could you come to today's meeting?



29.7 WRITE EACH SENTENCE IN ITS OTHER FORM

Could you make us tea and coffee?

Would you mind making us tea and coffee?

①

Could you check my report for me?

Would you mind turning your music down?

②

Would you mind closing the window?

③

Could you invite Alan to the meeting?

Would you mind inviting Alan to the meeting?



29.8 REWRITE THE REQUESTS, PUTTING THE WORDS IN THE CORRECT ORDER

you ordering more mind Would stationery? some

Would you mind ordering some more stationery?

1 figures? you these Could sales check

2 you now? deposit mind a Would paying

3 ask Ian me you back? to call Could

4 showing around? you clients mind our Would



29.9 SAY THE REQUESTS OUT LOUD, FILLING IN THE GAPS USING THE WORDS IN THE PANEL

Could you make tea and coffee for our clients, please?



1 Would you mind opening the door? It's really hot in here.



2 Would you mind asking John to email me this month's sales figures?



3 Could you take the minutes for this afternoon's meeting?



4 Could you remind me who is coming to tomorrow's presentation?



take

asking

make

remind

opening



30 Vocabulary

Aa

30.1 WORK IDIOMS WRITE THE PHRASES FROM THE PANEL UNDER THE CORRECT DEFINITIONS

To start something

to get the ball rolling



1 To think about something in an original way



3 Administration, paperwork, or rules and regulations



4 To relax or calm down



6 To gradually relax



7 The normal daily routine at a company



9 A situation with no negative outcome



10 To owe money



12 It is your turn to do or say something



13 To delay or avoid something



15 Wasting money



16 To be really busy



② To start work on something that needs doing



⑤ To be busy doing something else



⑧ To not be working



⑪ To work very long hours



⑯ Not acting or behaving as it should



⑰ To do a fair share of work



to work around the clock going haywire

to be out of order ~~to get the ball rolling~~

to think outside the box to take it easy

throwing money down the drain red tape

to pull your weight to be in the red

a win-win situation to be swamped

to wind down the ball is in your court

business as usual to get down to business

to be tied up with to put something off



31 Discussing issues

Many common workplace problems arise from an ongoing situation in the past. You can use the past continuous tense to discuss these problems.

New language Past continuous

Vocabulary Work idioms

New skill Describing workplace problems



31.1 MARK THE SENTENCES THAT ARE CORRECT

Chris weren't answering his phone.

Chris wasn't answering his phone.

① Tanya was feeling very tired.

Tanya were feeling very tired.

② I were finishing his report.

I was finishing his report.

③ Alison was talk to the CEO.

Alison was talking to the CEO.

④ Was Jamie taking minutes?

Were Jamie taking minutes?

⑤ Was you working late yesterday?

Were you working late yesterday?

⑥ I trying was to call you.

I was trying to call you.

⑦ Claire were playing very loud music.

Claire was playing very loud music.



31.2 FILL IN THE GAPS BY PUTTING THE VERBS IN THE PAST CONTINUOUS



My computer wasn't working (not work) this morning.



The train trip here was really bad. All the trains ran (run) late.



The cleaners complained (complain) that staff left their dirty cups in the sink.



Harriet didn't listen (not listen) to the presentation.



Tom's manager was annoyed because Tom didn't meet (not meet) his deadlines.



My email inbox got (get) full, so I had to delete some messages.





31.3 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Alina and Howard are talking about a difficult morning at work.

Alina finished her report this morning.

True False

① Howard's laptop wasn't working.

True False

② IT solved the problem with Howard's computer.

True False

③ Alina has the sales figures that she needs.

True False

④ Howard thinks the report needs a new approach.

True False

⑤ They don't have a computer that they can use.

True False



31.4 DESCRIBE THE PICTURES OUT LOUD, USING THE WORDS IN THE PANEL TO FILL IN THE GAPS



The printer wasn't
working yesterday.



Lucia
the minutes of the meeting.



Joshua a
talk about new markets.



They too
loudly on the phone.



Fiona to
Bilal's new ideas for products.



Helen
her lunch at her desk.

wasn't listening

was eating

were speaking

was giving

wasn't working

was taking





31.5 READ THE BLOG AND ANSWER THE QUESTIONS

The blog header 'Louise's Blog' is in a large, light blue font. Below it are navigation links: HOME | ENTRIES | ABOUT | CONTACT. To the left of the main text area is a small illustration of a keyboard, mouse, and a cup of coffee on a desk.

Having a bad day at work is something that happens to all of us. Delayed trains, co-workers who annoy you, printers that don't work; it all adds up to stress for the best of us.

Take last week, for example. I missed an important meeting with a new supplier. My boss was sick, so I had to go instead, but my train was running late. I also had a cold because my co-workers were always leaving the windows next to the fire doors and the elevators open.

To make matters worse, the people in my pod were talking really loudly and it was hard to concentrate. I knew it was Ben's last day and that they were having drinks and snacks to say goodbye, but I had lots of work to do.

Later that week, I had a long meeting with my boss. I tried to tell him that it didn't help that my assistant was copying me into lots of emails I didn't need to see. My boss said I needed to talk to my assistant and ask him to talk to me first if he was unsure of anything.

I felt better after my update meeting, but when I got back to my desk, my USB cable and headphones were missing. Someone was borrowing them without asking. This was always happening. I was fed up.

So what should you do when you have a week like mine? When everything is going haywire, talking to a co-worker for ten minutes can help. It's good to share problems, but don't turn it into a complaining session. Complaining is negative and uses up our energy. Having a quick walk outside should clear your head. Our bodies like to be in the open air and sunlight for half an hour a day, so go for a walk after lunch instead of reading those reports. Then you can tackle a full inbox with a positive perspective.

Why did Louise miss her meeting? She was sick It was canceled Her train was running late

① What were Louise's co-workers always opening? The windows The doors The elevators

② How were Louise's co-workers making it difficult for her to focus? Talking Eating Drinking

③ Who was sending Louise too many emails? Her boss Her assistant Her co-workers

④ What was missing from Louise's desk? Her laptop Her files Her USB cable

⑤ What should you do if you're stressed? Complain Talk to a co-worker Use up energy

⑥ What does Louise say a walk outside can help us do? Think clearly Get fit Enjoy nature

32 Apologies and explanations

English uses a variety of polite phrases to apologize for mistakes. Use the past continuous with the past simple to offer an explanation for a mistake.

New language Past continuous and past simple

Vocabulary Workplace mistakes

New skill Apologizing and giving explanations



32.1 MARK THE SENTENCES THAT ARE CORRECT



I like to apologize for keeping you waiting so long.

I would like to apologize for keeping you waiting so long.



① I am so sorry I was late for the meeting with our clients today.

I so sorry I was late for the meeting with our clients today.



② I would like to apologize for not finish the report yesterday.

I would like to apologize for not finishing the report yesterday.



③ I'm sorry really. I forgot to charge the office cell phone and it has no power.

I'm really sorry. I forgot to charge the office cell phone and it has no power.



④ I'm really apologize this line is so bad. I hope we don't get cut off.

I'm really sorry this line is so bad. I hope we don't get cut off.



⑤ I'm afraid that's not enough good. I want a full refund on my ticket.

I'm afraid that's not good enough. I want a full refund on my ticket.



Aa

32.2 MATCH THE APOLOGIES WITH THE CORRECT RESPONSES

I'm very sorry if the waiter was rude.

No problem. I'll help you finish it now.

① I'm so sorry. My presentation isn't ready.

That's not good enough. Please heat it up.

② I apologize if your food was cold.

That's all right. I could see he was very busy.

③ I'm really sorry, but I have to leave early.

Don't worry. I'll print off some more.

④ I'm very sorry the coffee machine's broken.

Never mind. We're not very busy today.

⑤ I'm really sorry. I left the reports at home.

No problem. I'll have tea instead.





32.3 LISTEN TO THE AUDIO, THEN NUMBER THE PICTURES IN THE ORDER THEY ARE DESCRIBED



32.4 SAY THE SENTENCES OUT LOUD, FILLING IN THE GAPS USING THE WORDS IN THE PANEL

I really must apologize for not calling you back earlier.

4

That's all right. I'll make you a copy right now.



1 I'm really afraid. I forgot to send the agenda for the meeting.

5

Please make sure it doesn't happen again.



2 I would like to apologize for the rudeness of the waitress.

6

Never mind. It's only a cup.



3 I'm sorry that's not good enough. You missed an important meeting.

7

I would like to apologize for the delay to your train this evening.



must

like

mind

apologize

sorry

afraid

make

right





32.5 CROSS OUT THE INCORRECT WORDS IN EACH SENTENCE

I ~~wrote~~ / was writing a report when my computer ~~crashed~~ / ~~was crashing~~.

- 1 Harry practiced / ~~was practicing~~ his presentation when I called / ~~was calling~~ him.
- 2 Sam's cell phone rang / ~~was ringing~~ when Tom described / ~~was describing~~ the sales for this quarter.
- 3 The elevator got / ~~was getting~~ stuck while they waited / ~~were waiting~~ for it.
- 4 Tina didn't listen / ~~wasn't listening~~ when the CEO said / ~~was saying~~ all staff would get a raise.
- 5 The fire alarm went / ~~was going~~ off when we had / ~~were having~~ our update meeting.
- 6 I worked / ~~was working~~ late when I heard / ~~was hearing~~ a strange noise.
- 7 I edited / ~~was editing~~ the report when the fire alarm went / ~~was going~~ off.



32.6 FILL IN THE GAPS BY PUTTING THE VERBS IN THE PAST CONTINUOUS OR PAST SIMPLE

I was driving (drive) to a meeting when someone crashed (crash) into me.

- 1 The photocopier (break) while I (copy) your sales report.
- 2 We (listen) to Janet's presentation when the power (go) off.
- 3 John (sign) the contract when the lawyer (call) him.
- 4 Anna (be) furious when she found out George (copy) her ideas.
- 5 Simon (edit) the report when his computer (crash).
- 6 We (wait) for the bus when two buses (arrive).



33 Tasks and targets

When you are dealing with deadlines and pressure at work, you can use the present perfect to let your co-workers know how your work is progressing.

New language Present perfect and past simple

Aa Vocabulary Workplace tasks

New skill Discussing achievements at work



33.1 FILL IN THE GAPS BY PUTTING THE VERBS IN THE PRESENT PERFECT



I have written (write) the report you wanted.



I called (call) eight customers this morning.



Gareth made (make) coffee for the visitors.



Piotr cut (cut) the hair of many famous people.



I haven't finished (not finish) checking my emails.



Carl hasn't emailed (not email) me the sales data.



33.2 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE

I've **just** / **yet** sent him the files.

5 George has **just** / **yet** called me.

1 She hasn't sent the invoice **just** / **yet**.

6 The painters haven't finished **yet** / **just**.

2 We have **yet** / **just** heard the CEO is leaving.

7 Have you had a meeting with Ann **yet** / **just**?

3 I haven't met the new director **yet** / **just**.

8 The trainer has **just** / **yet** arrived.

4 Has Tom finished fixing my laptop **just** / **yet**?

9 Have you **just** / **yet** finished the report?





33.3 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

just preparing have my I presentation. finished

I have just finished preparing my presentation.

① the haven't stationery yet. I ordered

② the They packaging. just new introduced have

③ answered you emails yet? those Have

④ our minutes has written from Derinda the meeting just



33.4 READ LAILA'S TO DO LIST AND ANSWER THE QUESTIONS

Laila has emailed the CEO.

True False Not given

① Laila has organized the team meeting.

True False Not given

② Laila has photocopied the expenses claims.

True False Not given

③ Laila hasn't updated the database.

True False Not given

④ Accounts has found the missing invoice.

True False Not given

To do list

- ~~Organize team meeting~~
- ~~Write FAQs for new staff~~
- Photocopy boss's expenses claims
- Update the database
- ~~Call Accounts about missing invoice~~
- Get bus timetables for visitors



33.5 REWRITE THE SENTENCES, CORRECTING THE ERRORS

Tim **has given** a great presentation yesterday afternoon.

Tim gave a great presentation yesterday afternoon.



1 Daniel **has sent** your package last Friday.



2 Jenny **has shown** me the new designs yesterday.



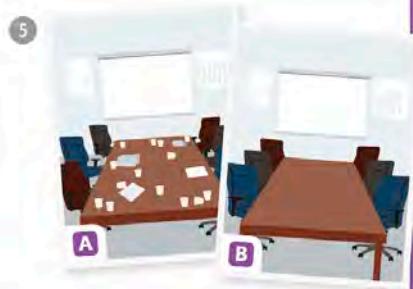
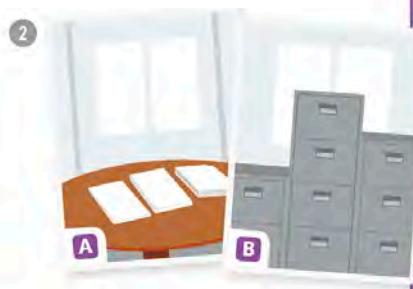
3 Babu and Zack **hasn't finished** their research yet.



4 Kate **has spoken** to the HR manager last week.



33.6 LISTEN TO THE AUDIO AND MARK WHICH THINGS ACTUALLY HAPPENED





33.7 MARK THE SENTENCES THAT ARE CORRECT

I've finished the reports last week.

I finished the reports last week.

1 I has done all the invoices for June.

I have done all the invoices for June.

2 He met the Chinese partners last month.

He has met the Chinese partners last month.

3 He hasn't sent the salaries to payroll yet.

He hasn't sended the salaries to payroll yet.

4 They not started the audit yet.

They have not started the audit yet.

5 He has left this morning.

He left this morning.

6 I have yet heard about your promotion.

I have just heard about your promotion.

7 She have sold the most products.

She has sold the most products.

8 Have you designed that box yet?

You have designed that box yet?

9 They have given him a verbal warning.

They have gived him a verbal warning.

10 Mark hasn't scanned it just.

Mark hasn't scanned it yet.

11 I have spokead to your team.

I have spoken to your team.



33.8 RESPOND OUT LOUD TO THE AUDIO, FILLING IN THE GAPS USING THE WORDS IN THE PANEL

Have you finished the reports?

No, I haven't finished them yet.



Where are the contracts?

 filed them all in the cabinet.



1 Have you scanned the photos?

Yes, I've scanned them.



Why are there no newspapers?

We've the delivery.



2 Has Philip audited the books?

No, he done them yet.



I've just stopped
hasn't yet



34 Dealing with complaints

If a customer complains about a problem, one way to offer a solution, and to make predictions or promises, is to use the future with "will."

New language The future with "will"

Vocabulary Complaints and apologies

New skill Dealing with complaints



34.1 MARK THE SENTENCES THAT ARE CORRECT

The company wills offer you a discount.

The company will offer you a discount.

1 We will replace your tablet free of charge.

We will to replace your tablet free of charge.

2 The chef will cooks you another pizza.

The chef will cook you another pizza.

3 I'll talk to the boss about it.

I'll talking to the boss about it.

4 The manager be will with you soon.

The manager will be with you soon.

5 I contact our courier immediately.

I'll contact our courier immediately.

6 We will give you a full refund.

We will to give you a full refund.

7 I promise that your order arrive today.

I promise that your order will arrive today.

8 I'm afraid we won't finish the project on time.

I'm afraid we willn't finish the project on time.

9 I'm sorry, but we don't will cancel your order.

I'm sorry, but we won't cancel your order.



34.2 MATCH THE COMPLAINTS TO THE CORRECT RESPONSES

My bus was three hours late.

1 My luggage didn't arrive.

2 This food is cold.

3 You have charged me twice.

4 I've been waiting for a taxi for 40 minutes.

5 There is no hot water in our bathroom.

We'll move you to another room.

I will call the driver immediately.

We'll refund you the price of your ticket.

We'll send it to your hotel when it gets here.

I'll ask the chef to cook it properly.

I'll refund the money to your credit card.





34.3 READ THE LETTER AND ANSWER THE QUESTIONS

Dear Mr. Vance,

Thank you for your letter of March 3. I am sorry to hear you were not happy with the service provided by our hotel during your two-day business trip to Rome last month. First of all, I sincerely apologize that there was no receptionist when you arrived at midnight. We will ask our receptionists to work late when travelers are delayed so that there is always someone to welcome our guests in the future. I am also sorry to hear that the bathroom in your hotel suite had not been cleaned. I agree that this was unacceptable, and I will speak to the cleaning services manager. Regarding breakfast, I am sorry that there was no bread and that you had to ask for hot coffee. I will speak to the catering staff to ensure this does not happen again. With reference to the hotel's policy on guaranteeing residents a good night's sleep, I am so sorry to hear that you were kept awake by guests in the adjoining room. Given all the above, I would like to offer a full refund of what you paid for your two-night hotel stay.

I hope this is satisfactory.

Yours sincerely,

Mr. J Silvano

Why did Mr. Vance write to the hotel?

To complain about the food in Rome

To thank them for a pleasant stay

To complain about his stay there

④ How will this complaint be addressed?

Mr. Silvano will clean the bathrooms

Mr. Silvano will apologize to the cleaner.

He will speak to the cleaners' manager

① What was the problem when Mr. Vance checked in?

The security guard arrived after midnight

The security guard was rude

There was no receptionist

⑤ What was wrong with the breakfast?

There wasn't any hot coffee

There wasn't any juice

There wasn't any cereal

② What will the hotel do in the future?

They will ask receptionists to work late

Receptionists will go to the airport

Receptionists will not work late

⑥ What was the problem that evening?

