



# Business Result

**Elementary** Student's Book

David Grant, John Hughes & Rebecca Turner



OXFORD

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Elementary | Student's Book

David Grant, John Hughes & Rebecca Turner

Interactive Workbook material  
by Alastair Lane

**OXFORD**  
UNIVERSITY PRESS

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	Working with words	Language at work	Practically speaking	Business communication	Case study / Activity	Outcomes – you can:
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# Introduction

Welcome to *Business Result Elementary*. In this book you will find:  
| 12 units | Practice files | Information files | Audio scripts |  
| Interactive Workbook on CD-ROM |

## What's in a unit?

### Starting point

- an introduction to the unit
- discussion and questions

### Working with words

- reading and listening about the world of work
- new words and phrases that you can use in your work
- practise the new words in speaking activities

### Language at work

- grammar lessons in real work situations
- helps you communicate better
- practise grammar in the classroom in speaking activities
- for more practice go to the *Practice file*

### Practically speaking

- essential words and phrases for general use
- you sound more natural when you speak English

### Business communication

- key expressions for exchanging information, socializing, telephoning, travel, and meetings
- real work situations
- *Key expressions* list in every unit

### Case study / Activity

- authentic case study, or a communication activity
- role-plays and discussions
- improve your fluency

## What's in the Practice file?

Written exercises on the key language in:

- Working with words
- Language at work
- Business communication

plus a language reference section with more grammar explanations.

Use the *Practice file*:

- in class to check your understanding
- after class for extra practice.

Follow the links to the *Practice file* in each unit.

» For more exercises go to **Practice file 3** on page 82.

## What's the Interactive Workbook on CD-ROM?

The *Interactive Workbook* lets you practise the language from the *Student's Book*. It also helps you test your own progress. Use it at home or in the office to practise the language you learn in class.

### Exercises and Tests

- practise key language with interactive exercises
- check your progress with unit tests

### Glossary

- check the meaning of over 300 words and phrases
- listen to the words and add your translation

### Phrasebank

- listen to the key expressions from the *Student's Book*
- learn new phrases for exchanging information, socializing, telephoning, travel, and meetings
- create your personal phrasebook

### Email

- learn useful phrases for writing emails
- copy example emails to use at work

### Listen again

- Listen again to the *Student's Book* audio, or download to your MP3 player

When you see this link, you can go to the *Interactive Workbook* for more practice.

» Interactive Workbook »

## Fast-track option

If you are on a short course, you can do the fast-track option. For each unit, do *Language at work*, *Practically speaking*, and *Business communication* in class. You can do the other sections in your own time if you wish.



# How to use Business Result Elementary | A complete blended learning package

## Student's Book | Main unit

**In class:** Learn vocabulary, grammar, and expressions with listening, reading, and speaking activities.



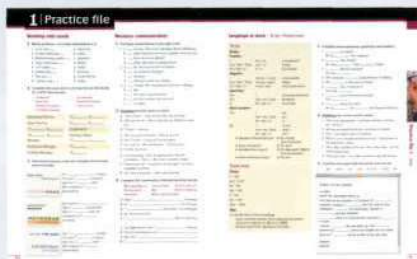
**In class or self-study:** When you see this, go to the *Practice files* at the **back of the book**.

» For more exercises, go to the **Practice files**.

**Self-study:** When you see this, go to the *Interactive Workbook* on your CD-ROM.

» Interactive Workbook »

## Student's Book | Practice file



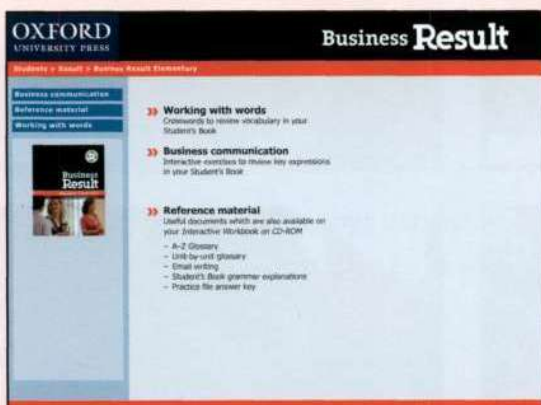
## Interactive Workbook



- Exercises & Tests
- Emails
- Phrasebank
- Personal phrasebook
- Glossary
- Student's Book audio

## Business Result online

**Self-study:** You can access the *Business Result* website by either following the prompts on your CD-ROM, or by going to [www.oup.com/elt/result](http://www.oup.com/elt/result)



### Interactive exercises:

- Working with words
- Business communication

### Reference material:

- Tips on writing
- Glossaries
- Student's Book grammar explanations
- Practice file answer key

and more ...