Mr. Vance had to work late

Mr. Vance went to a party

Mr. Vance was kept awake

③ What was wrong with Mr. Vance's hotel suite?

It was noisy at night

The light didn't work

The bathroom was dirty

⑦ What does Mr. Silvano offer Mr. Vance?

A discount off his next stay

A full refund

A refund for one night's stay in the hotel



34.4 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

in arrive minutes? next Will the ten train the

Will the train arrive in the next ten minutes?

1 next you stay. a hotel discount offer We'll your off

2 to refunded the card? money Will credit be my

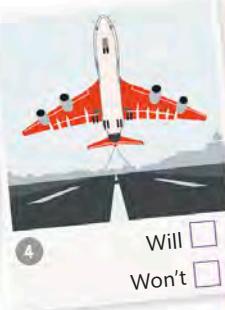
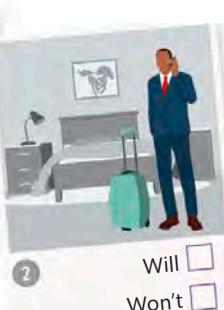
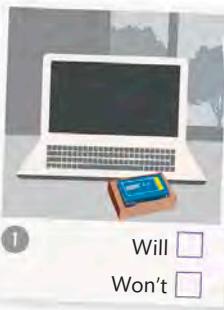
3 your chase The order you. will up for company

4 with will very The you manager soon. be store

5 the washing Will machine? broken on part my replace you



34.5 LISTEN TO THE AUDIO AND MARK WHETHER EACH SCENARIO WILL OR WON'T HAPPEN TODAY





34.6 RESPOND OUT LOUD TO THE AUDIO, FILLING IN THE GAPS USING THE PHRASES IN THE PANEL

My train was an hour late.

I do apologize. We 'll refund the fare to your credit card.



- 1 The concert was canceled when we got to the venue last night.

I'm very sorry about that. _____ you a refund.



- 2 My pasta is cold.

I really must apologize. I _____ it back to the kitchen.



- 3 Where is the sales assistant? I want to try these shoes on.

She _____ with you in a minute.



- 4 The receptionist was rude.

I _____ to her about this.



- 5 Your assistant didn't finish that report I asked him to prepare.

It _____ again.



- 6 There aren't any vegetarian options on this menu.

I _____ the chef to make you something vegetarian.



won't happen

'll take

'll refund

'll ask

We'll offer

'll be

'll talk



35 Vocabulary

Aa

35.1 TRANSPORTATION WRITE THE WORDS FROM THE PANEL UNDER THE CORRECT PICTURES



metro



1



2



3



4



5



6



7



8



9



10



11

car

taxi

bus stop

train station

bus

helicopter

tram

taxi stand (US) / taxi rank (UK)

airport

metro

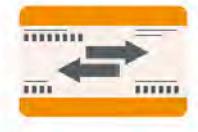
bicycle

plane



Aa

35.2 TRAVEL WRITE THE WORDS FROM THE PANEL UNDER THE CORRECT PICTURES



passport aisle seat terminal passport control board a plane check-in one-way ticket
 international flight round-trip ticket (US)/ return ticket (UK) window seat late boarding pass
 on time domestic flight delay luggage connecting flight seat reservation security hotel



36 Making travel arrangements

When you have travel plans or want to discuss the arrangements for a trip, it is useful to be able to talk about the possible results of actions and choices.

✿ New language Zero and first conditional

Aa Vocabulary Travel

✿ New skill Talking about actions and results



36.1 FILL IN THE GAPS BY PUTTING THE VERBS IN THE CORRECT TENSES TO MAKE SENTENCES IN THE FIRST CONDITIONAL

If you book (**book**) in advance, you will get (**get**) a discount.

① If we not hurry (**not hurry**), we miss (**miss**) the flight.

② If we meet (**meet**) in Berlin, it save (**save**) us some time.

③ We take (**take**) on a new intern if we win (**win**) the contract.

④ If the train be (**be**) late, we miss (**miss**) the meeting.

⑤ If the bank be (**be**) closed, we not have (**not have**) any money.

⑥ We pay (**pay**) for your flight if you fly (**fly**) to Denver.

⑦ If you work (**work**) hard, you pass (**pass**) the exam.

⑧ The firm pay (**pay**) expenses if you be (**be**) delayed.

⑨ If I go (**go**) to Rome, I visit (**visit**) the Colosseum.

⑩ If I lose (**lose**) my job, I don't know what I do.



36.2 MATCH THE BEGINNINGS OF THE SENTENCES TO THE CORRECT ENDINGS

We will win the contract

① If we don't hurry up,

② We will get a discount

③ Will you pay expenses

④ What will Samantha do if

⑤ If we lose the contract,

⑥ Will you visit the factory

we'll miss our connecting flight.

if we book early.

if we negotiate effectively.

we will have to lay Sean off.

if you go to China?

if we attend the conference?

she loses her job next month?



36.3 MARK THE SENTENCES THAT ARE CORRECT

If the flight is delayed, we will definitely miss the meeting.

If the flight will be delayed, we definitely miss the meeting.

① Will you have a celebration if you get the job?

Do you have a celebration if you get the job?



② If you'll buy the ticket online, it will be cheaper.

If you buy the ticket online, it will be cheaper.



③ If we visit Paris, we probably go sightseeing.

If we visit Paris, we will probably go sightseeing.



④ What will we do if we don't win the contract?

What do we do if we won't win the contract?



⑤ If we'll take on a new intern, where do they sit?

If we take on a new intern, where will they sit?



⑥ How will you travel to Berlin if the flight is canceled?

How do you travel to Berlin if the flight will be canceled?





36.4 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Clara is speaking to Jane on the phone in order to sort out the details of an upcoming trip.

Clara has already booked the flights.

True False Not given

① If they book the flights online, they will be cheaper.

True False Not given

② They both agree to take a taxi.

True False Not given

③ The Hotel Ritz is more expensive.

True False Not given

④ The Hotel Grande is closer to the convention hall.

True False Not given

⑤ The Hotel Ritz includes breakfast.

True False Not given

⑥ The company will pay for all meals.

True False Not given



36.5 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

pay travel to class, you more. If you first have

If you travel first class, you have to pay more.

1 If to nice work. walk it's a day, I

2 water, If heat it boils. you

3 for late boss isn't work, you're If unhappy? your

4 that press If machine button, the you stops.





36.6 CROSS OUT THE INCORRECT WORDS IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

If you **press** / **will press** the red button here, the machine stops immediately.

b

1 Will you visit Red Square if you **go** / **will go** to Moscow?

b

2 People use public transportation if it **is** / **be** cheap.

b

3 What will we do if we **lose** / **will lose** the contract?

b

4 The ticket **will be** / **is** more expensive if we buy it later.

b

5 If you **pay** / **will pay** staff more, they work harder.

b

6 **Will** / **Do** you pick me up from the station if I give you my details?

b

7 We'll miss the train if we **won't** / **don't** hurry.

b

8 If it **rains** / **will rain**, the event is always moved indoors.

b

9 Sharon **won't** / **doesn't** go on vacation if she loses her job.

b

10 **Does** / **Will** Doug resign if the company loses the deal?

b

37 Asking for directions

When traveling to conferences and meetings, you may need to ask for directions. Knowing how to be polite but clear is essential.

 **New language** Imperatives, prepositions of place

 **Aa Vocabulary** Directions

 **New skill** Asking for and giving directions



37.1 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE



Go past the café and **turning** / **turn** left.



You should **take** / **make** the second left.



Do you know the **where** / **way** to the station?



The library is straight ahead on **the** / **a** right.



The bank is **in** / **on** the corner.



Our house is just ahead **on** / **in** the left.



Do you know how to **go** / **get** to the hotel?



Sorry, did you **tell** / **say** it is near the school?



The museum is **on** / **in** front of the park.



Turn right **on** / **at** the sign.



37.2 MARK THE SENTENCES THAT ARE CORRECT

The office is 30 yards ahead on the right.

The office is 30 yards ahead by the right.

① The entrance is in front of the factory.

The entrance is on front of the factory.

② Turn right in the sign.

Turn right at the sign.

③ The bank is opposite the school.

The bank is between the school.

④ Take the first road in the left.

Take the first road on the left.

⑤ Go past the movie theater.

Go after the movie theater.

⑥ The bank is on the corner.

The bank is at the corner.

⑦ The station is next in the police station.

The station is next to the police station.





37.3 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

conference the of The city is in hall. front center

The conference center is in front of the city hall.

1 do to Excuse you the know way the hotel? me,

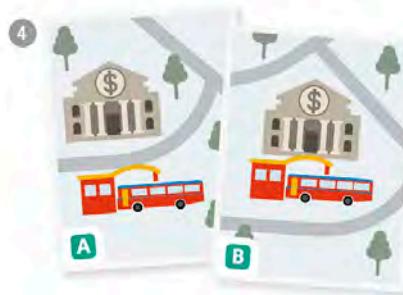
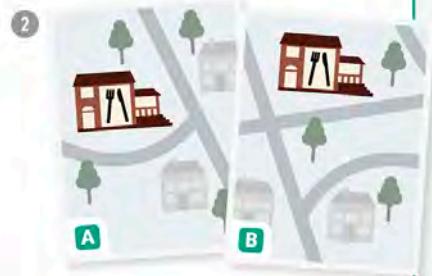
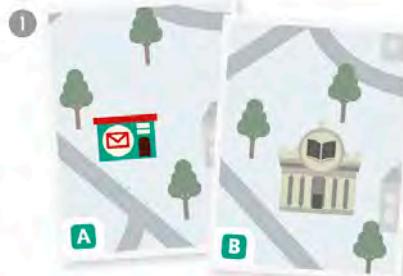
2 it's the and train station. straight Go opposite on

3 next post Sorry, you the say it's office? did to

4 the yards corner. The on 40 ahead bank is



37.4 LISTEN TO THE AUDIO AND MARK THE DIRECTIONS GIVEN





37.5 LOOK AT THE MAP THEN ANSWER THE QUESTIONS,
SPEAKING OUT LOUD



Do you know the way to the town hall?

Yes, turn right after the bank.

1 How do I get to the café?

3 Do you know where I can find a bank?

2 Could you tell me the way to the train station?

4 Do you know where the factory is?

38 Describing your stay

You can describe events using either active or passive sentences. The focus in a passive sentence is on the action itself rather than the thing that caused it.

 **New language** The passive voice

 **Aa Vocabulary** Hotels and accommodation

 **New skill** Using the passive voice



38.1 REWRITE THE PASSIVE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

and between Breakfast 9am. served be will 6:30am

Breakfast will be served between 6:30am and 9am.

① opened in hotel 1932. The was

② new by was factory president. the opened The

③ was our company 2013. in employed by Simon

④ of be released next new month. Our will products range

⑤ head moved four office Shanghai about ago. was Our to years

⑥ introduced new management was to the team. Peter

⑦ during break. the served and tea will be Coffee

⑧ The to will the be new team package. software shown how use





38.2 REWRITE THE ACTIVE SENTENCES AS PASSIVE SENTENCES

Someone moved the photocopier last night.

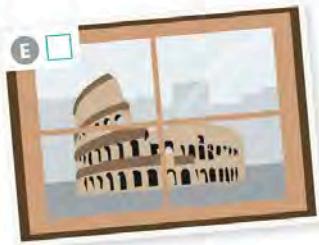
= *The photocopier was moved last night.*

- 1 Someone met the CEO at the airport.
- 2 Danny has redecorated the meeting room.
- 3 My assistant booked a double room yesterday.
- 4 Julia taught the team some Mandarin.
- 5 Someone left the files on the train again.
- 6 John booked the rooms on Monday.
- 7 The hotel serves breakfast at 7:30am.
- 8 Someone has organized the office.

= _____
= _____
= _____
= _____
= _____
= _____
= _____
= _____



38.3 LISTEN TO THE AUDIO, THEN NUMBER THE PICTURES IN THE ORDER THEY ARE DESCRIBED





38.4 READ THE REVIEWS AND ANSWER THE QUESTIONS

The reviewer thinks Hotel Destiny is expensive.

True False Not given

- 1 The reviewer took a taxi to Hotel Destiny.

True False Not given

- 2 There are conference facilities at Hotel Destiny.

True False Not given

- 3 The television at Hotel Belvedere did not work.

True False Not given

- 4 The receptionist was helpful at Hotel Belvedere.

True False Not given

Hotels etc

Hotel Destiny



This hotel is comfortable and affordable. It's perfect if you're staying in Shanghai for work or a short break. My colleague and I were picked up by the hotel minibus from the airport. After checking in, we looked around the hotel: there is a small restaurant, a gym in the basement, and a karaoke bar. Great fun!

Hotel Belvedere



We had been told that this is one of the best hotels in the area, but what we found proved shocking. The TV didn't turn on, and the bed fell apart on the second night. When I went downstairs to complain, I was ignored by the receptionist, and finally my wife and I were forced to check out three days early.



38.5 RESPOND OUT LOUD TO THE AUDIO, FILLING IN THE GAPS USING THE PHRASES IN THE PANEL

How was your flight?

The flight was delayed by eight hours.

- 1 How did you get to the hotel?

We were picked up at the airport by the driver.

- 2 How was the breakfast?

Great. It was served at 7am each morning.

- 3 Was there a TV in the room?

Yes. But unfortunately it was broken.

was broken

were picked up

was delayed

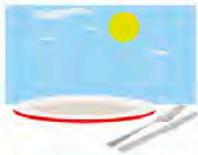
was served



39 Vocabulary

Aa

39.1 EATING OUT WRITE THE WORDS FROM THE PANEL UNDER THE CORRECT PICTURES



menu

vegan

vegetarian

boil

waitress

~~restaurant~~

roast

fry

lunch

café

food allergy / intolerance

tip

waiter

receipt

bar

chef

dessert

breakfast

make a reservation / booking

dinner



Aa

**39.2 FOOD AND DRINK WRITE THE WORDS FROM THE PANEL
UNDER THE CORRECT PICTURES**



1 _____



2 _____



3 _____



4 _____



5 _____



6 _____



7 _____



8 _____



9 _____



10 _____



11 _____



12 _____



13 _____



14 _____



15 _____



16 _____



17 _____



18 _____



19 _____

fruit

napkin

fork

tea

bread

soup

coffee

pasta

seafood

vegetables

salad

fish

milk

cake

meat

water

sandwich

knife

butter

potatoes



40 Conferences and visitors

Whether you are welcoming visitors, or visiting somewhere on business yourself, it is important to know how to interact politely in English.

⚙️ **New language** "A," "some," "any"

Aa **Vocabulary** Hospitality

🧩 **New skill** Welcoming visitors



40.1 MARK THE SENTENCES THAT ARE CORRECT

Welcome to China, Mr. Arnold.

Welcome in China, Mr. Arnold.

- ① Did you have any trouble getting here?
- Did you have any trouble arriving here?

- ② Can I serve you anything?
- Can I get you anything?

- ③ It's great to meet you on person.
- It's great to meet you in person.

- ④ Have you been to Toronto before?
- Have you been in Toronto before?

- ⑤ Did you have a good flight?
- Had you a good flight?

- ⑥ Would you like something to drink?
- Would you want something to drink?

- ⑦ I've been looking forward to meet you.
- I've been looking forward to meeting you.

- ⑧ We've heard so much about you.
- We're hearing so much about you.

- ⑨ I'll let Mr. Song know that you arrived.
- I'll inform Mr. Song know you arrived.

- ⑩ Is this your first visit in India?
- Is this your first visit to India?



40.2 REWRITE THE SENTENCES, CORRECTING THE ERRORS

I'm eating a pasta for lunch today.

I'm eating some pasta for lunch today.



- ① Is there some information about flights?



- ② I need to buy any food.



- ③ Are there some good hotels nearby?



- ④ Can I get you some cup of coffee?



- ⑤ Are there some interesting talks today?



- ⑥ Do you have some luggage?



- ⑦ There is some presentation later.



- ⑧ Do you have some tea?



- ⑨ Please take some seat at the front.





40.3 MATCH THE BEGINNINGS OF THE SENTENCES TO THE CORRECT ENDINGS

- 1 I didn't bring
- 2 Would you like some
- 3 Do you have any
- 4 Have you been
- 5 Can I get you
- 6 It's great to
- 7 There isn't



- information about the flight?
- a glass of water?
- any luggage with me.
- water, Mrs. Smith?
- any coffee left, I'm afraid.
- to Los Angeles before?
- meet you in person.



40.4 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

- 1 There is a / **some** workshop at noon in the main hall.

- 2 Are you going to **some** / any talks later?

- 3 James is giving any / a presentation later today.

- 4 There isn't any / **some** coffee or tea, I'm sorry.

- 5 Are any / **an** of your colleagues staying here?

- 6 Would you like **some** / a cup of tea, Jen?

- 7 They don't have a / **any** workshops this afternoon.

- 8 Have any / **some** of the attendees arrived yet?

- 9 Is there **any** / an information about the conference?

- 10 There's any / **some** food and drink in the main hall.






40.5 READ THE LEAFLET AND ANSWER THE QUESTIONS

iTech99 Where the future is discussed today...

Welcome to our 15th annual iTech99 conference!

Guests should report to reception at the Lions Hotel, where they can collect their name badges and conference pack. The opening plenary will be in the main hall from 3pm to 5pm, during which our keynote speaker, Doctor Arnold Smith, CEO of AstroPlus, will discuss how to develop an effective app. In the evening, there will be a reception at the Westerton Hotel. A choice of snacks and drinks will be served.

On Tuesday, AstroPlus will launch their new phone, the GH34. This will be an excellent chance for networking, during which delegates can meet some of the big stars from the world of technology.

Wednesday will see a question-and-answer session, during which attendees will have the chance to ask the some of the CEOs from the tech giants questions.

Finally on Friday, there will be talks about new developments in marketing and changes in the Asian market.

Guests should collect their conference packs from...

their hotel. reception. the main hall.

- 1 The opening plenary will take place in...
 the main hall. the Westerton Hotel. the reception area.
- 2 The keynote speaker will discuss...
 his company's future. developing an app. building an IT team.
- 3 At the reception there will be...
 live music. a choice of food and drink. team-building exercises.
- 4 On Tuesday, there will be...
 a product launch. a question-and-answer session. a final plenary.
- 5 During the question-and-answer session, attendees will meet...
 consumer focus groups. leading CEOs. journalists.
- 6 The talks on Friday will discuss...
 the Asian market. networking. the European market.

41 Dining and hospitality

It is important to learn local customs for dining and entertaining. At business lunches and conferences, follow these customs and use polite language.

✿ **New language** "Much / many," "too / enough"

Aa Vocabulary Restaurants

✿ **New skill** Offering and accepting hospitality



41.1 MARK THE BEST REPLY TO EACH QUESTION

1 Could I make a reservation for tomorrow evening?



Sure. How many people is it for?

The fish is excellent. I'd recommend it.

2 Do you have any free tables?



Are you ready to order?

I'm afraid we're fully booked this evening.

3 Would you like to sit here, near the window?



Can we sit outside on the terrace?

Are there any good vegetarian dishes?

4 Can I get you anything to drink?



Could I have a cup of coffee, please?

I'd like some soup, please.

5 Are you ready to order?



Can we just have five more minutes, please?

Can I pay by credit card?

6 Do you have any food allergies?



Yes, I called to reserve earlier.

Yes, I'm allergic to shellfish.

7 How is your meal?



A table on the terrace would be good.

Absolutely delicious, thank you.

8 Would you like anything from the dessert menu?



Yes, please. Some chocolate ice cream for me.

I'd like the roast chicken, please.

9 Is the gateau suitable for vegans?



Yes, I'm allergic to peanuts.

No, I'm afraid it contains cream.

10 Could I have the bill please?



Sure, would you like that with potatoes?

Sure, are you paying by cash or by card?





41.2 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

a I'm wait. 15-minute there's afraid

I'm afraid there's a 15-minute wait.

1 you to Are order? ready

2 reserve for like to please. I'd table two, a

3 reserved madam? Have you table, a

4 people many there in party? How are your

5 at please? dessert I a the have menu, Could look

6 the you would What for like entree?

7 or you Do any allergies intolerances? have

8 many are How there today? options vegetarian

9 the we bill, have please? Could

10 you to cash like card? or by Would pay





41.3 MARK THE SENTENCES THAT ARE CORRECT

How much does the steak cost?

- ① How many chairs will you need?
How many chair will you need?
- ② I ordered too many dishes.
I ordered enough dishes.
- ③ There's enough space here. It's tiny.
There's not enough space here. It's tiny.
- ④ How many plates will you need?
How much plates will you need?
- ⑤ There are too many chairs.
There are too much chairs.
- ⑥ There's not many cake for everyone.
There's not enough cake for everyone.
- ⑦ The lobster costs too much.
The lobster costs not enough.
- ⑧ We haven't ordered enough dishes.
We haven't ordered too many dishes.
- ⑨ How much guests are you expecting?
How many guests are you expecting?
- ⑩ I don't have many cash for a tip.
I don't have enough cash for a tip.
- ⑪ I've eaten too much food this evening!
I've eaten too many food this evening!
- ⑫ There's enough tea for everyone.
There's much tea for everyone.



41.4 SAY THE SENTENCES OUT LOUD, FILLING IN THE GAPS

USING THE WORDS IN THE PANEL

Tell me how much

rice you'd like.

How people
are coming tonight?

Is there space
at the table for everyone?

How does
the meal usually cost?

I've eaten too
cake.

There's much
salt in my soup.

There are not
chairs for all of us!

 many glasses
will we need this evening?

How
enough much many enough



42 Informal phone calls

In most workplaces, you can use polite but informal language to call your co-workers. English often uses two- or three-part verbs in informal telephone language.

⚙️ **New language** Telephone language

🔤 **Vocabulary** Phone numbers and etiquette

🧩 **New skill** Calling your co-workers



42.1 FILL IN THE GAPS USING THE WORDS IN THE PANEL

Hello, Colin _____ speaking.

- 1 I'd _____ go now.
- 2 Can I _____ who's calling?
- 3 No, that's _____, thanks.
- 4 OK. _____ to you soon.
- 5 Is there _____ else I can do?
- 6 Hello, Sales _____.

anything department Talk
ask speaking better all



42.2 LISTEN TO THE AUDIO, THEN NUMBER THE SENTENCES IN THE ORDER YOU HEAR THEM



42.2 LISTEN TO THE AUDIO, THEN NUMBER THE SENTENCES IN THE ORDER YOU HEAR THEM



The office photocopier is broken. Justine calls Aziz to ask for help.

- A Is there anything else I can help you with?
- B How can I help you, Justine?
- C Aziz speaking. Is that Jane?
- D Hello. Can I speak to Aziz, please?
- E I'm calling about the photocopier.



42.3 MATCH THE SENTENCES WITH THE CORRECT RESPONSES

Is there anything else I can help you with?

- 1 Hi, can I speak to Esme, please?
- 2 Can I ask who's calling?
- 3 I'd better be going.
- 4 Hello, Andrew speaking.

- Hi, Andrew. It's José from Design.
- OK. Speak to you soon.
- No, that's all, thanks. Goodbye.
- Esme speaking. How can I help?
- Of course. It's Sergio Walker.





42.4 LISTEN TO THE AUDIO AND WRITE DOWN THE TELEPHONE NUMBERS THAT YOU HEAR

0 7 3 5 8 1 3 5 2 8 8

④

①

⑤

②

⑥

③

⑦



42.5 LOOK AT THE BUSINESS CARDS, THEN RESPOND TO THE AUDIO, SPEAKING OUT LOUD

What is Ben's office number?

Ben's office number is 01928 335570.

① What's Liz's extension?

② What's Saira's office number?

③ What's the Helpdesk number at KTV News?

④ What's Lucy's cell phone number?



Bettina's
fashions

ACCOUNTS DIRECTOR: Ben Tibbs
Tel.: 01928 335570 · Ext.: 5570
Cell phone: 07327 559801

DIRECTOR'S PA: Liz Banks
Tel: 01928 333864 · Ext.: 3864

ACCOUNTANT: Saira Dhabhi
Tel.: 01928 335178 · Ext.: 5178
Cell phone: 07932 358916



IT 24/7 HELPDESK:
Tel.: (616) 888-3746

DIGITAL DIRECTOR: Lucy Kehoe
Tel: (616) 885-5392 · Ext.: 8539
Cell phone: (616) 913-6205

PROGRAMMER: Sami Patel
Cell phone: (616) 561-0324





42.6 FILL IN THE GAPS USING THE PHRASES IN THE PANEL



I've got a meeting in five minutes, so I have to **hang up** now.



① I don't know why Hal's not the phone.



② I'll to customer services now.



③ Can you , please? I can't hear you.



④ Sorry, I'm busy now. I'll to you later.



⑤ I'm sorry I . This line is very bad.



⑥ You're . Can I call you back?

cut you off

hang up

speak up

get back

picking up

put you through

breaking up



42.7 CROSS OUT THE INCORRECT WORDS IN EACH SENTENCE

Don't hang ~~on~~ / ~~down~~ / ~~up~~. I need to talk to you about the China sales.

- ① Could you possibly speak ~~on~~ / ~~off~~ / ~~up~~, please? The line is very faint.
- ② I'll call ~~they~~ / ~~you~~ / ~~us~~ back in ten minutes. Is that OK? I have to finish writing an email.
- ③ If I get cut ~~of~~ / ~~on~~ / ~~off~~, call me back on the office phone. I'm back at my desk now.
- ④ Can I get back ~~to~~ / ~~with~~ / ~~from~~ you about the design later today? We're still working on it.
- ⑤ I've called Fatima three times, but she didn't pick ~~on~~ / ~~up~~ / ~~over~~. Is she at work today?
- ⑥ Marc kept breaking ~~for~~ / ~~up~~ / ~~down~~ when I called him. The signal here is awful!
- ⑦ Katie is back at her desk now. I'll just put you ~~through~~ / ~~over~~ / ~~up~~ to her.
- ⑧ Mateo got back ~~for~~ / ~~to~~ / ~~of~~ me about the new manual. He has a few comments on it.



42.8 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

hang rude can on You customer. up a

You can hang up on a rude customer.

1 you please? speak Can up,

2 get hope off cut I again. don't I

3 me Let Finance. through put to you

4 you I pick up didn't called. Sorry when

5 back him you afternoon? to get this Can

6 the breaking keeps Sorry, up. line

7 five I'll you minutes. call back in

8 yesterday. He back to didn't get me

9 up Don't Dan pick the calls. phone if



43 Formal phone calls

When you talk to clients or receptionists, you may need to use formal language on the phone. You may also need to take or leave a phone message.

⚙ New language Adjective order

Aa Vocabulary Formal telephone language

👾 New skill Leaving phone messages



43.1 MARK THE BEST REPLY TO EACH STATEMENT

It's Liu Xing from Turners.



Thank you. I'll put you through.

What do you want, Mr. Xing?

① Could I speak to Dev Malik, please?



Could you ask her to call back?

Yes, of course. May I ask who's calling?

② IT, how can I help you?



I'm calling because my laptop is broken.

May I help you later, please?

③ Would you like to leave a message for Ms. Kemp?



I'll just put you through.

Yes. Can you ask her to call me back?

④ I'm afraid the director is in the US office at the moment.



Could you ask her to call me back today?

I need to speak to her now.



43.2 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

Would you like / likes to leave a message?



① It's / I was Sunita Devinder from GBT.



② I wonder if you helped / could help me.



③ I'm afraid Mr. Cox is / isn't at his desk.



④ Thank you for calling / called Top Sounds.



⑤ Will / Could I speak to Rod Dean, please?



⑥ Could you ask / asked him to call me back?



⑦ Do / May I ask who's calling, please?





43.3 MARK THE SENTENCES THAT ARE CORRECT

- | | | |
|--------------------------------------|-------------------------------------|---|
| I'm afraid my manager isn't here. | <input checked="" type="checkbox"/> | ⑤ Could you ask him to call me back, please? <input type="checkbox"/> |
| I'm apologize my manager isn't here. | <input type="checkbox"/> | Could you ask him call me back, please? <input type="checkbox"/> |
| ① How can I helps you? | <input type="checkbox"/> | ⑥ How can I help you? IT department. <input type="checkbox"/> |
| How can I help you? | <input type="checkbox"/> | IT department. How can I help you? <input type="checkbox"/> |
| ② May I ask who's calling? | <input type="checkbox"/> | ⑦ I'll put you over to HR now. <input type="checkbox"/> |
| May I ask who calls? | <input type="checkbox"/> | I'll put you through to HR now. <input type="checkbox"/> |
| ③ I'll yet put you through. | <input type="checkbox"/> | ⑧ I'm afraid he's not on his desk. <input type="checkbox"/> |
| I'll just put you through. | <input type="checkbox"/> | I'm afraid he's not at his desk. <input type="checkbox"/> |
| ④ Will you like to leave a message? | <input type="checkbox"/> | ⑨ Thank you for calling Quadfax. <input type="checkbox"/> |
| Would you like to leave a message? | <input type="checkbox"/> | Thank you to call Quadfax. <input type="checkbox"/> |



43.4 FILL IN THE GAPS USING THE PHRASES IN THE PANEL

- Yes, of course. May I ask who's calling?
- ① Savino's. How can I help you?
 - ② Thank you for calling Ready Solutions.
 - ③ Hello. May I ask you can help me.
 - ④ I'm calling about an order I placed last month.
 - ⑤ Would you like to Becky Bradley, please?
 - ⑥ I'm afraid the Accounts Manager is away at the moment.
 - ⑦ Yes, please. Could I order 20 desks?
 - ⑧ I wonder if to leave a message?
 - ⑨ Thank you. I'll just put you through.

I'll just put
Could I speak
can I help
~~May I ask~~
Would you like
about an order
Could I order
at the moment
for calling
I wonder if



Aa**43.5** WRITE THE WORDS FROM THE PANEL IN THE CORRECT GROUPS

OPINION

nice

SIZE

AGE

COLOR

MATERIAL

ancient

blue

leather

awful

tiny

-nice-

metal

modern

purple

stylish

pink

large

plastic

antique

huge

**43.6** REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

beautiful laptop new is model. a My silver

My laptop is a beautiful new silver model.

① little gold lamp. We're a stylish developing

② amazing new has Tom tiny an smartphone. got

③ a has cat. black and white pet store big The nice

④ in is large There an painting awful cafeteria. modern the

⑤ exciting seen the marketing Have posters? new you colorful





43.7 MATCH THE PICTURES TO THE CORRECT SENTENCES



That's a stylish new design for the company logo.



Let's have lunch at that nice big café in the square.



There's a big yellow and red truck outside.



There's a nice big green and white plant in my office.



There's a huge round hole in the wall where the truck hit it.



Have you seen the fabulous new office chairs?



Have you tasted the awful new coffee?



There's a large rectangular parking space for motorbikes.



The headphones for my laptop go in a tiny round hole.



43.8 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Shaun calls a hotel to make arrangements for a conference.

Who does Shaun want to speak to?

- The receptionist
- The hotel manager
- The customer services department

1 What does Shaun's company produce?

- Sports cars
- Printed materials
- Cakes and cookies

2 When is the conference?

- Next Monday
- Next Thursday
- Next Tuesday

3 What time will the conference start?

- 9:00
- 9:30
- 9:00–9:30

4 How many attendees will there be?

- 50
- 56
- 60

5 What else does Shaun ask to book?

- Six taxis
- A minibus
- An extra meeting room

6 What extra dietary requests does Shaun make?

- Vegetarian and vegan food
- Vegan and gluten-free food
- Vegetarian and gluten-free food



44 Writing a résumé

A résumé (or CV in UK English) is a clear summary of your skills and career history. Past simple action verbs are particularly useful for describing past achievements.

- ⚙️ **New language** Action verbs for achievements
- AA **Vocabulary** Résumé vocabulary
- ➡️ **New skill** Writing a résumé

Aa 44.1 MATCH THE DEFINITIONS TO THE CORRECT RÉSUMÉ HEADINGS

Things you enjoy doing in your free time

- ① An introductory sentence about a person's skills and qualities
- ② A list of qualifications and where they were gained
- ③ Important things achieved in someone's career
- ④ A list of current and previous jobs
- ⑤ Important skills such as languages or IT skills

Career summary

Professional achievements

Interests

Personal statement

Key skills

Education



44.2 REWRITE THE SENTENCES, CORRECTING THE ERRORS

I am fluent on French, German, and Spanish.

I am fluent in French, German, and Spanish.



① I have a proved track record in the tourism industry.



② I am proficient on using a wide range of software.



③ I have hands-on experiences of customer service.



④ I have experience working in a serving-oriented environment.





44.3 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

and in French, I am German, English. fluent

I am fluent in French, German, and English.

1 in individual working am motivated and highly love I tourism. a

2 construction I knowledge the gained of industry. in-depth

3 in experience catering I a of the great deal industry. have

4 software. am in most types I accounting of proficient



44.4 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE



I volunteered / **collaborated** for a local charity.



I managed / **negotiated** a large team of marketing executives.



Our teams **collaborated** / co-ordinated to create a new clothing range.



The company established / **volunteered** a new headquarters in the capital.



I **collaborated** / negotiated with our suppliers and got a good deal.





44.5 READ THE RÉSUMÉ AND WRITE ANSWERS TO THE QUESTIONS AS FULL SENTENCES

AYIDA LAMIA

123 Hills Road
Cambridge, MA 02138
ayida@lamia.com (617) 548-81313

PERSONAL STATEMENT

I am a highly motivated individual who enjoys working with others to creatively problem solve. I have a proven track record in the field of accounting.

PROFESSIONAL ACHIEVEMENTS

I oversaw the introduction of new accounting software and co-ordinated a training program for all staff in Accounts last year.

WORK EXPERIENCE

Tomkins Travel

Deputy Director of Accounts April 2013 – present

- I oversee the processing and auditing of the company's accounts
- I train staff to use a range of software packages

How does Ayida describe herself in her personal statement?

She says she is highly motivated.

1 What does Ayida count as a notable professional achievement?

2 What is Ayida's current job?

Kelsey Homes

Accountant September 2010 – April 2013

- I was responsible for the accounts of a construction company building new homes.

EDUCATION

- Diploma in Accounting June 2010
- BA in Business June 2009

KEY SKILLS

- Proficient in IT use, including all major accountancy software
- Fluent in Spanish and English, intermediate level Polish
- First aid qualified; I am a named first aider in the workplace

INTERESTS

Acting in the local drama group, traveling, and reading contemporary fiction

References available upon request.

3 What industry did Ayida work in before her current role?

4 When did Ayida gain her diploma in Accounting?

5 What languages can Ayida speak fluently?

45 Making plans

English uses the future with "going to" to talk about plans and decisions that have already been made. It is useful for informing co-workers about your plans.