# 1

# Jobs

## Learning objectives in this unit

- Talking about countries, nationalities, and jobs
- Asking for personal information
- Spelling
- Saying hello and goodbye

## Activity

- The introductions game

## Starting point

- 1 What is your name?
- 2 What is the name of your company?
- 3 What is your job?

## Working with words | Countries, nationalities, jobs

1 Look at these people. Say where they are from, using words from the list.

*Example: Dahlia is from India.*

India   the UK   Japan   Poland   Brazil   the USA   Italy   South Africa





- 2 01** ▶ Say the nationality of the people using words from the list. Then listen and check.

*Example: Dahlia is Indian.*

Indian British Japanese Polish Brazilian American Italian  
South African

- 3 02** ▶ Listen and mark the stress on these words.

Japan Japanese British Italy Italian  
India American Brazilian Polish Africa

- 4 03** ▶ Look at the people in **1** again. Choose a job from the list below and write it in the table. Then listen and check.

Sales Rep Financial Director Chief Executive Officer Personal Assistant  
Technician Human Resources Manager Receptionist Team Leader

	Name	Job title	Nationality of company
1	Dahlia	<i>Receptionist</i>	
2	Raquel		
3	Randy		
4	Lukasz		
5	Tiziana		
6	Charlotte		
7	Yuko		
8	Jacob		

- 5 03** ▶ Listen again and write the nationality of their companies in the table in **4**.

- 6** Which jobs in **4** are in your company?

- 7** Work with a partner. Think of some other directors, assistants, and managers.

marketing director      sales assistant      technical manager  
\_\_\_\_\_  
\_\_\_\_\_

» For more exercises, go to Practice file 1 on page 78.

- 8** Complete this information about yourself.

My country: \_\_\_\_\_ My job: \_\_\_\_\_  
My nationality: \_\_\_\_\_ Nationality of my company: \_\_\_\_\_

- 9** Work with a partner. Tell him / her about the information in **8**.

I'm from ...  
I'm ...  
I'm a / an ...  
My company is ...

- 10** Now tell the class about your partner.

He's / She's from ...  
He's / She's ...  
He's / She's a / an ...  
His / Her company is ...

### Tip | a / an

Use *a* / *an* before a job or company:

*I'm a receptionist with an American company.*

Use *an* before a vowel sound:

*an American, an Italian.*





## Language at work | Present simple | Possessives

### 1 Read about Facebook. What is it? Who is the CEO?

## The friendly face of FACEBOOK

Millions of people **are** on Facebook every day and now it's a multi-billion dollar American company. It's a website for friends, but they **aren't** only American. They're from all over the world. So is Facebook a friendly company? Yes, **it is**. Mark Zuckerberg, company CEO, tells us more ...

### 2 Complete these rules using the words in bold from 1.

- 1 Use **'m** / **am**, \_\_\_\_\_ / **is**, and **'re** / \_\_\_\_\_ in positive sentences.
- 2 Use **'m not** / **am not**, **isn't** / **is not**, and \_\_\_\_\_ / **are not** in negative sentences.
- 3 Complete this table for questions and short answers.

Questions	Short answers
Is he / she / it ...?	Yes, he / she / _____. or No, he / she / it isn't.
Are you / we / they ...?	Yes, you / we / they are. or No, you / we / they aren't.

### 3 04▶ Read this interview with Mark Zuckerberg. Underline the correct verbs in *italics*, then listen and check your answers.