⚙ New language The future with "going to"

Aa Vocabulary Polite requests

zzle New skill Making arrangements and plans



45.1 FILL IN THE GAPS USING THE FUTURE WITH "GOING TO"



I am going to call (call) the Miami office this afternoon.



He is going to travel (travel) to the conference by plane.



She isn't going to make (not make) it to the meeting.



They are going to meet (meet) the staff from the Paris office.



He is going to write (write) a letter to the suppliers.



They are going to sell (not sell) their shares in the company just now.



Is she going to order (order) business cards with the new company logo?



Sergio is going to give (give) a presentation about the new training course.



Are you going to make (make) tea and coffee for the visitors?



Diana is going to design (design) the new company logo.



They are going to join (join) us for our team meeting today.



Will you be reviewing (review) the sales data this afternoon?



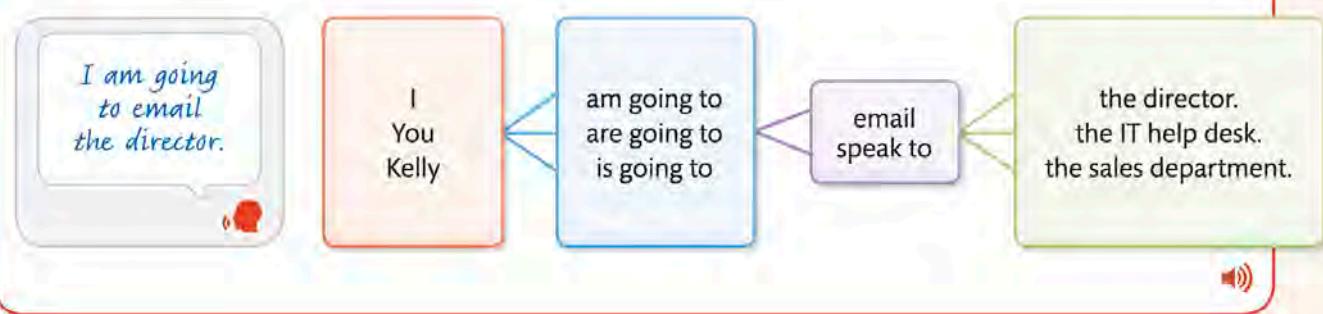


45.2 MARK THE MOST POLITE SENTENCE OF EACH PAIR

- | | | | |
|---|-------------------------------------|---|--------------------------|
| Please could you call a taxi? | <input checked="" type="checkbox"/> | 9 Could you make coffee for the CEO?
You have to make coffee for the CEO. | <input type="checkbox"/> |
| You have to call a taxi now. | <input type="checkbox"/> | | <input type="checkbox"/> |
| 1 Why don't we ask what Marketing think?
I want to ask Marketing what they think. | <input type="checkbox"/> | 10 We need to cancel the meeting.
Could we possibly cancel the meeting? | <input type="checkbox"/> |
| 2 Load the printer with paper.
Could you load the printer with paper? | <input type="checkbox"/> | 11 You must check this report.
Can you check this report, please? | <input type="checkbox"/> |
| 3 Can you help me with these files, please?
I need help with these files. | <input type="checkbox"/> | 12 Could you pass round the agenda?
Pass round the agenda. | <input type="checkbox"/> |
| 4 You should send the files to production.
Could you send the files to production? | <input type="checkbox"/> | 13 Can we try a different approach?
Your approach to this isn't working. | <input type="checkbox"/> |
| 5 Could we meet at 4 instead of 5?
I want to meet at 4 instead of 5. | <input type="checkbox"/> | 14 You must call the Delhi office now.
Please could you call the Delhi office? | <input type="checkbox"/> |
| 6 Can you finish the report today?
Why haven't you finished the report? | <input type="checkbox"/> | 15 Could you lock up before you leave?
Why haven't you locked the door? | <input type="checkbox"/> |
| 7 We need to invite Jeff to the meeting.
Couldn't we invite Jeff to the meeting? | <input type="checkbox"/> | 16 Could you possibly stay late tonight?
You have to stay late tonight. | <input type="checkbox"/> |
| 8 Could you call me back later, please?
I'm too busy to talk to you now. | <input type="checkbox"/> | 17 Have you printed out these designs?
Please can you print out these designs? | <input type="checkbox"/> |



45.3 USE THE CHART TO CREATE 18 CORRECT SENTENCES AND SAY THEM OUT LOUD





45.4 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Diego and Janet are organizing a conference.

Diego is going to call the hotel.

True False Not given

1 The Boston office will attend the conference.

True False Not given

2 Diego doesn't like the company logo designs.

True False Not given

3 Janet is going to make the name badges.

True False Not given

4 Diego is going to check that the rooms have Wi-Fi.

True False Not given

5 The interns won't be involved in the conference.

True False Not given



45.5 READ THE EMAIL AND WRITE ANSWERS TO THE QUESTIONS AS FULL SENTENCES

When did Jack meet Omar?

Jack met Omar on Monday.

1 Who is going to contact the presenters?

2 What is Paul going to ask the printers for?

3 What else are the printers going to supply?

4 Who is going to meet the presenters?

5 How will the presenters get to the venue?

6 Why is Omar going to go to the venue?

To: Jack Brown
Subject: Training day preparations

Hi Jack,

Following our meeting on Monday, I have an update on the preparations for the training day. I spoke to Paul and he is going to contact the presenters. He's also going to call the printers and ask if they can print ten extra copies of the training booklets. We have asked the printers to supply name badges in the form of lanyards. They are going to assemble the name badges to save us time.

Marie is going to meet the presenters at the station and bring them to the conference center by taxi. I am going to the venue later today to talk to the catering manager. We have quite a few delegates with special dietary requirements so I want to check they will be catered for. I'll email you later with a further update.

Best wishes,
Omar

46 Vocabulary

Aa 46.1 FORMS OF COMMUNICATION WRITE THE WORDS FROM THE PANEL UNDER THE CORRECT PICTURES



4 _____

5 _____

6 _____

7 _____



8 _____



9 _____



10 _____



11 _____



12 _____



13 _____



14 _____



15 _____

envelope

text message

social networking

voicemail

switchboard

stamp

bulletin board (US) / notice board (UK)

transfer a call

conference call

internal mail

web conference

mail (US) / post (UK)

presentation

letter

website

email



Aa 46.2 SENDING EMAILS WRITE THE WORDS FROM THE PANEL UNDER THE CORRECT PICTURES



① _____



② _____



③ _____



④ _____



⑤ _____



⑥ _____



⑦ _____



⑧ _____

outbox

trash

reply all

attachment

forward

subject

contact

signature

print

inbox



Aa 46.3 ABBREVIATIONS WRITE THE ABBREVIATIONS FROM THE PANEL UNDER THE CORRECT DEFINITIONS

respond

RSVP

① to be confirmed

② blind copy

③ regarding

④ copy

⑤ for your information

⑥ estimated time of arrival

⑦ note

⑧ as soon as possible

CC

TBC

FYI

RSVP

NB

ASAP

RE

BCC

ETA



47 Emailing a client

Emails to clients should be polite and clearly state your future plans and intentions. Use the present continuous or "going to" to discuss plans and arrangements.

 **New language** Future tenses for plans

 **Vocabulary** Polite email language

 **New skill** Emailing a client



47.1 REWRITE THE SENTENCES, CORRECTING THE ERRORS

I am writing with regarding to your order.

I am writing with regard to your order.

① I work at the finance department at Forrester's.

② Please confirm your availability APAS.

③ Please find your attached receipt to this email.

④ Please hesitate not to contact me.

⑤ I am writing reference with invoice number 146.

⑥ Please see the agenda attach here.

⑦ I work in the IT department in Transtech.

⑧ I writing to invite you to a meeting next week.

⑨ Please hesitate to contact me.

⑩ Please return ASAP your signed contract.

⑪ I be grateful if you could get back to me soon.

⑫ I am writing regard to your complaint.

⑬ Please find the minutes attachment here.

⑭ I would grateful if we could arrange a meeting.

⑮ I work at the company's catering department.

⑯ I am the new Head of Sales in Codequote.

⑰ I am writing with regard our schedule.

⑱ Please let me know if you any questions.

⑲ Please finding the new designs attached here.





47.2 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

would if ASAP. grateful could you I be me contact

I would be grateful if you could contact me ASAP.

1 to your writing latest regard I feedback. am with

2 invoice here. the Please attached find

3 grateful would invoice. if pay could the I outstanding be you

4 do questions, If contact any me. please not you to have hesitate



47.3 MATCH THE BEGINNINGS OF THE SENTENCES TO THE CORRECT ENDINGS

If you have any questions,

1 I am writing with

2 I work in

3 I would be grateful if you

4 I deal with

5 It has come to our attention

6 I wonder if

7 I am writing to

could let us know when you have been paid.

that invoice DY895 has not been paid.

please do not hesitate to contact me.

the supply and payment of invoices.

you are aware that we have not been paid.

the accounts department at Shuberg's.

inform you that we are going to use a new supplier.

regard to our invoice number AB3168.





47.4 FILL IN THE GAPS USING THE PHRASES IN THE PANEL



We're going to send you the package you ordered ASAP.



He is giving all the candidates a task to do before their interview.



We are launching other suppliers on Tuesday.



Sam is making coffee for the CEO's visitors.



Carlos is presenting the sales figures tomorrow.



We are going to discuss sales figures for the last quarter.



They are giving all their clients a voucher.



He is traveling to Italy to meet the new CEO.



Greg is packing all the boxes into the delivery van.



A famous hairdresser is opening the new salon.



We are meeting the new company logo at the sales conference.



The company is recycling all the stationery with the old logo.

is going to pack

is giving

is going to make

is going to recycle

are going to discuss

are meeting

going to send

are launching

is going to travel

is presenting

are giving

is going to open





47.5 MARK THE SENTENCES THAT ARE CORRECT

I am writing to inform you that we paying your invoice ASAP.

I am writing to inform you that we are going to pay your invoice ASAP.

1 I am writing with regard to the shareholders' meeting on Thursday.

I am writing with regarding the shareholders' meeting on Thursday.

2 We are going to meeting new clients at the Radcliffe Hotel.

We are meeting new clients at the Radcliffe Hotel.

3 The meeting is taking place in the hotel's conference center.

The meeting is going take place in the hotel's conference center.

4 We is going to discuss the last quarter's sales figures.

We are going to discuss the last quarter's sales figures.

5 The new CEO is go to take questions after his presentation.

The new CEO is taking questions after his presentation.

6 He is going to discuss the company's future marketing strategy.

He is going to discussing the company's future marketing strategy.



47.6 READ THE EMAIL AND MARK THE CORRECT SUMMARY

1 Bruno wants to meet the Head of Marketing but cannot find a suitable time.

2 Bruno suggests that Ms. Moran should contact the Head of Marketing directly.

3 Bruno wants to arrange a meeting. His client has not yet confirmed a suitable time for it.

4 Bruno wants to arrange a conference for Mr. Jefferies.

To: Laila Moran
Subject: Date for meeting

Dear Ms. Moran,

I work in the marketing department of Hailey's. I am writing with regard to the meeting you wish to have with our Head of Marketing about the launch of your new products. As you will recall, I wrote to you a week ago asking when you would be available to meet at our premises. Mr. Jefferies has availability next Wednesday afternoon and also on the morning of Friday, July 14. If you could confirm which of those slots works for you, I would be most grateful. I will then send you all the documentation ahead of your meeting with Mr. Jefferies.

Kind regards,
Bruno Martell

Answers

01

1.1

- 1 My name's Ali Patel.
- 2 Hi, I'm Jeff.
- 3 It's good to meet you, Jane.
- 4 Pleased to meet you.
- 5 My name is Deepak Kaur.
- 6 Great to meet you, Tanya.
- 7 It's nice to meet you, too.
- 8 Good morning. My name is Ben Lewis.
- 9 It's great to meet you, Gill.
- 10 Good evening. My name is Karen.

1.2

- 1 Hello, my name's Fiona Hill.
- 2 Nice to meet you, too.
- 3 It's good to meet you, Jim.
- 4 Pleased to meet you.
- 5 It's a pleasure to meet you.
- 6 Good evening. My name is Roy.

1.3

- 1 A
- 2 B
- 3 B
- 4 A
- 5 A

1.4

- 1 A-L-E-X H-A-N-N
- 2 D-E-V S-I-N-G-H
- 3 F-R-A-N-C-I-S P-A-L-M-E-R
- 4 H-A-N-S-A S-Y-A
- 5 Z-A-N-D-R-A F-E-L-L-I-N-I
- 6 R-A-J D-H-A-B-I
- 7 K-A-T-Y A-D-E-N-O-V-A

1.5

- 1 This is our new designer.
- 2 Raj and I work together.
- 3 I would like you to meet our CEO. / I'd like you to meet our CEO.
- 4 Hi, my name's Lola. / Hi, I'm Lola.

- 5 It's great to meet you, Emily.
- 6 May I introduce Ewan Carlton?
- 7 Farah, this is my colleague, Leon.

1.6

- 1 Good morning. My name's Saira Khan.
- 2 I'm Harry.
- 3 I'm Andrew Shaw.
- 4 It's good to meet you.
- 5 Pleased to meet you.
- 6 It's a pleasure to meet you.
- 7 May I introduce our new HR assistant?
- 8 Keira, meet John.
- 9 Great to meet you.
- 10 I would like you to meet Dan.
- 11 Colin and I work together.

1.7

- A 5
- B 6
- C 7
- D 4
- E 1
- F 3
- G 2

02

2.1

- 1 I start work at 9 o'clock.
- 2 She has an update with her boss.
- 3 Mrs. Reece is a fantastic teacher.
- 4 I'm a firefighter.
- 5 Elena works late on Thursdays.
- 6 He drinks coffee every afternoon.
- 7 She leaves work at 5:30pm.

2.2

- 1 The IT Helpdesk is really good.
- 2 She works in a car factory.
- 3 I eat my lunch in the park.
- 4 We take a break at 11am.
- 5 John writes the minutes of our meetings.
- 6 Mrs. Rae cleans the meeting rooms.

- 7 The CEO brings cake on his birthday.
- 8 I prepare presentations.
- 9 Jomir stops for tea at 3pm.

2.3

- 1 The CEO arrives at work early.
- 2 We have a hot-desking policy.
- 3 My assistant opens my mail.
- 4 Shazia is an engineer.
- 5 Hal works for his uncle.
- 6 I start work at 8:30am.
- 7 They finish at 5pm.
- 8 They eat lunch in the cafeteria.
- 9 Kate only drinks coffee.
- 10 I call the US office every Monday.
- 11 Andrew helps me with my PC.
- 12 I reply to emails at 11am and 3pm.

2.4

- 1 The manager's PA
- 2 After the break
- 3 An hour
- 4 12:30pm
- 5 They analyze sales
- 6 Twice a week

2.5

- 1 The director has an open door policy.
- 2 I deal with all his emails.
- 3 Gavin leaves work at 7pm.
- 4 They work evenings and weekends.
- 5 She rides her bike to work.
- 6 Tim and Pat bring their own lunch.
- 7 Deepak turns off his phone after work.
- 8 Sobek and Kurt play tennis after work.
- 9 My boss plans my work for the week.

2.6

- 1 Lulu always gets to work early.
- 2 Our reps meet clients at their office.
- 3 The CEO talks to all new staff.
- 4 He's a nurse and he works weekends.
- 5 Imran deals with all the contracts.
- 6 The printer stops working late in the day.
- 7 The staff go to a nearby café for lunch.
- 8 Raj takes a break at 11am.
- 9 Sophie is a travel agent.

3.1

- 1 Argentina
- 2 Australia
- 3 South America
- 4 China
- 5 Canada
- 6 Egypt
- 7 South Korea
- 8 France
- 9 Australasia
- 10 Japan
- 11 India
- 12 United States of America (US / USA)
- 13 Netherlands
- 14 Asia
- 15 Mongolia
- 16 Pakistan
- 17 New Zealand
- 18 Russia
- 19 South Africa
- 20 North America
- 21 Thailand
- 22 United Arab Emirates (UAE)
- 23 United Kingdom (UK)
- 24 Turkey
- 25 Spain
- 26 Africa
- 27 Singapore
- 28 Republic of Ireland (ROI)
- 29 Europe
- 30 Mexico
- 31 Brazil
- 32 Germany
- 33 Austria
- 34 Switzerland

4.1

- 1 Russia
- 2 India
- 3 Japan
- 4 Chile
- 5 Greece

4.2

COUNTRIES:

South Africa, France, Italy, Vietnam, Switzerland, China

NATIONALITIES:

Brazilian, British, Greek, Canadian, Japanese, Spanish

4.3

- 1 The new CEO is **from Australia**.
- 2 These new robots are **Japanese**.
- 3 We sell leather bags **from Portugal**.
- 4 I'm **from Argentina**, but I work in the US.
- 5 The designer is **British**.
- 6 Our sales director is **from South Korea**.
- 7 Our best-selling rugs are **Indian**.
- 8 These beautiful clothes are **from Africa**.

4.4

- 1 Our CEO is from America.
- 2 I've got a flight to Italy next Monday.
- 3 These sports cars are from France.
- 4 Most of our fabrics are from Africa.
- 5 My PA is from Spain.

4.5

- 1 We sell smartphones **from Japan**.
- 2 The HR manager is from **America**.
- 3 My team follows the **Chinese** markets.
- 4 Travel to the **Greek** islands with us.
- 5 Our products are from **Vietnam**.
- 6 Our CEO is **Canadian**.
- 7 Most of the sales team is from **Spain**.
- 8 I'm British, but I work in **Italy**.
- 9 I have a lot of **Mexican** co-workers.
- 10 My new assistant is from **France**.

4.6

- 1 I'm **not** very tall.
- 2 He **doesn't work** in an office.
- 3 We **don't sell** French cars.
- 4 **They're not** from Italy. / They **aren't** from Italy.
- 5 The fruit in the supermarket **isn't** local.
- 6 I **don't work** for an Asian company.
- 7 You're not happy. / You **aren't** happy.

8 She **isn't** from China. / **She's not** from China.

9 We **don't produce** robots.

10 You **don't** have any meetings today.

11 It **isn't** a steel factory. / **It's not** a steel factory.

4.7

- 1 These dresses **aren't** made in India.
- 2 She **doesn't** come from Russia.
- 3 The workers in this factory **aren't** American.
- 4 They **don't** sell energy to South Korea.
- 5 He **isn't** from Chile. / **He's not** from Chile.

4.8

- 1 IT
- 2 Carlos
- 3 Marketing
- 4 Tim
- 5 China

4.9

- 1 True
- 2 Not given
- 3 False
- 4 True
- 5 Not given
- 6 False
- 7 False

5.1

- 1 adhesive tape
- 2 calendar
- 3 clipboard
- 4 computer
- 5 planner (US) / diary (UK)
- 6 rubber bands
- 7 envelope
- 8 hole punch
- 9 hard drive
- 10 pen
- 11 laptop

- ⑩ pencil
 ⑪ files / folders
 ⑫ paper clips
 ⑬ eraser (US) / rubber (UK)
 ⑭ letter
 ⑮ shredder
 ⑯ cell phone (US) / mobile phone (UK)
 ⑰ printer
 ⑱ headset
 ⑲ highlighter
 ⑳ pencil sharpener
 ㉑ stapler
 ㉒ telephone / phone
 ㉓ tablet
 ㉔ notepad
 ㉕ projector
 ㉖ chair
 ㉗ ruler
 ㉘ scanner
 ㉙ lamp

06

6.1

- ① Is this printer working?
 ② Is this your desk?
 ③ Are the windows closed?
 ④ Is this cupboard locked?
 ⑤ Is his desk messy?
 ⑥ Is she the CEO?
 ⑦ Are you Jo's assistant?

6.2

- ① Is that John's pen?
 ② Is this the kitchen?
 ③ Is that the CEO's office?
 ④ Is Tina the CEO's PA?
 ⑤ Is Tom's desk organized?
 ⑥ Is the printer working?
 ⑦ Is the stationery cabinet locked?

6.3

- ① Do you have an appointment?
 ② Does she work with Justin?
 ③ Does your office have a scanner?
 ④ Do you go to the finance meetings?

- ⑤ Does Kish write the minutes?
 ⑥ Do you have a stapler I can borrow?
 ⑦ Does Saul work in your team?
 ⑧ Do they know what to do?
 ⑨ Does he know the CEO?
 ⑩ Do we have a meeting now?

6.4

- ① False
 ② True
 ③ False
 ④ False

6.5

- ① Is the stationery cabinet open?
 ② Do you want tea or coffee?
 ③ Do you know her phone number?
 ④ Are they free for a meeting tomorrow?
 ⑤ Do you have a laptop I can take home?
 ⑥ Do you have an appointment?
 ⑦ Are there any envelopes I can use?
 ⑧ Does he usually arrive late?

6.6

- ① How does the scanner work?
 ② What is on the agenda for the meeting?
 ③ Why is the stationery cabinet locked?
 ④ When do we have a break for lunch?
 ⑤ Where is the CEO's office?
 ⑥ What is the door code?
 ⑦ Who do I ask for ink for the printer?

6.7

- ① Why is the cafeteria closed?
 ② How do I scan this document?
 ③ When is the fire alarm tested?
 ④ Do you know where Faisal is?
 ⑤ Is Sandra late again?
 ⑥ What is for lunch today?
 ⑦ Does the office stay open on weekends?
 ⑧ Who do you report to?

6.8

- ① Who buys the tea and coffee?
 ② Why is the printer not working?
 ③ When does the office open?

- ④ What do you want for lunch?
 ⑤ Where is the meeting room?
 ⑥ How does the projector work?
 ⑦ What is the photocopier code?

07

7.1

- ① How can I reach you?
 ② Do you have many clients?
 ③ Do you have a website?
 ④ Where do you work?
 ⑤ What is your company called?
 ⑥ What's your job title?
 ⑦ This is my email address.
 ⑧ Drop me a line.
 ⑨ How can I contact you?
 ⑩ Give me a call.
 ⑪ How big is your team?

7.2

- A 6
 B 2
 C 3
 D 5
 E 1
 F 4

7.3

- ① How can I **reach** you for more information?
 ② Drop me a **line** when you're visiting next.
 ③ Does your company **have** a website?
 ④ Please stay in **touch**.
 ⑤ Is this your **correct** phone number?
 ⑥ Call me if you want further details.
 ⑦ Is this your **current** email address?
 ⑧ My job **title** is on the business card.
 ⑨ Do you **have** a portfolio with you?

7.4

- ① True
 ② True
 ③ Not given
 ④ Not given

- ③ False
④ True
⑤ False
⑥ False

7.5

- ① Yes, it is.
② No, it doesn't.
③ No, they aren't.
④ Yes, I am.
⑤ No, he doesn't.
⑥ Yes, we do.

7.6

- ① No, **it isn't**.
② No, **it doesn't**.
③ Yes, **it is**.
④ Yes, **it does**.
⑤ No, **they don't**.
⑥ No, **I'm not**.
⑦ Yes, **they do**.
⑧ Yes, **she does**.
⑨ Yes, **I do**.

08

8.1

- ① She **has** an excellent résumé.
② I **have** good people skills.
③ They **don't have** much time.
④ Do you **have** previous experience?
⑤ He's **got** excellent keyboard skills.
⑥ I **don't have** my own office.
⑦ Does he **have** any training?
⑧ They **have** a can-do outlook.
⑨ You don't **have** his number, do you?

8.2

- ① Do you have a higher degree in business?
② He has an MBA from the Boston Business School.
③ They don't have a full-time receptionist.
④ Does your assistant have an excellent résumé?

8.3

- ① Travel
② A hotel
③ Management
④ Excellent
⑤ In teams
⑥ Marketing

8.4

- ① The new chef is very talented.
② Toby is an accountant.
③ Search engines are invaluable.
④ She works for a leading company.
⑤ Have you seen the ad I told you about?
⑥ They are out of the office.
⑦ Did you see the new designs?
⑧ They hired the best candidate.
⑨ What skills does the job require?
⑩ Is there an office in India?
⑪ I have a certificate in sales.
⑫ He works for the biggest store.
⑬ Interns are only paid expenses.

8.5

- ① I worked as **an** intern at Beales.
② I know **the** café you mean.
③ There's **a** printer on the second floor.
④ Jon hasn't got **a** diploma.
⑤ The CEO is in **the** NY office this week.
⑥ He's **an** amazing architect.
⑦ I just started **a** new job.
⑧ I'd like to put **an** ad in the paper.
⑨ Have you read **the** job description?
⑩ I work at **the** theater next door.
⑪ **The** new café does great coffee.
⑫ Where is **the** presentation?
⑬ The Tate is **an** art gallery.
⑭ I like **the** new CEO.

8.6

- ⑮ 7
⑯ 1
⑰ 4
⑱ 2
⑲ 6
⑳ 3
㉑ 8
㉒ 5

8.7

- ① I've **got three** years' experience.
② I don't have **a** degree in business studies.
③ He has **a** diploma in economics.
④ I saw **an** ad in The Echo.
⑤ She has **an** excellent phone manner.
⑥ He works in **a** hospital.
⑦ I don't **like** interviews.
⑧ **The** agency is in the market place.
⑨ We are looking **for** sales people.

09

9.1

- ① sales manager
② librarian
③ doctor
④ hairdresser / stylist
⑤ engineer
⑥ train driver
⑦ writer
⑧ cleaner / janitor
⑨ chef
⑩ electrician
⑪ mechanic
⑫ pilot
⑬ waitress
⑭ vet
⑮ travel agent
⑯ plumber
⑰ artist
⑱ judge
⑲ sales assistant
⑳ musician
㉑ surgeon
㉒ receptionist
㉓ tour guide
㉔ taxi driver
㉕ designer
㉖ scientist
㉗ firefighter

9.2

- 1 shift
- 2 apprentice
- 3 full-time (F/T)
- 4 temporary
- 5 co-worker / colleague
- 6 part-time (P/T)

10

10.1

- 1 I love food, and I enjoy cooking.
- 2 I love working with computers.
- 3 I enjoy driving.
- 4 I enjoy traveling to different countries.
- 5 I don't like working on my own.

10.2

- 1 She loves **meeting** new clients.
- 2 He **doesn't** enjoy giving presentations.
- 3 I hate **training** big groups.
- 4 They like **working** in a team.
- 5 Jan **enjoys** working with children.
- 6 Ali **doesn't like** long meetings.
- 7 We don't **like** working weekends.
- 8 I love **solving** problems.
- 9 Jim doesn't **enjoy** business trips.

10.3

- 1 Dislikes
- 2 Likes
- 3 Likes
- 4 Dislikes
- 5 Likes
- 6 Dislikes
- 7 Likes

10.4

- 1 I **don't** enjoy work social trips.
- 2 They like **meeting** new people.
- 3 He doesn't **like** working late.
- 4 She hates **sitting** at a desk all day.
- 5 Do you enjoy **working** in a team?
- 6 We enjoy **giving** presentations.
- 7 Angus doesn't like **using** computers.

11

11.1

- 1 There are three printers in your department.
- 2 Are there ladies' toilets on the second floor?
- 3 There isn't a cafeteria in the building.
- 4 Is there a set time for lunch breaks?
- 5 There aren't any elevators in the office.
- 6 Is there a dress code at this company?
- 7 There's a photocopier on the first floor.
- 8 There aren't any trash cans in the office.
- 9 Are there any interns on your team?
- 10 There is a calendar on the notice board.

11.2

- 1 There is an elevator that goes to all the office floors.
- 2 There are some stickers in the stationery cabinet.
- 3 There are some men's toilets on the first and third floors.
- 4 There is a water cooler in the kitchen.
- 5 There isn't a set time for lunch breaks.

11.3

- 1 False
- 2 True
- 3 False
- 4 True
- 5 False
- 6 Not given

11.4

- 1 There **are** two positions available at our company.
- 2 There isn't **a** toaster in the kitchen, but there is a microwave.
- 3 **Is** there a spare computer I can use?
- 4 Are there **any** pencils in the stationery cabinet?
- 5 There **is** a big meeting room in our new office.

12

12.1

- 1 safe
- 2 transfer money
- 3 receipt
- 4 cash machine / ATM
- 5 bank
- 6 currency
- 7 wallet
- 8 mobile banking
- 9 bills (US) / notes (UK)
- 10 check (US) / cheque (UK)
- 11 cash register (US) / till (UK)
- 12 withdraw money
- 13 invoice
- 14 online banking
- 15 credit card

12.2

- 1 overtime
- 2 salary
- 3 benefits
- 4 a raise (US) / a pay rise (UK)
- 5 to earn
- 6 a bonus
- 7 annual vacation (US) / annual leave (UK)
- 8 hourly rate
- 9 a pay cut

13

13.1

- 1 The new intern seems really bright and she is **very organized**.
- 2 My manager doesn't ask **nervous employees** to give presentations.
- 3 My director is **very bossy** and she is also hardworking.
- 4 Sue and Robin are sometimes **rude** to our clients.
- 5 It's important to stay **calm under pressure**, even if you're very busy.

- ① Mushira is very **intelligent**, and she will bring a great deal to the team.
② It's impossible to feel relaxed when you work with **impatient** people.
③ The people on my team are all very **motivated**, and it's great to work with them.
④ We are looking for a **creative designer** to join our busy production team.

13.2

- ① Ian seems very hardworking.
② Kay and Jack are really polite.
③ Ben is very bossy.
④ Diane always looks well dressed.
⑤ Alex is really impatient.
⑥ Lenny is a creative chef.
⑦ This is a great team.
⑧ Jo seems very organized.
⑨ Harry seems very bright.

13.3

- ① creative
② organized
③ calm
④ well dressed

13.4

- ① Our team meetings are always interesting.
② Is this **your** desk? It's very messy!
③ My team is very motivated.
④ Is that **their** design? It's great.
⑤ Kevin is talking to **his** manager.
⑥ That's Tanya. **Her** phone manner is excellent.
⑦ The company is very proud of **its** reputation.

13.5

- ① Is this **his** desk?
② We don't like **their** product.
③ My manager is very smart.
④ This report is **yours**.
⑤ Jane does **her** job well.
⑥ They are proud of **their** reputation.
⑦ Is this tablet **hers**?
⑧ Their manager is never late.
⑨ Is this **your** pen?

13.6

- ① The interns have just finished college.
② Jorge's reputation is well deserved.
③ Nuala's assistant is very helpful.
④ Helen's manager often works late.
⑤ Maria's co-workers are really friendly.
⑥ The team members are hardworking.
⑦ Look at this ad. I like its design.
⑧ Leroy's work is very impressive.
⑨ Are there any files in the cabinet?
⑩ John's confidence has grown this year.
⑪ Sam's presentation went really well.
⑫ The CEO's new assistant is very bright.
⑬ Their products are very popular.
⑭ That's my boss's parking space.
⑮ Pablo's report is almost finished.
⑯ The company is pleased with its new logo.
⑰ Ethan's team is working on a new project.

13.7

1. You are my boss.
2. You are my co-worker.
3. You are Peter's boss.
4. You are Peter's co-worker.
5. You are very polite.
6. You are really polite.
7. They are very polite.
8. They are really polite.
9. Alex is my boss.
10. Alex is my co-worker.
11. Alex is Peter's boss.
12. Alex is Peter's co-worker.
13. Alex is very polite.
14. Alex is really polite.

14

14.1

- ① Vihaan is very **satisfied** with his office.
② The new login system is rather **annoying**.
③ The quarterly results are **shocking**.
④ The economic situation is quite **worrying**.

- ⑤ We're **excited** about the new office.
⑥ Simone was **tired** after the course.
⑦ The profits were **disappointing**.
⑧ John is **confused** about the schedule.
⑨ We were **surprised** by the results.
⑩ We thought the meeting was **boring**.
⑪ I'm often **exhausted** by Friday.

14.2

- ① boring
② confused
③ exciting
④ annoying
⑤ surprising
⑥ interesting
⑦ disappointed
⑧ worried

14.3

- ① I am very **busy** with the new project, but I'll be even **busier** next week.
② Our new office is **large**, but the office in Beijing is **larger**.
③ My job is very **stressful**, but being unemployed is **more stressful**.
④ The meeting was **long**, but last week's was even **longer**.
⑤ John's flight ticket was **expensive**, but mine was **more expensive**.
⑥ Our new photocopier is **fast**, but the HR department's is **faster**.
⑦ Claire's news was **surprising**, but Peter resigning was **more surprising**.
⑧ My current job is **interesting**, but my old one was **more interesting**.
⑨ The new furniture is **comfortable**, but the furniture at G-Tech is **more comfortable**.
⑩ This test is **difficult**, but the next one will be **more difficult**.
⑪ My commute is **short**; it's only 10 minutes. Pete's is even **shorter**.

14.4

- ① Your printer is **quicker** than ours.
② Today's meeting was **more interesting** than usual.
③ Growth was **worse** than we had expected.

- ④ Sandra has been **more successful** than last year.
- ⑤ I'm feeling **better** after a week off work.
- ⑥ There is **less** juice left than I thought.
- ⑦ My new apartment is **closer** to the center.
- ⑧ The results are **better** than in the first quarter.
- ⑨ We have an **earlier** start than usual today.
- ⑩ Liam has taken a much **later** lunch break than everyone else.
- ⑪ This restaurant is **worse** than the others.
- ⑫ The flight was **more expensive** than I expected.

14.5

- ① The new intern is **more helpful than the old one**.
- ② Our hours are longer **than those in the German branch**.
- ③ The new computers are **faster than the old ones**.
- ④ I feel better **now that I have a new job**.
- ⑤ Our new office design is **more modern than the previous one**.
- ⑥ The tickets are **more expensive than they used to be**.
- ⑦ My raise was **smaller than last year's**.
- ⑧ My training this year was **more interesting than last year**.
- ⑨ The office is busier **since we merged with our competitors**.

14.6

- ① False
- ② True
- ③ False
- ④ Not given
- ⑤ True
- ⑥ True
- ⑦ False
- ⑧ Not given

15

15.1

- ① Karen leaves home at 7am on Fridays.
- ② Vicky usually takes notes during meetings.
- ③ We don't work the week before New Year.
- ④ The team always arrives before 10am.
- ⑤ Chang arrives at 8:30am every morning.
- ⑥ We sometimes have meetings in the evening.
- ⑦ Terry sometimes works on the weekend.

15.2

- ① Everyone arrives **by** 9:30am.
- ② Peter often works **until** 11pm.
- ③ The office is closed **during** August.
- ④ The café is open **from** 6am.
- ⑤ I finish work at 4pm **on** Fridays.
- ⑥ The cafeteria is open **from** 1pm.
- ⑦ Ann sends an agenda **before** each meeting.