**Interviewer** So, where <sup>1</sup>*is* / *are* your company exactly?

**Zuckerberg** It <sup>2</sup>*'m* / *'s* in Palo Alto, in California.

**Interviewer** You <sup>3</sup>*am* / *are* a CEO, so <sup>4</sup>*is* / *are* you at work all the time?

**Zuckerberg** Yes, I <sup>5</sup>*am* / *are*. But my work colleagues <sup>6</sup>*is* / *are* also my friends. For example, Dustin Moskovitz, Head of Engineering, <sup>7</sup>*is* / *are* a friend from college. And Adam D'Angelo is my Chief Technology Officer. We <sup>8</sup>*'s* / *'re* old friends from school.

### 4 Work with a partner. Ask and answer questions about Mark and his company.

*Example:*

*A Is Mark the CEO? / Is Mark the Head of Engineering?*

*B Yes, he is. / No, he isn't. He's the CEO.*

Is	Mark	the CEO?
Are	Facebook	a website?
	Dustin	the Head of Engineering?
	Adam	the Chief Technology Officer?
	they	friends?
	he	from the USA?
		an employee of the company?
		work colleagues?
		at work all the time?

### Tip | 'm or am?

Use **'m**, **'s**, or **'re** for speaking:

*I'm = I am*

*She's = She is*

*They're = They are*

Use **am**, **is**, or **are** for short answers:

*Are you at work all the time?*

*Yes, I am. NOT ~~Yes, I'm.~~*

### 5 Make true sentences about you. Use the correct form of the verb *be*.

*Example: I'm not Spanish.*

- 1 I'\_\_\_\_\_ Spanish.
- 2 My company \_\_\_\_\_ American.
- 3 Our customers \_\_\_\_\_ in Asia.
- 4 My work colleagues \_\_\_\_\_ my friends.
- 5 English \_\_\_\_\_ important in my company / present job.

- 6** Work with a partner. Ask and answer questions about the sentences in **5** with *Is / Are ...?*

*Example: A Are you Spanish?*

*B Yes, I am. / No, I'm not.*

- 7** Read these possessive sentences then complete the table below using the words in **bold**.

Where is **your** company?

Mark Zuckerberg is **its** CEO.

Adam D'Angelo is **my** Chief Technology Officer.

Randi Jayne Zuckerberg is the Director of Market Development at Facebook. **Her** brother is Mark Zuckerberg.

**Their** colleagues at Facebook are also their friends.

I → <sup>1</sup> _____	you → <sup>2</sup> _____	he → his _____	she → <sup>3</sup> _____
it → <sup>4</sup> _____	we → our _____	they → <sup>5</sup> _____	

- 8** Complete this interview with Esta Hernandez using words from **7**.

**What's** <sup>1</sup> \_\_\_\_\_ **name?**

Esta Hernandez.

**And who's the man?**

He's <sup>2</sup> \_\_\_\_\_ husband. <sup>3</sup> \_\_\_\_\_ name is Orial.

**Where are you from?**

Buenos Aires. We're Argentinian.

**What is your company, exactly?**

<sup>4</sup> \_\_\_\_\_ company is a website for people with small businesses.



Esta and Orial Hernandez and their website [www.reddelnegocio.ar](http://www.reddelnegocio.ar)

» For more information and exercises, go to **Practice file 1** on page 79.

- 9** Work with a partner. Look at some profiles on a website. Student A, turn to file 01 on page 103. Student B, turn to file 29 on page 110.

## Practically speaking | How to spell

- 1 05▷** Look at the letters of the alphabet. Listen and repeat. Why are the letters in these groups?

1 A H J K

4 I Y

6 Q U W

2 B C D E G P T V (Z)

5 O

7 R

3 F L M N S X (Z)

- 2 06▷** Listen to two conversations. Write the names.

1 \_\_\_\_\_

2 \_\_\_\_\_

- 3** What is the question in each conversation? \_\_\_\_\_

- 4** Work with a partner. Say and spell

- your name
- your company's name
- your job title.





## Business communication | Saying hello and goodbye

1 07► Two visitors are in Reception. Listen and complete this visitor board.

FRIDAY 12TH SEPTEMBER	
Welcome today to:	
Mr Alek <sup>1</sup> _____	
Ms <sup>2</sup> _____ Wozniak	
Visiting:	
Mrs <sup>3</sup> _____ Da Rocha	

2 07► Match expressions 1–6 to responses a–f. Then listen and check.