15.3

- ① 7am
- ② 1 hour
- ③ 8:30am
- ④ 2pm
- ⑤ sometimes
- ⑥ afternoon

15.4

- ① I drive because it's so **convenient**.
- ② Jim **takes** the bus every morning.
- ③ Jack travels **by** bike when he can.
- ④ The **rush** hour starts at 7am in my city.
- ⑤ Sam **takes** the metro home each evening.
- ⑥ Raymond **drives** his car to work.
- ⑦ I get **on** the bus near the museum.
- ⑧ I missed my **connection**.
- ⑨ Janet prefers to travel **by** train to work.
- ⑩ Karl **takes** the bus home at night.

- ⑪ There are a lot of traffic **jams** in the city.

- ⑫ You should get **off** the tram at the library.

- ⑬ It's much cheaper to **cycle** than drive.

- ⑭ I like to **walk** to work in the summer.

- ⑮ I prefer to **cycle** to my office.

15.5

- ⑯ I drive to work.
- ⑰ We take the bus.
- ⑱ Doug rides his bike to work.
- ⑲ I sometimes take a taxi home.
- ⑳ The buses run from 5am to 11pm.
- ㉑ I go by train.
- ㉒ The train arrives at 5pm.
- ㉓ Sharon gets off the bus by the station.
- ㉔ I like to go home from work on foot.
- ㉕ My train to work arrives at 7:45am.
- ㉖ Traveling by train is comfortable.
- ㉗ The train leaves at about 8pm.
- ㉘ I travel by train every day.

15.6

- A 1
- B 7
- C 2
- D 4
- E 3
- F 6
- G 5
- H 8

15.7

- ㉙ There aren't many buses **on the weekend**.
- ㉚ Hank takes the bus because **it's cheaper than the train**.
- ㉛ The office stays open **until 10 in the evening**.
- ㉜ I leave for work **between 7 and 8am**.
- ㉝ Sally often walks to work **during the summer**.
- ㉞ I take the train to work because **it's faster than the bus**.
- ㉟ Ted takes notes **during meetings**.
- ㉟ I always go to bed **before 11pm**.

16

16.1

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

16.2

- 1 three times a week
- 2 hourly
- 3 monthly
- 4 daily
- 5 in the morning
- 6 in the afternoon
- 7 in the evening
- 8 before work
- 9 after work

16.3

- 1 see a play
- 2 do yoga
- 3 draw
- 4 meet friends
- 5 walk / hike
- 6 go out for a meal
- 7 play an instrument
- 8 watch a movie
- 9 stay (at) home
- 10 visit a museum / an art gallery
- 11 read
- 12 cook
- 13 play sports
- 14 take photos
- 15 go shopping
- 16 go camping
- 17 write
- 18 go cycling
- 19 play board games

17

17.1

- 1 We often go camping on the weekend.
- 2 Doug sometimes meets friends after he finishes work.
- 3 I always go running in the morning.
- 4 My father never watches television.
- 5 She occasionally sees a play at our local theater.
- 6 Frank is very lazy, and he rarely does any exercise.
- 7 My kids sometimes play video games after school.

17.2

- 1 rarely
- 2 usually
- 3 often
- 4 never

17.3

- 1 Mariam usually stays **at home on weekends**.
- 2 I sometimes take **photos when I go on vacation**.
- 3 Dan rarely reads **a newspaper in the morning**.
- 4 She occasionally sees **a play at her local theater**.
- 5 Marco usually does **some exercises when he gets up**.
- 6 I sometimes listen to **music while I travel to work**.
- 7 We sometimes go out **for a meal at the Chinese restaurant**.
- 8 I often watch **a movie when I get home from work**.

17.4

- 1 The earliest flight is at 9am.
- 2 Sydney is the largest city in Australia.
- 3 Dubai is the hottest place I've visited.
- 4 This is the most expensive software we sell.
- 5 The farthest I've flown is to New Zealand.
- 6 Spanish is the easiest language to learn.
- 7 Kraków is the most beautiful city in Poland.

1 The train is the most affordable way to travel.

2 This is the most interesting gallery in town.

3 Hiroshi is the most intelligent person I know.

4 That was the scariest film I've seen.

17.5

- 1 The **longest** river in Brazil is the Amazon.
- 2 We'll have lunch at the **closest** café to the office.
- 3 I just watched the **worst** presentation I've ever seen.
- 4 I think that snowboarding is the **most exciting** sport.
- 5 Sean lives the **farthest / furthest** from the office.
- 6 Antonio is our **most loyal** employee.
- 7 This is the **most expensive** printer we have.

17.6

- 1 Dan
- 2 Pete
- 3 Pete
- 4 Pete
- 5 Dan
- 6 Chloe
- 7 Pete
- 8 Dan
- 9 Chloe
- 10 Dan

18

18.1

- 1 I didn't learn Spanish at school.
- 2 We walked to the conference center.
- 3 John lived in New York for 10 years.
- 4 Did the team discuss the merger?
- 5 He went to the conference by car.
- 6 My manager didn't visit the factory.
- 7 Selma didn't walk to work today.
- 8 Jimish posted the report a week ago.
- 9 Did Tom finish the report?

18.2

Note: "did not" can also be written in contracted form.

- ① Akiko **finished** her presentation, then she **watched** some TV.
- ② I **did not watch** the game because I **needed** to prepare for the conference.
- ③ Derek **wanted** to work somewhere interesting, so he **moved** to New York.
- ④ We **arrived** late, but we **did not miss** the meeting.
- ⑤ Sally **passed** her exams, and **decided** to go to college.

18.3

- ① Fred showed me the new conference center.
- ② We watched an interesting documentary about Beijing.
- ③ Ramon started at this company about five years ago.
- ④ Did you enjoy the presentation about the Indian economy?
- ⑤ It rained yesterday, so we didn't play soccer.
- ⑥ Arnold cooked me a delicious dinner last night.
- ⑦ Did Sam finish the report about the new product range?
- ⑧ I booked a table in a restaurant in the center.
- ⑨ Did Mike play tennis with the new CEO on Saturday?

18.4

- ① Did Paul start working for us more than five years ago?
- ② Did Sally explain how to use the new photocopier?
- ③ Did it rain while they were in Indonesia?
- ④ Did Clive pick up the guests from the railway station?
- ⑤ Did Mark join you for lunch at the Chinese restaurant?
- ⑥ Did the team attend the conference in Paris last year?
- ⑦ Did Philip play golf with the consultants last weekend?

18.5

- ① Did Carl and Marie walk to work again today?
- ② Did you watch the game yesterday?
- ③ Did Janet show you the new photocopier?
- ④ Did Mo study economics at Stanford University?
- ⑤ Did the company invest \$10 million in R&D?

18.6

- ① False
- ② True
- ③ Not given
- ④ Not given
- ⑤ False
- ⑥ True
- ⑦ False

18.7

- ① He studied for an exam.
- ② She visited a friend.
- ③ She walked to work.
- ④ He traveled to India.
- ⑤ He listened to the radio.

19

19.1

- ① A
- ② A
- ③ B
- ④ A
- ⑤ B

19.2

- ① It's nine seventeen. / It's seventeen minutes past nine.
- ② It's seven o'clock. / It's seven.
- ③ It's half past five. / It's five thirty.
- ④ It's three twenty-two. / It's twenty-two minutes past three.
- ⑤ It's a quarter to six. / It's five forty-five.

19.3

- ① The soccer tournament ends on June 20.
- ② American Independence Day is on the 4th of July.
- ③ Christmas Day is on December 25.
- ④ My wife's birthday is on September 5.
- ⑤ My daughter was born on August 3.

19.4

- ① 2014
- ② August 2015
- ③ July
- ④ Scotland
- ⑤ May 3

20

20.1

- ① spent
- ② met
- ③ got
- ④ went
- ⑤ was / were
- ⑥ left
- ⑦ told
- ⑧ thought
- ⑨ said
- ⑩ began
- ⑪ chose

20.2

- ① I **went** to Paris on a business trip last week.
- ② I **spent** all afternoon working on a report.
- ③ I **began** working at Carter's last year.
- ④ The CEO **told** me that my work was excellent.
- ⑤ I **thought** this project was very difficult.
- ⑥ Besim **was** off sick yesterday.
- ⑦ I **met** the new Sales Director this morning.
- ⑧ The staff **chose** the name of the company.

① Kara **left** her last job because it was boring.

20.3 ↗

- ① I **met** the International Marketing Director last week.
- ② I **had** a demanding boss.
- ③ I **left** my last job because it was badly paid.
- ④ I **got** to work very early today.
- ⑤ They **went** to the New York office last month.
- ⑥ The staff **chose** new chairs for the office.
- ⑦ Sally **thought** that Rohit's presentation went well.

20.4 ↗

- ① I started work there after I **left** school.
- ② I **worked** in a bank at the start of my career.
- ③ I took the children to school.
- ④ I met many interesting people.
- ⑤ I **worked** hard and studied for an MBA.
- ⑥ We had a black and white uniform.

20.5

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

20.6 ↗

- ① I **felt** very well respected by my team leader.
- ② The Head of Sales **taught** me to give interesting presentations.
- ③ My brother **made** a delicious cake, which I took to work for my birthday.
- ④ The staff **chose** the pictures for the meeting rooms, and they look great.
- ⑤ I **left** my last job because I didn't get along with the customers.
- ⑥ I **spent** all of yesterday writing a sales report and now I'm very tired.

21

21.1 ↗

- ① We **launched** a new range of apps last year.
- ② At **first**, we only had four employees.
- ③ Two years **ago**, we opened our tenth store.
- ④ The company **merged** with a competitor a year ago.
- ⑤ A new Director of Marketing **started** working here last year.

21.2 ↗

- ① At **first**, we only had one store.
- ② We **opened** a new flagship store last month.
- ③ We **launched** an exciting new app last year.
- ④ A new Director of HR started working six months **ago**.

21.3

- ① Over 10,000
- ② In her garage
- ③ 50
- ④ Two years ago
- ⑤ At craft fairs

21.4

- ① last month
- ② during the first quarter
- ③ in the winter of 2012
- ④ recently

21.5 ↗

- ① Last spring, sales of umbrellas **rose** because it was wet.
- ② UK sales **went up** in 2011, but **fell** in 2012.
- ③ At **first**, the value of shares in the company **remained** steady.
- ④ Online marketing costs **increased** and sales also **rose**.

22

22.1 ↗

- ① to accept an invitation
- ② to attend a meeting
- ③ calendar
- ④ boardroom
- ⑤ to invite someone
- ⑥ office
- ⑦ conference room
- ⑧ running late
- ⑨ restaurant
- ⑩ reception
- ⑪ café
- ⑫ morning
- ⑬ afternoon
- ⑭ evening
- ⑮ appointment
- ⑯ refreshments
- ⑰ to decline an invitation
- ⑱ to miss a meeting
- ⑲ agenda

22.2 ↗

- ① to come up
- ② to cancel
- ③ to be busy
- ④ to be unable to attend
- ⑤ to look forward to
- ⑥ to reschedule

23

23.1 ↗

- ① The company **is losing** money, so we **are planning** a restructure.
- ② Stacy **is not working** in the office today. She **is visiting** the factory.
- ③ Dan **is meeting** a new client. They **are chatting** in the meeting room.
- ④ Colin **is starting** a new project. He **is working** with Angela.
- ⑤ The head office **is relocating** to Delhi. We **are moving** this week.

- ① Profits **are falling** this year, and the team **is feeling** nervous.
- ② Anika **is working** late tonight. She **is preparing** a presentation.
- ③ Sue and Clive **are having** lunch downtown. They **are eating** Chinese.
- ④ I **am going** on vacation next week. I **am missing** the training day.
- ⑤ Our company **is selling** a lot to India. We **are opening** an office in Mumbai.
- ⑥ Our secretary **is retiring**. We **are recruiting** a new one.
- ⑦ Sam and Sue **are discussing** the report. They **are planning** a meeting about it.
- ⑧ Chrissie **is choosing** a new team. She **is considering** Paul for a position.
- ⑨ Alex **is leaving** the company. He **is moving** to New York.

23.2

- ① Who are you meeting?
- ② Is Tim writing the report?
- ③ Are Kim and Jo presenting today?
- ④ Are you printing the agenda?
- ⑤ Is the company moving?
- ⑥ When are you retiring?
- ⑦ Who are you promoting?

23.3

- ① Is the conference taking place in Venice next April?
- ② Is Leanne giving a presentation on the takeover plans?
- ③ Are our owners hoping to buy our biggest competitor?
- ④ Is Brendan programming the software for new machinery?
- ⑤ Are we taking time off in August this year?

23.4

- ① Are you having lunch at 1pm today?
- ② Tom is going to the conference today.
- ③ Is John working until 7pm again?
- ④ We are traveling to New York again.
- ⑤ Are you coming to the meeting on Friday?

- ⑥ Are you visiting the factory next month?
- ⑦ I'm not taking time off in August.
- ⑧ The head office is moving in the spring.
- ⑨ Fran isn't coming to the office tomorrow.
- ⑩ What are you doing on Tuesday?
- ⑪ Sam is meeting the client this afternoon.
- ⑫ Tim is leaving work at 5pm today.

23.5

- ① On Monday morning, Frank is **visiting the factory**.
- ② On Monday afternoon, Clare is **attending a course**.
- ③ On Tuesday, Frank is **celebrating his wedding anniversary**.
- ④ In the evening, he is **going to the theater**.
- ⑤ On Thursday at 2pm, Clare is **meeting Pete**.
- ⑥ They are both free at **2:30pm on Thursday**.

23.6

- ① I'm having lunch with the IT team.
- ② I'm meeting them at 3pm.
- ③ I'm flying to Edinburgh.
- ④ I'm returning to London at 11:30am.
- ⑤ I'm going to Sandra's leaving party.

24

24.1

- ① Polite
- ② Impolite
- ③ Polite
- ④ Polite
- ⑤ Polite
- ⑥ Impolite
- ⑦ Polite

24.2

- ① True
- ② False
- ③ True
- ④ False
- ⑤ Not given
- ⑥ False
- ⑦ Not given

24.3

- ① I'm sorry. I'm not sure I **agree**.
- ② Sorry, but in my **opinion** they will sell well.
- ③ I can see your **point**, but I still think senior citizens are more important.
- ④ If I could just **come** in here and mention the good news from France.
- ⑤ **Excuse** me, but my figures tell a different story.
- ⑥ **Could** I just say...? The budget won't cover it.
- ⑦ I'm not **sure** I agree. Sales to China are growing faster.
- ⑧ Sorry to **interrupt**, but the software is not ready yet.

24.4

- ① I'm afraid Sean can't make it to the meeting and has **sent** his apologies.
- ② Shall we **take** a vote on the new strategy to see what course of action to take?
- ③ Ramona will **take** the minutes and email them to everyone after the meeting.
- ④ I agree with the motion. How **about** you? What do you think about it?
- ⑤ If I could just **interrupt** for a moment. I think we need to take a vote on this.
- ⑥ That sums up most of the issues we are facing. I just have a few **closing** remarks.
- ⑦ Claude is the chair, so he has the **casting** vote if there is a tie.
- ⑧ The **chair** of our budget meetings likes to keep his closing remarks very short.
- ⑨ I read **through** the agenda before the meeting, so I know what we will be talking about.

24.5

- 1 footprint
- 2 green
- 3 reuse
- 4 resources
- 5 waste
- 6 environment
- 7 reduce

25

25.1

- 1 Me neither.
- 2 Neither do I.
- 3 So did I.
- 4 Neither did I.
- 5 Me too.
- 6 So do I.
- 7 Me neither.
- 8 So do I.
- 9 Me too.

25.2

- 1 I suppose so. It will be expensive though.
- 2 So did I. He's so entertaining.
- 3 I agree. The team could improve their skills.
- 4 I'll ask the secretary to send it again.
- 5 Me neither. The food's very bland.
- 6 So do I. It's very comfortable.
- 7 Exactly. I didn't understand it at all.
- 8 I agree. I learned some new skills.
- 9 Absolutely. We should promote her.

25.3

- 1 I'm **afraid** we'll have to cancel the meeting.
- 2 I'm sorry, but I **disagree** with you.
- 3 I **totally** disagree with you about this.
- 4 I'm really not **sure** about that design.
- 5 I'm **sorry**, Pete, but I don't agree with you.
- 6 I don't agree at **all**. It won't work.
- 7 I'm not **sure** about this. Can we talk later?

- 1 I'm afraid I **don't** agree with you at all.
- 2 I don't **agree** at all with the merger.
- 3 You **could** be right, but I'm not sure.
- 4 Sorry, but I disagree **with** this plan.

25.4

- 1 Greg disagrees with her.
- 2 Greg thinks he doesn't have enough experience.
- 3 Jenny strongly disagrees.
- 4 Greg agrees.
- 5 Jenny strongly agrees.

25.5

- 1 We **totally** agree about the redesign.
- 2 I can't agree with you **at** all about the downsizing.
- 3 We're **afraid** we totally disagree.
- 4 You **could** be right, but I need more evidence.
- 5 I'm not sure **about** the latest business plan.

26

26.1

- 1 Roger hurt himself when he slipped.
- 2 She burned herself on the coffee maker.
- 3 Ron blames himself for the accident.
- 4 Jan cut herself on the machinery.
- 5 We enjoyed ourselves at the office party.
- 6 Juan cut himself in the kitchen.
- 7 We need to protect ourselves from risks.