- |  |                             |
|--|-----------------------------|
| 1 Hello. My name is Alek Gorski. ____          | a Pleased to meet you, Eva. |
| 2 I'm Eva, Maria Da Rocha's assistant. ____    | b No. How do you do?        |
| 3 This is my assistant, Elzbieta Wozniak. ____ | c How do you do, Mr Gorski? |
| 4 It's good to see you again. ____             | d I'm fine.                 |
| 5 How are you? ____                            | e Nice to meet you.         |
| 6 Do you know Elzbieta? ____                   | f And you.                  |

3 Put expressions 1–6 and their responses into these categories.

- Saying hello and introducing yourself: 1c, \_\_\_\_
- Introducing someone: \_\_\_\_, \_\_\_\_
- Saying hello to someone you know: \_\_\_\_, \_\_\_\_

4 Work in groups of three. Practise this conversation.

**A** Say hello to B (a colleague).

**B** Say hello to A (a colleague) and introduce C.

**C** Say hello to A (this is your first meeting).

Now change roles and practise the conversation again.

5 Complete this conversation with the expressions in the list.

*Have a good journey    See you soon    Nice meeting you*

**Maria** <sup>1</sup> \_\_\_\_\_, Alek.

**Alek** Yes, goodbye Maria.

**Maria** <sup>2</sup> \_\_\_\_\_, Elzbieta.

**Elzbieta** Nice meeting you too.

**Maria** Bye. <sup>3</sup> \_\_\_\_\_.

**Alek** Thanks. Bye.

6 08► Listen and check. Then practise the conversation in 5 in your groups of three.

» For more exercises, go to Practice file 1 on page 78.

7 Repeat the conversation in 4 and then say goodbye to A, B, or C.

### Key expressions

#### Saying hello and introducing yourself

Hello. My name is ... / I'm ...  
Pleased to meet you.  
How do you do?  
Nice to meet you (too).

#### Introducing someone

This is ...  
Do you know ...?

#### Saying hello to someone you know

It's good to see you again.  
How are you?

#### Saying goodbye

Nice meeting you.  
See you soon.  
Have a good journey.  
Goodbye / Bye.

① » Interactive Workbook  
» Phrasebank

① » Interactive Workbook » Email and » Exercises and Tests

## The introductions game

Play the introductions game with a partner.

Begin on **START**. Toss a coin.

Heads = move 1 square.

Tails = move 2 squares.

On a white square, follow the instruction.

On a blue square, respond.

The winner arrives on **FINISH** first.

<b>FINISH</b> 16	Tell your partner about your colleagues – names, jobs, nationalities.	Goodbye. 14	Introduce your partner to a customer.
Ask your partner: name? job? nationality? 9	Are you from Japan? 10	Introduce the person on card 11 to your partner.	Tell your partner about your boss – name, job, nationality. 12
Are you French? 8	Spell your company's name. 7	Hello, my name's Annie Da Silva. 6	Introduce yourself with the information on card 5. 5
<b>START</b> 1	Introduce yourself – give your name, job, and nationality. 2	Ask how your partner is. 3	How do you spell your name? 4

5

NAME: Mr Stanislav Beyer

JOB: Marketing Assistant  
Warsaw, Poland

11

NAME: Ms Lesley Johnson

JOB: Technical Engineer  
Middlesex, UK

# Activity



# 2

## Products & services

### Learning objectives in this unit

- Talking about company types and activities
- Asking about companies
- Saying numbers
- Booking and ordering by phone

### Case study

- Choosing a supplier

### Starting point

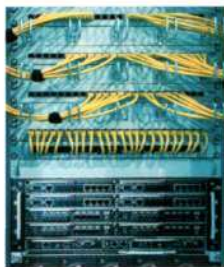
- 1 What nationality are these companies: Lufthansa, Sony, Coca-Cola?
- 2 What do these companies produce: Philips, Bayer, Microsoft?
- 3 What do these companies provide: Banco do Brasil, Allianz Worldwide Care, CNN?

Turn to file 55 on page 116 for the answers.

### Working with words | Company types and activities

#### 1 Match these company types to the pictures.

pharmaceuticals   real estate   electronics   recruitment  
hospitality   software   financial services   automobile



1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_



5 \_\_\_\_\_

6 \_\_\_\_\_

7 \_\_\_\_\_

8 \_\_\_\_\_

#### 2 09► Listen to three people at a job fair. Which words do you hear from 1?

#### 3 09► Listen again and complete these sentences.

- 1 Natasha works for a <sup>1</sup> \_\_\_\_\_ company. She provides staff in the <sup>2</sup> \_\_\_\_\_ industry.
- 2 Malik's company produces <sup>3</sup> \_\_\_\_\_ for <sup>4</sup> \_\_\_\_\_ companies.
- 3 William works in <sup>5</sup> \_\_\_\_\_. He wants a job in the <sup>6</sup> \_\_\_\_\_ industry.

#### 4 10► Listen and underline the stress in these words.

pharmaceuticals   electronics   recruitment   hospitality  
finance   automobile

#### 5 What type of company is your company? What type of companies do you work with?





- 6 A company *produces* products and it *provides* services. Write *product* or *service* next to the words in C below.

A	B	C
GlaxoSmithKline	provides	electronic equipment <sup>1</sup> <u>product</u>
Microsoft	produces	finance <sup>2</sup> _____
Sony		software <sup>3</sup> _____
Manpower		cars <sup>4</sup> _____
Toyota		staff <sup>5</sup> _____
Deutsche Bank AG		pharmaceuticals <sup>6</sup> _____

- 7 Work with a partner. Take turns to make sentences about the companies in 6.

*Example: Sony produces electronic equipment.*

- 8 Does your company produce products or provide services? Or both?
- 9 11► Listen to a presentation about Kikkoman. Number the presentation slides 1 to 4 in the order you hear them.



A \_\_\_\_



B \_\_\_\_



C \_\_\_\_



D \_\_\_\_

- 10 Complete the presentation with these verbs.

*employ sell export provide buy develop*

Kikkoman is a Japanese company and we <sup>1</sup> \_\_\_\_\_ 400 million litres of soy sauce every year. We <sup>2</sup> \_\_\_\_\_ 6,500 people in total. We <sup>3</sup> \_\_\_\_\_ soy sauce all over the world including Asia, North America, Australia, and Europe. We also <sup>4</sup> \_\_\_\_\_ new products for the pharmaceuticals industry. Restaurants, supermarkets, and Asian food shops <sup>5</sup> \_\_\_\_\_ our products and we also <sup>6</sup> \_\_\_\_\_ lessons in Japanese cooking – using Kikkoman products of course!

- 11 11► Listen again and check your answers to 10.

» For more exercises, go to Practice file 2 on page 80.

- 12 Prepare a presentation about your company. Use some of the sentences below.

- 1 I'm \_\_\_\_\_
- 2 I'm from \_\_\_\_\_
- 3 I work for \_\_\_\_\_
- 4 We produce / provide \_\_\_\_\_
- 5 We employ \_\_\_\_\_
- 6 We develop \_\_\_\_\_
- 7 We export to \_\_\_\_\_
- 8 We sell our products to \_\_\_\_\_

- 13 Now give your presentation to the class.

② » Interactive Workbook » Glossary

### Tip | work + preposition

We use the verb *work* in different ways:

*work for* (an employer / company): *I work for BMW.*

*work with* (people or another country): *I work with colleagues.*

*work in* (department or area of business): *I work in Production.*



## Language at work | Present simple

- 1** CJ is a Korean company with different business areas. Match these business areas to the pictures below.

*Bio Pharma    Home Shopping and Logistics  
Food and Food Service    Entertainment and Media*



A \_\_\_\_\_  
We <sup>1</sup>*produce* / *produces* sugar and cooking oil. The company <sup>2</sup>*have* / *has* restaurants, cafes, and food shops. It <sup>3</sup>*provide* / *provides* meals for restaurants, schools, and hospitals.

B \_\_\_\_\_  
We <sup>4</sup>*export* / *exports* medicines to countries around the world. And we <sup>5</sup>*develop* / *develops* new biotechnological products.