26.2

- 1 I hurt **myself** when I moved the photocopier.
- 2 They should prepare **themselves** for the course.
- 3 Claire's cut **herself** on the equipment.
- 4 Have you all signed **yourselves** up for the course?
- 5 Sam is teaching **himself** Japanese.

26.3

- 1 Not given
- 2 Not given
- 3 True
- 4 False
- 5 Not given
- 6 False
- 7 True
- 8 False

26.4

- 1 An **extinguisher** is used to stop small fires.
- 2 If you hear the fire alarm, go to the **assembly area**.
- 3 Medical equipment is kept in the **first aid kit**.
- 4 Each fire **escape** has a sign above the door.
- 5 You practice leaving the building during a **fire drill**.

27

27.1

- 1 How about asking Tim to write the report?
- 2 Why don't we ask Pete for his opinion?
- 3 We could have a meeting on Friday.
- 4 Let's ask the team for their opinions.
- 5 What about putting some videos online?
- 6 Why don't we hire another intern?
- 7 How about moving the meeting to 5pm?
- 8 Let's try calling the engineer again.

27.2

- 1 She should go home and rest.
- 2 You should ask the secretary for another.
- 3 You should go on a training course.
- 4 You should order some more.
- 5 He should call IT.
- 6 You should call the engineer.
- 7 You should ask for an extension.
- 8 You should take the bus.

27.3

- ① Where have the reports gone? They've **disappeared**.
- ② Pete **misunderstood** me. He thought I said 3 o'clock.
- ③ Cathy isn't coming in today. She's feeling **unwell**.
- ④ You should be **careful** crossing the road.
- ⑤ Doug is really **impatient**. He gets angry so easily.
- ⑥ I'm **unable** to come to the training because I have a meeting.
- ⑦ Don't forget to **disconnect** the machine after you've used it.
- ⑧ I'm **unfamiliar** with that program. I don't know it.
- ⑨ Jean is so **careless**. She's always making mistakes.
- ⑩ This morning is **impractical** for me. Can we meet later?

27.4

- ① We should make sure no one **misunderstood** the instructions.
- ② How about organizing training for everyone who is **unfamiliar** with the program?
- ③ Let's make sure no one on the team **spells** the name wrongly again.
- ④ Why don't we ask Pete to help if Laura isn't **well** tomorrow?
- ⑤ I think we should **disconnect** the machine since it's not working.
- ⑥ I don't think you should be so **impatient** with the new recruits.
- ⑦ Let's send a memo to everyone who isn't **able** to come to the meeting.
- ⑧ Let's explain to Tim that he should be more **careful** with financial information.
- ⑨ Why don't we try to find a time that is **convenient** for everyone?

28

28.1

- ① young adults
- ② sports wear
- ③ jackets
- ④ 65%
- ⑤ 80%
- ⑥ China
- ⑦ India

28.2

- ① Today I'm going to talk about profit.
- ② Does anyone have any questions?
- ③ To sum up, we are facing issues.
- ④ I'm happy to answer questions.
- ⑤ Last, let's look at the future.

28.3

- ① I'd like to begin **by showing you this graph**.
- ② I'm happy to **answer any questions**.
- ③ Does anyone have any more **questions or comments**?
- ④ Let's move **on to the next topic**.
- ⑤ After that, I would **like to talk about the merger**.
- ⑥ To sum up, it's **been an excellent quarter for the company**.

28.4

- ① The **screen** is black. We can't see the graph.
- ② If you use a **projector**, you can introduce graphs and visuals.
- ③ I'll write down the company's name on the **flipchart**.
- ④ There are programs to help you make professional-looking **slides**.
- ⑤ If you use a **microphone**, the people at the back will hear you.

28.5

- ① I'd **like** to start with our factory in Vietnam.
- ② To sum **up**, we need to invest more in infrastructure.

③ I'll **explore** the benefits of investing in web technology later.

④ Let's begin **by** looking at the sales figures.

⑤ In **short**, we need to develop new products.

⑥ Let's take a **look** at the second graph.

⑦ So we've **covered** all the topics I wanted to discuss.

⑧ Turning **to** the previous quarter's profits.

⑨ Then I'm going to **talk** about the situation in China.

⑩ **To** start, let's look at this year's performance.

⑪ Moving **on**, let's look at our main competitors.

⑫ First, I'm going to look **at** last year's results.

⑬ I'm happy to **answer** any questions at the end.

⑭ I'd like to end **by** thanking you all for your attention today.

29

29.1

- ① You **don't have to** stay late tonight. It's very quiet.
- ② Is your phone broken? You **can** use mine if you like.
- ③ We **have to** wear a jacket and tie when we meet clients.
- ④ You **can't** park there. It's a space for disabled drivers.

29.2

- ① You can't leave early tonight. **We have an important meeting at 5pm**.
- ② You don't have to pay for lunch. **Staff eat for free in the cafeteria**.
- ③ You can make yourself a hot drink. **There's tea and coffee in the kitchen**.
- ④ We have to wear business clothes. **There's a formal dress code**.

- ⑤ We have to leave the building now.
That's the fire alarm.

29.3

- ① True
- ② False
- ③ Not given
- ④ True
- ⑤ False

29.4

- ① I can listen to music at work if I use headphones.
- ② He's a pilot. He has to wear a uniform.
- ③ They don't have to go to the training session.
- ④ He can't take more than an hour for his lunch break.
- ⑤ He can't leave early. It's too busy.
- ⑥ I have to back up my files before I turn my computer off.

29.5

- ① Could you wash these cups, please?
- ② Would you mind turning the light off?
- ③ Could you help me lift this box, please?
- ④ Would you mind calling me back later?
- ⑤ Could you lend me your stapler, please?

29.6

- ① Could you open the window?
- ② Would you mind checking this list?
- ③ Could you forward me Jo's email?
- ④ Would you mind printing the report?
- ⑤ Could you pass around the agenda?
- ⑥ Would you mind ordering more files?
- ⑦ Could you come to today's meeting?

29.7

- ① Could you turn your music down?
- ② Would you mind checking my report for me?
- ③ Could you close the window?
- ④ Would you mind inviting Alan to the meeting?

29.8

- ① Could you check these sales figures?
- ② Would you mind paying a deposit now?
- ③ Could you ask Ian to call me back?
- ④ Would you mind showing our clients around?

29.9

- ① Would you mind opening the door? It's really hot in here.
- ② Would you mind asking John to email me this month's sales figures?
- ③ Could you take the minutes for this afternoon's meeting?
- ④ Could you remind me who is coming to tomorrow's presentation?

30

30.1

- ① to think outside the box
- ② to get down to business
- ③ red tape
- ④ to take it easy
- ⑤ to be tied up with
- ⑥ to wind down
- ⑦ business as usual
- ⑧ to be out of order
- ⑨ a win-win situation
- ⑩ to be in the red
- ⑪ to work around the clock
- ⑫ the ball is in your court
- ⑬ to put something off
- ⑭ going haywire
- ⑮ throwing money down the drain
- ⑯ to be swamped
- ⑰ to pull your weight

31

31.1

- ① Tanya was feeling very tired.
- ② I was finishing his report.
- ③ Alison was talking to the CEO.
- ④ Was Jamie taking minutes?
- ⑤ Were you working late yesterday?
- ⑥ I was trying to call you.
- ⑦ Claire was playing very loud music.

31.2

Note: Negative answers can also use long forms.

- ① The train trip here was really bad. All the trains were running late.
- ② The cleaners were complaining that staff left their dirty cups in the sink.
- ③ Harriet wasn't listening to the presentation.
- ④ Tom's manager was annoyed because Tom wasn't meeting his deadlines.
- ⑤ My email inbox was getting full, so I had to delete some messages.

31.3

- ① True
- ② False
- ③ True
- ④ True
- ⑤ False

31.4

- ① Joshua was giving a talk about new markets.
- ② Fiona wasn't listening to Bilal's new ideas for products.
- ③ Lucia was taking the minutes of the meeting.
- ④ They were speaking too loudly on the phone.
- ⑤ Helen was eating her lunch at her desk.

31.5

- ① The windows
- ② Talking

- 3 Her assistant
- 4 Her USB cable
- 5 Talk to a co-worker
- 6 Think clearly

32

32.1

- 1 I am so sorry I was late for the meeting with our clients today.
- 2 I would like to apologize for not finishing the report yesterday.
- 3 I'm really sorry. I forgot to charge the office cell phone and it has no power.
- 4 I'm really sorry this line is so bad. I hope we don't get cut off.
- 5 I'm afraid that's not good enough. I want a full refund on my ticket.

32.2

- 1 No problem. I'll help you finish it now.
- 2 That's not good enough. Please heat it up.
- 3 Never mind. We're not very busy today.
- 4 No problem. I'll have tea instead.
- 5 Don't worry. I'll print off some more.

32.3

- 1 4
- 2 3
- 3 1
- 4 5
- 5 2

32.4

- 1 I'm really **sorry**. I forgot to send the agenda for the meeting.
- 2 I would like to **apologize** for the rudeness of the waitress.
- 3 I'm **afraid** that's not good enough. You missed an important meeting.
- 4 That's all **right**. I'll make you a copy right now.
- 5 Please **make** sure it doesn't happen again.

- 6 Never **mind**. It's only a cup.
- 7 I would **like** to apologize for the delay to your train this evening.

32.5

- 1 Harry **was practicing** his presentation when I **called** him.
- 2 Sam's cell phone **rang** when Tom **was describing** the sales for this quarter.
- 3 The elevator **got** stuck while they **were waiting** for it.
- 4 Tina **wasn't listening** when the CEO **said** all staff would get a raise.
- 5 The fire alarm **went** off when we **were having** our update meeting.
- 6 I **was working** late when I **heard** a strange noise.
- 7 I **was editing** the report when the fire alarm **went** off.

32.6

- 1 The photocopier **broke** while I **was copying** your sales report.
- 2 We **were listening** to Janet's presentation when the power **went** off.
- 3 John **was signing** the contract when the lawyer **called** him.
- 4 Anna **was** furious when she found out George **was copying** her ideas.
- 5 Simon **was editing** the report when his computer **crashed**.
- 6 We **were waiting** for the bus when two buses **arrived**.

33

33.1

Note: All answers can also be written in contracted form.

- 1 I **have called** eight customers this morning.
- 2 Gareth **has made** coffee for the visitors.
- 3 Piotr **has cut** the hair of many famous people.

- 4 I **have not finished** checking my emails.
- 5 Carl **has not emailed** me the sales data.

33.2

- 1 She hasn't sent the invoice **yet**.
- 2 We **have just** heard the CEO is leaving.
- 3 I haven't met the new director **yet**.
- 4 Has Tom finished fixing my laptop **yet**?
- 5 George has **just** called me.
- 6 The painters haven't finished **yet**.
- 7 Have you had a meeting with Ann **yet**?
- 8 The trainer has **just** arrived.
- 9 Have you **just** finished the report?

33.3

- 1 I haven't ordered the stationery **yet**.
- 2 They have just introduced the new packaging.
- 3 Have you answered those emails **yet**?
- 4 Derinda has just written the minutes from our meeting.

33.4

- 1 True
- 2 False
- 3 True
- 4 Not given

33.5

- 1 Daniel **sent** your package last Friday.
- 2 Jenny **showed** me the new designs yesterday.
- 3 Babu and Zack **haven't finished** their research yet.
- 4 Kate **spoke** to the HR manager last week.

33.6

- 1 B
- 2 A
- 3 B
- 4 A
- 5 A

33.7

- 1 I have done all the invoices for June.
- 2 He met the Chinese partners last month.
- 3 He hasn't sent the salaries to payroll yet.
- 4 They have not started the audit yet.
- 5 He left this morning.
- 6 I have just heard about your promotion.
- 7 She has sold the most products.
- 8 Have you designed that box yet?
- 9 They have given him a verbal warning.
- 10 Mark hasn't scanned it yet.
- 11 I have spoken to your team.

33.8

- 1 Yes, I've **just** scanned them.
- 2 No, he **hasn't** done them yet.
- 3 I've **filed** them all in the cabinet.
- 4 We've **stopped** the delivery.

34

34.1

- 1 We will replace your tablet free of charge.
- 2 The chef will cook you another pizza.
- 3 I'll talk to the boss about it.
- 4 The manager will be with you soon.
- 5 I'll contact our courier immediately.
- 6 We will give you a full refund.
- 7 I promise that your order will arrive today.
- 8 I'm afraid we won't finish the project on time.
- 9 I'm sorry, but we won't cancel your order.

34.2

- 1 We'll send it to your hotel when it gets here.
- 2 I'll ask the chef to cook it properly.
- 3 I'll refund the money to your credit card.
- 4 I will call the driver immediately.
- 5 We'll move you to another room.

34.3

- 1 There was no receptionist.
- 2 They will ask receptionists to work late.
- 3 The bathroom was dirty.
- 4 He will speak to the cleaners' manager.
- 5 There wasn't any hot coffee.
- 6 Mr. Vance was kept awake.
- 7 A full refund.

34.4

- 1 We'll offer you a discount off your next hotel stay.
- 2 Will the money be refunded to my credit card?
- 3 The company will chase your order up for you.
- 4 The store manager will be with you very soon.
- 5 Will you replace the part on my broken washing machine?

34.5

- 1 Won't
- 2 Will
- 3 Will
- 4 Won't

34.6

- 1 I'm very sorry about that. **We'll offer** you a refund.
- 2 I really must apologize. **I'll take** it back to the kitchen.
- 3 She'll **be** with you in a minute.
- 4 I'll **talk** to her about this.
- 5 It **won't happen** again.
- 6 I'll **ask** the chef to make you something vegetarian.

35

35.1

- 1 bus
- 2 plane
- 3 helicopter
- 4 tram
- 5 bus stop

35.2

- 1 car
- 2 taxi
- 3 airport
- 4 train station
- 5 taxi stand (US) / taxi rank (UK)
- 6 bicycle

35.2

- 1 terminal
- 2 security
- 3 boarding pass
- 4 on time
- 5 domestic flight
- 6 international flight
- 7 connecting flight
- 8 delay
- 9 passport control
- 10 late
- 11 hotel
- 12 board a plane
- 13 check-in
- 14 passport
- 15 luggage
- 16 round-trip ticket (US) / return ticket (UK)
- 17 window seat
- 18 aisle seat
- 19 seat reservation

36

36.1

Note: All answers can be written in contracted form.

- 1 If we **don't hurry**, we **will miss** the flight.
- 2 If we **meet** in Berlin, it **will save** us some time.
- 3 We **will take** on a new intern if we **win** the contract.
- 4 If the train **is** late, we **will miss** the meeting.
- 5 If the bank **is** closed, we **will not have** any money.
- 6 We **will pay** for your flight if you **fly** to Denver.

- 1 If you **work** hard, you **will pass** the exam.
2 The firm **will pay** expenses if you **are** delayed.
3 If I **go** to Rome, I **will visit** the Colosseum.
4 If I **lose** my job, I don't know what I **will do**.

36.2

- 1 If we don't hurry up, **we'll miss our connecting flight**.
2 We will get a discount **if we book early**.
3 Will you pay expenses **if we attend the conference?**
4 What will Samantha do if **she loses her job next month?**
5 If we lose the contract, **we will have to lay Sean off**.
6 Will you visit the factory **if you go to China?**

36.3

- 1 Will you have a celebration if you get the job?
2 If you buy the ticket online, it will be cheaper.
3 If we visit Paris, we will probably go sightseeing.
4 What will we do if we don't win the contract?
5 If we take on a new intern, where will they sit?
6 How will you travel to Berlin if the flight is canceled?

36.4

- 1 True
2 False
3 True
4 False
5 Not given
6 True

36.5

- 1 If it's a nice day, I walk to work.
2 If you heat water, it boils.
3 If you're late for work, isn't your boss unhappy?
4 If you press that button, the machine stops.

36.6

- 1 Will you visit Red Square if you **go** to Moscow?
2 People use public transportation if it **is cheap**.
3 What will we do if we **lose** the contract?
4 The ticket **will be** more expensive if we buy it later.
5 If you **pay** staff more, they work harder.
6 **Will** you pick me up from the station if I give you my details?
7 We'll miss the train if we **don't** hurry.
8 If it **rains**, the event is always moved indoors.
9 Sharon **won't** go on vacation if she loses her job.
10 **Will** Doug resign if the company loses the deal?

37

37.1

- 1 Do you know the **way** to the station?
2 The bank is **on** the corner.
3 Do you know how to **get** to the hotel?
4 The museum is **in** front of the park.
5 You should **take** the second left.
6 The library is straight ahead on **the** right.
7 Our house is just ahead **on** the left.
8 Sorry, did you **say** it is near the school?
9 Turn right **at** the sign.

37.2

- 1 The entrance is in front of the factory.
2 Turn right at the sign.
3 The bank is opposite the school.
4 Take the first road on the left.

- 1 Go past the movie theater.
2 The bank is on the corner.
3 The station is next to the police station.

37.3

- 1 Excuse me, do you know the way to the hotel?
2 Go straight on and it's opposite the train station.
3 Sorry, did you say it's next to the post office?
4 The bank is 40 yards ahead on the corner.

37.4

- 1 A
2 B
3 A
4 A
5 B

37.5 Model Answers

- 1 Take the first right, and it's on the left after the town hall.
2 Sure, go straight ahead, and it's on the left.
3 Yes, go straight ahead, and it's on the right.
4 Yes, take the first right, and then it's on the right.
5 Turn left, then turn right, and it's on the left.