C \_\_\_\_\_  
The company <sup>6</sup>*produce* / *produces* films for the Korean market and abroad. We <sup>7</sup>*import* / *imports* films from foreign production companies ... and we <sup>8</sup>*have* / *has* eight cable TV channels ... and a chain of cinemas.

D \_\_\_\_\_  
We <sup>9</sup>*provide* / *provides* a home shopping service. We <sup>10</sup>*have* / *has* a logistics centre. It <sup>11</sup>*provide* / *provides* transport and delivery services.

- 2** 12▷ Listen and underline the correct verb in *italics* in 1.

- 3** The verbs in 1 are in the present simple tense. We use this tense for general facts. We add *-s* or *-es* to the verb after

1 I / you / we / they ☐

2 he / she / it ☐

- 4** Work with a partner. Name a company from a business area in 1. Use the words in *italics* to talk about the company.

*Example: Canal Plus is a media company. It produces films for the European market.*

### Tip | *have* / *has*

This verb is irregular.  
*have* → *has* NOT *haves*

**5 13▶ Listen and complete these questions and answers.**

- 1 **A** \_\_\_\_\_ export these products?  
**B** Yes, we \_\_\_\_\_.
- 2 **A** \_\_\_\_\_ the \_\_\_\_\_ import films too?  
**B** Yes, \_\_\_\_\_.
- 3 **A** \_\_\_\_\_ CJ provide financial services?  
**B** No, it \_\_\_\_\_ provide financial services.
- 4 **A** \_\_\_\_\_ you \_\_\_\_\_ medicines?  
**B** No, \_\_\_\_\_ We export medicines.

**6 Complete these rules on the present simple tense.**

- 1 Make questions with the words \_\_\_\_\_ and \_\_\_\_\_.
- 2 Make negative sentences with the words \_\_\_\_\_ and \_\_\_\_\_.
- 3 Make positive short answers with *Yes, he* \_\_\_\_\_ / *Yes, I* \_\_\_\_\_.
- 4 Make negative short answers with *No, she* \_\_\_\_\_ / *No, we* \_\_\_\_\_.

» For more information and exercises, go to **Practice file 2** on page 81.

**7 Work with a partner. Ask and answer questions using the prompts below.**

*Example: A Do you work for an Italian company?*

*B No, I don't. I work for a Brazilian company.*

- ... you work for ...?
- ... your company export / import ...?
- ... your company produce / provide ...?
- ... your company develop / deliver ...?
- ... you have ...?
- ... your department employ ...?
- ... your customers buy ...?

**Tip | short answers**

In conversation, we answer questions with short answers. For example:

**A** *Do you export these products?*

**B** *Yes, we **do**. NOT Yes, we export.*

**Practically speaking | How to say numbers**

**1 Can you say these numbers?**

**1**

0778456365

Menu Go to

**2**

\$45.60

**3**



TOTAL = 1,300

**4**

COMPANY HISTORY:

Start 2001

**2 14▶ Listen and check.**

**3 Work with a partner. Answer these questions with numbers.**

- 1 What year is it?
- 2 What's your office telephone number and your mobile number?
- 3 What's the number of employees in your company?
- 4 What's the price of your company's main product or service?

**Tip | Saying '0'**

We say *oh* or *zero* for 0.



## Business communication | Booking and ordering by phone

- 1 Do you order products and services by telephone? What do you order?
- 2 15▶ A customer phones a restaurant. Who asks for 1–6? Listen and write C (customer) or R (restaurant manager)?
 

1 a private room <u>C</u>	4 a special price ____
2 a name ____	5 to confirm by email ____
3 the prices of set meals ____	6 an email address ____
- 3 15▶ Listen again and complete these questions with verbs from the list.  
*book give confirm spell have (x2) repeat speak tell*
  - 1 Can I book a private room ...?
  - 2 Can you \_\_\_\_\_ me your name, please?
  - 3 Can you \_\_\_\_\_ me the prices?
  - 4 Can you \_\_\_\_\_ that, please?
  - 5 Can I \_\_\_\_\_ a special price?
  - 6 Can you \_\_\_\_\_ my booking by email?
  - 7 Can I \_\_\_\_\_ your email address, please?
  - 8 Can you \_\_\_\_\_ more slowly?
  - 9 Can you \_\_\_\_\_ Hori?
- 4 16▶ Listen to part of the conversation again. What words does the restaurant manager say after 'Yes'? How does he say 'No'?
- 5 Work with a partner. Take turns to ask and answer the questions in 3.