38

38.1

- 1 The hotel was opened in 1932.
2 The new factory was opened by the president.
3 Simon was employed by our company in 2013.
4 Our new range of products will be released next month.
5 Our head office was moved to Shanghai about four years ago.

- ④ Peter was introduced to the new management team.
⑤ Coffee and tea will be served during the break.
⑥ The team will be shown how to use the new software package.

38.2 Model Answers

- ① The CEO was met at the airport.
② The meeting room has been redecorated.
③ A double room was booked yesterday.
④ The team was taught some Mandarin.
⑤ The files were left on the train again.
⑥ The rooms were booked on Monday.
⑦ Breakfast is served at 7:30am.
⑧ The office has been organized.

38.3

- A 5
B 1
C 4
D 3
E 2
F 7
G 6
H 8

38.4

- ① False
② Not given
③ True
④ False

38.5

- ① We **were picked up** at the airport by the driver.
② Great. It **was served** at 7am each morning.
③ Yes. But unfortunately it **was broken**.

39

39.1

- ① fry
② waiter
③ vegetarian
④ chef
⑤ waitress
⑥ menu
⑦ make a reservation / booking
⑧ boil
⑨ receipt
⑩ breakfast
⑪ lunch
⑫ dinner
⑬ café
⑭ vegan
⑮ dessert
⑯ food allergy / intolerance
⑰ bar
⑱ tip
⑲ roast

39.2

- ① fruit
② bread
③ water
④ napkin
⑤ milk
⑥ fish
⑦ coffee
⑧ pasta
⑨ tea
⑩ meat
⑪ fork
⑫ knife
⑬ vegetables
⑭ seafood
⑮ salad
⑯ sandwich
⑰ potatoes
⑱ butter
⑲ cake

40

40.1

- ① Did you have any trouble getting here?
② Can I get you anything?
③ It's great to meet you in person.
④ Have you been to Toronto before?
⑤ Did you have a good flight?
⑥ Would you like something to drink?
⑦ I've been looking forward to meeting you.
⑧ We've heard so much about you.
⑨ I'll let Mr. Song know that you arrived.
⑩ Is this your first visit to India?

40.2

- ① Is there **any** information about flights?
② I need to buy **some** food.
③ Are there **any** good hotels nearby?
④ Can I get you **a** cup of coffee?
⑤ Are there **any** interesting talks today?
⑥ Do you have **any** luggage?
⑦ There is **a** presentation later.
⑧ Do you have **any** tea?
⑨ Please take **a** seat at the front.

40.3

- ① Would you like some **water**, **Mrs. Smith**?
② Do you have any **information about the flight**?
③ Have you been **to Los Angeles before**?
④ Can I get you **a glass of water**?
⑤ It's great to **meet you in person**.
⑥ There isn't **any coffee left**, I'm afraid.

40.4

- ① Are you going to **any** talks later?
② James is giving **a** presentation later today.
③ There isn't **any** coffee or tea, I'm sorry.
④ Are **any** of your colleagues staying here?
⑤ Would you like **a** cup of tea, Jen?
⑥ They don't have **any** workshops this afternoon.
⑦ Have **any** of the attendees arrived yet?

- 1 Is there **any** information about the conference?
2 There's **some** food and drink in the main hall.

40.5

- 1 the main hall
2 developing an app
3 a choice of food and drink
4 a product launch
5 leading CEOs
6 the Asian market

41

41.1

- 1 I'm afraid we're fully booked this evening.
2 Can we sit outside on the terrace?
3 Could I have a cup of coffee, please?
4 Can we just have five more minutes, please?
5 Yes, I'm allergic to shellfish.
6 Absolutely delicious, thank you.
7 Yes, please. Some chocolate ice cream for me.
8 No, I'm afraid it contains cream.
9 Sure, are you paying by cash or by card?

41.2

- 1 Are you ready to order?
2 I'd like to reserve a table for two, please.
3 Have you reserved a table, madam?
4 How many people are there in your party?
5 Could I have a look at the dessert menu, please?
6 What would you like for the entree?
7 Do you have any allergies or intolerances?
8 How many vegetarian options are there today?
9 Could we have the bill, please?
10 Would you like to pay by cash or card?

41.3

- 1 How many chairs will you need?
2 I ordered too many dishes.
3 There's not enough space here. It's tiny.
4 How many plates will you need?
5 There are too many chairs.
6 There's not enough cake for everyone.
7 The lobster costs too much.
8 We haven't ordered enough dishes.
9 How many guests are you expecting?
10 I don't have enough cash for a tip.
11 I've eaten too much food this evening!
12 There's enough tea for everyone.

41.4

- 1 How **many** people are coming tonight?
2 Is there **enough** space at the table for everyone?
3 How **much** does the meal usually cost?
4 I've eaten too **much** cake.
5 There's **too** much salt in my soup.
6 There are not **enough** chairs for all of us!
7 **How** many glasses will we need this evening?

42

42.1

- 1 I'd **better** go now.
2 Can I **ask** who's calling?
3 No, that's **all**, thanks.
4 OK. **Talk** to you soon.
5 Is there **anything** else I can do?
6 Hello, Sales **department**.

42.2

- A 5
B 3
C 2
D 1
E 4

42.3

- 1 Esme speaking. How can I help?
2 Of course. It's Sergio Walker.
3 OK. Speak to you soon.
4 Hi, Andrew. It's José from Design.

42.4

- 1 57336
2 0114342190
3 031297778
4 0092736430
5 2074440016
6 00340621485
7 8694472165

42.5

Model Answers

- 1 Liz's extension is 3864.
2 Saira's office number is 01928 335178.
3 The Helpdesk number at KTV News is 616 888 3746.
4 Lucy's cell phone number is 616 913 6205.

42.6

- 1 I don't know why Hal's not **picking up** the phone.
2 I'll **put you through** to customer services now.
3 Can you **speak up**, please? I can't hear you.
4 Sorry, I'm busy now. I'll **get back** to you later.
5 I'm sorry I **cut you off**. This line is very bad.
6 You're **breaking up**. Can I call you back?

42.7

- 1 Could you possibly **speak up**, please? The line is very faint.
2 I'll call **you** back in ten minutes. Is that OK? I have to finish writing an email.
3 If I get **cut off**, call me back on the office phone. I'm back at my desk now.
4 Can I get back **to** you about the design later today? We're still working on it.
5 I've called Fatima three times, but she didn't **pick up**. Is she at work today?

- ④ Marc kept breaking **up** when I called him. The signal here is awful!
⑤ Katie is back at her desk now. I'll just put you **through** to her.
⑥ Mateo got back **to** me about the new manual. He has a few comments on it.

42.8

- ① Can you speak up, please?
② I hope I don't get cut off again.
③ Let me put you through to Finance.
④ Sorry I didn't pick up when you called.
⑤ Can you get back to him this afternoon?
⑥ Sorry, the line keeps breaking up.
⑦ I'll call you back in five minutes.
⑧ He didn't get back to me yesterday.
⑨ Don't pick up the phone if Dan calls.

43

43.1

- ① Yes, of course. May I ask who's calling?
② I'm calling because my laptop is broken.
③ Yes. Can you ask her to call me back?
④ Could you ask her to call me back today?

43.2

- ① It's Sunita Devinder from GBT.
② I wonder if you **could** help me.
③ I'm afraid Mr. Cox **isn't** at his desk.
④ Thank you for **calling** Top Sounds.
⑤ **Could** I speak to Rod Dean, please?
⑥ Could you **ask** him to call me back?
⑦ **May** I ask who's calling, please?

43.3

- ① How can I help you?
② May I ask who's calling?
③ I'll just put you through.
④ Would you like to leave a message?
⑤ Could you ask him to call me back, please?
⑥ IT department. How can I help you?

- ⑦ I'll put you through to HR now.
⑧ I'm afraid he's not at his desk.
⑨ Thank you for calling Quadfax.

43.4

- ① Savino's. How **can I help** you?
② Thank you **for calling** Ready Solutions.
③ Hello. I **wonder** if you can help me.
④ I'm **calling about an order** I placed last month.
⑤ **Could I speak** to Becky Bradley, please?
⑥ I'm afraid the Accounts Manager is away **at the moment**.
⑦ Yes, please. **Could I order** 20 desks?
⑧ **Would you like** to leave a message?
⑨ Thank you. I'll **just put** you through.

43.5

OPINION:

nice, awful, stylish

SIZE:

tiny, large, huge

AGE:

ancient, modern, antique

COLOR:

blue, purple, pink

MATERIAL:

leather, metal, plastic

43.6

- ① We're developing a **stylish** little gold lamp.
② Tom has got an amazing **tiny** new smartphone.
③ The pet store has a nice **big** black and white cat.
④ There is an **awful** large modern painting in the cafeteria.
⑤ Have you seen the exciting new **colorful** marketing posters?

43.7

- ① That's a **stylish** new design for the company logo.
② There's a huge round hole in the wall where the truck hit it.
③ Have you seen the fabulous new office chairs?

- ④ There's a big yellow and red truck outside.

- ⑤ There's a nice big green and white plant in my office.

- ⑥ Have you tasted the awful new coffee?
⑦ The headphones for my laptop go in a tiny round hole.
⑧ There's a large rectangular parking space for motorbikes.

43.8

- ① Printed materials
② Next Tuesday
③ 9:00
④ 60
⑤ Six taxis
⑥ Vegetarian and gluten-free food

44

44.1

- ① Personal statement
② Education
③ Professional achievements
④ Career summary
⑤ Key skills

44.2

- ① I have a **proven** track record in the tourism industry.
② I am proficient **in** using a wide range of software.
③ I have hands-on **experience** of customer service.
④ I have experience working in a **service-oriented** environment.

44.3

- ① I am a highly motivated individual and love working in tourism.
② I gained in-depth knowledge of the construction industry.
③ I have a great deal of experience in the catering industry.
④ I am proficient in most types of accounting software.

44.4

- ① I **managed** a large team of marketing executives.
- ② Our teams **collaborated** to create a new clothing range.
- ③ The company **established** a new headquarters in the capital.
- ④ I **negotiated** with our suppliers and got a good deal.

44.5 Model Answers

- ① She oversaw the introduction of new accounting software and co-ordinated a training program.
- ② She is the Deputy Director of Accounts at Tomkins Travel.
- ③ She worked in the construction industry.
- ④ She gained her diploma in Accounting in June 2010.
- ⑤ She can speak Spanish and English fluently.

45

45.1

Note: All answers except ⑥, ⑧, and ⑪ can also be written in contracted form.

- ① He **is going to travel** to the conference by plane.
- ② She **is not going to make** it to the meeting.
- ③ They **are going to meet** the staff from the Paris office.
- ④ He **is going to write** a letter to the suppliers.
- ⑤ They **are not going to sell** their shares in the company just now.
- ⑥ Is she **going to order** business cards with the new company logo?
- ⑦ Sergio **is going to give** a presentation about the new training course.
- ⑧ Are you **going to make** tea and coffee for the visitors?

⑨ Diana **is going to design** the new company logo.

- ⑩ They **are going to join** us for our team meeting today.
- ⑪ Are you **going to review** the sales data this afternoon?

45.2

- ⑫ Why don't we ask what Marketing think?
- ⑬ Could you load the printer with paper?
- ⑭ Can you help me with these files, please?
- ⑮ Could you send the files to production?
- ⑯ Could we meet at 4 instead of 5?
- ⑰ Can you finish the report today?
- ⑱ Couldn't we invite Jeff to the meeting?
- ⑲ Could you call me back later, please?
- ⑳ Could you make coffee for the CEO?
- ㉑ Could we possibly cancel the meeting?
- ㉒ Can you check this report, please?
- ㉓ Could you pass round the agenda?
- ㉔ Can we try a different approach?
- ㉕ Please could you call the Delhi office?
- ㉖ Could you lock up before you leave?
- ㉗ Could you possibly stay late tonight?
- ㉘ Please can you print out these designs?

45.3

- 1. I am going to email the director.
- 2. I am going to email the IT help desk.
- 3. I am going to email the sales department.
- 4. I am going to speak to the director.
- 5. I am going to speak to the IT help desk.
- 6. I am going to speak to the sales department.
- 7. You are going to email the director.
- 8. You are going to email the IT help desk.
- 9. You are going to email the sales department.
- 10. You are going to speak to the director.
- 11. You are going to speak to the IT help desk.
- 12. You are going to speak to the sales department.
- 13. Kelly is going to email the director.
- 14. Kelly is going to email the IT help desk.

15. Kelly is going to email the sales department.

- 16. Kelly is going to speak to the director.
- 17. Kelly is going to speak to the IT help desk.
- 18. Kelly is going to speak to the sales department.

45.4

- ① False
- ② Not given
- ③ False
- ④ True
- ⑤ False

45.5 Model Answers

- ⑥ Paul is going to contact the presenters.
- ⑦ Paul is going to ask the printers for ten extra copies of the training booklets.
- ⑧ The printers are going to supply name badges in the form of lanyards.
- ⑨ Marie is going to meet the presenters.
- ⑩ The presenters will get to the venue by taxi.
- ⑪ Omar is going to check that the venue will cater for people with special dietary requirements.

46

46.1

- ① text message
- ② website
- ③ stamp
- ④ voicemail
- ⑤ conference call
- ⑥ email
- ⑦ bulletin board (US) / notice board (UK)
- ⑧ letter
- ⑨ internal mail
- ⑩ mail (US) / post (UK)
- ⑪ web conference
- ⑫ presentation
- ⑬ transfer a call
- ⑭ envelope
- ⑮ social networking

46.2

- ① attachment
- ② forward
- ③ trash
- ④ signature
- ⑤ outbox
- ⑥ print
- ⑦ reply all
- ⑧ inbox
- ⑨ subject

46.3

- ① TBC
- ② BCC
- ③ RE
- ④ CC
- ⑤ FYI
- ⑥ ETA
- ⑦ NB
- ⑧ ASAP

47

47.1

- ① I work **in** the finance department at Forrester's.
- ② Please confirm your availability **ASAP**.
- ③ Please find your **receipt attached** to this email.
- ④ Please **don't hesitate** to contact me.
- ⑤ I am writing **with reference to** invoice number 146.
- ⑥ Please see the agenda **attached** here.
- ⑦ I work in the IT department **at** Transtech.
- ⑧ I am writing to invite you to a meeting next week.
- ⑨ Please **don't** hesitate to contact me.
- ⑩ Please return your signed contract **ASAP**.
- ⑪ I **would** be grateful if you could get back to me soon.
- ⑫ I am writing **with** regard to your complaint.
- ⑬ Please find the minutes **attached** here.

- ⑭ I would **be** grateful if we could arrange a meeting.
- ⑮ I work **in** the company's catering department.
- ⑯ I am the new Head of Sales **at** Codequote.
- ⑰ I am writing with regard **to** our schedule.
- ⑱ Please let me know if you **have** any questions.
- ⑲ Please **find** the new designs attached here.

47.2

- ① I am writing with regard to your latest feedback.
- ② Please find the invoice attached here.
- ③ I would be grateful if you could pay the outstanding invoice.
- ④ If you have any questions, please do not hesitate to contact me.

47.3

- ① I am writing with **regard to our invoice number AB3168**.
- ② I work in **the accounts department at Shuberg's**.
- ③ I would be grateful if you **could let us know when you have been paid**.
- ④ I deal with **the supply and payment of invoices**.
- ⑤ It has come to our attention **that invoice DY895 has not been paid**.
- ⑥ I wonder if **you are aware that we have not been paid**.
- ⑦ I am writing to **inform you that we are going to use a new supplier**.

47.4

- ① He **is giving** all the candidates a task to do before their interview.
- ② We **are meeting** other suppliers on Tuesday.
- ③ Sam **is going to make** coffee for the CEO's visitors.
- ④ Carlos **is presenting** the sales figures tomorrow.
- ⑤ We **are going to discuss** sales figures for the last quarter.

- ⑥ They **are giving** all their clients a voucher.

- ⑦ He **is going to travel** to Italy to meet the new CEO.

- ⑧ Greg **is going to pack** all the boxes into the delivery van.

- ⑨ A famous hairdresser **is going to open** the new salon.

- ⑩ We **are launching** the new company logo at the sales conference.

- ⑪ The company **is going to recycle** all the stationery with the old logo.

47.5

- ① I am writing with regard to the shareholders' meeting on Thursday.
- ② We are meeting new clients at the Radcliffe Hotel.
- ③ The meeting is taking place in the hotel's conference center.
- ④ We are going to discuss the last quarter's sales figures.
- ⑤ The new CEO is taking questions after his presentation.
- ⑥ He is going to discuss the company's future marketing strategy.

47.6



Acknowledgments

The publisher would like to thank:

Amy Child, Dominic Clifford, Devika Khosla, and Priyansha Tuli for design assistance; Dominic Clifford and Hansa Babra for additional illustrations; Sam Atkinson, Vineetha Mokkil, Antara Moitra, Margaret Parrish, Nisha Shaw, and Rohan Sinha for editorial assistance; Elizabeth Wise for indexing; Jo Kent for

additional text; Scarlett O'Hara, Georgina Palffy, and Helen Ridge for proofreading; Christine Stroyan for project management; ID Audio for audio recording and production; David Almond, Gillian Reid, and Jacqueline Street-Elkayam for production assistance.

DK would like to thank the following for their kind permission to use their photograph:

33 **123RF.com**: Federico Rostagno / ilfede (top left)

All other images are copyright DK.

For more information, please visit
www.dkimages.com.