» For more exercises, go to Practice file 2 on page 80.

- 6 Work with a partner. Make this conversation more polite, then practise it.

A I want to order some mobile phones.

B What's the product code?

A DFK 1678.

B Slow down!

A DFK 1678.

B OK.

A I want delivery next week.

B We don't have them in stock.

A Send them as soon as possible.

B I want confirmation by email.

A What's your email address?

B info@bcom.biz.

A Spell it.

B info@bcom.biz

A Goodbye.

- 7 Work with a partner. Student A, turn to File 05 on page 104. Student B, turn to File 31 on page 110.

### Key expressions

#### Requesting

Can I book / order ...?

#### Asking for information

Can you give me ...?

Can you tell me ...?

Can you confirm ...?

#### Responding

Yes, of course.

Sure.

Yes, we do.

I'm sorry, but we don't ...

#### Asking for repetition and spelling

Can you repeat that?

Can you say that again?

Can you speak more slowly?

Can you spell that?

» Interactive Workbook  
» Phrasebank

» Interactive Workbook » Email and » Exercises and Tests



## Choosing a supplier

### Background

Viking is an international offices supplies company. Read about the service it offers its clients.

Catalogue?	Yes
Free delivery?	Yes, for orders over £30, if ordered in same country Orders under £30 = £2.90 delivery charge
Return products?	Yes, within 30 days
International deliveries?	Yes and there's a website for each country
Delivery times?	Some areas, same day    Other areas, next day

### Discussion

- 1 What do you think about the services Viking offers?
- 2 What is important for you when you order office supplies or other products?
  - free delivery?
  - Internet ordering / ordering by phone?
  - price?
  - easy to return products?
  - a catalogue to look at?

### Task

You work for an international company in the Purchasing Department. It is important that the whole company has the same suppliers, so your job is to choose one which can provide products worldwide, is flexible, and has good prices.

- 1 17▶ Listen to the phone call between a colleague and Eurooffice and complete the information in the table.

	Eurooffice
Catalogue?	
Free delivery?	
Delivery times?	
Return products?	
International deliveries?	

- 2 Work with a partner. Compare your information and discuss the differences between Viking and Eurooffice. Which company do you want to choose as your new supplier? Why?
- 3 You want to buy a new desk for your office. Student A, turn to File 02 on page 103. Student B, turn to File 30 on page 110.

## Case study



# 3

# Location

## Learning objectives in this unit

- Talking about your company location and buildings
- Asking for details about a workplace
- Starting and ending a telephone call
- Leaving telephone messages

## Case study

- Finding the right location

## Starting point

- 1 Does your company have offices or operations in different countries? Where?
- 2 Do you always work in the same place? What places do you visit for your job?
- 3 Where is your head office?

## Tip | about, around

about / around = not exactly  
The company has 847 employees = The company has **about 850** employees.  
It sells products in 102 countries = It sells products in **around 100** countries.

## Working with words | Location and company buildings

- 1 Read about Spectrum Brands. Is the company in different locations? Where?

## Spectrum Brands

Spectrum Brands is a global consumer products company. It produces batteries, lighting, and grooming products. It has a number of world-class brands, including Rayovac, Varta, and Remington. Spectrum Brands operates on six continents, it has about 10,000 employees, and it sells its products in around 120 countries.



- 2 Work with a partner. Take turns to ask each other to name countries in these continents and regions.

*Example: A Name two countries in the Middle East.*

*B Saudi Arabia and Dubai.*

the Middle East \_\_\_\_ North America \_\_\_\_ Latin America \_\_\_\_  
Asia-Pacific \_\_\_\_ Africa \_\_\_\_ Europe \_\_\_\_

- 3 18> Listen to a presentation about Spectrum Brands. Number the continents and regions in 2 in the order you hear them.



**4 18▷** Listen again and write numbers and locations in the notes below.

WORKPLACE	WHERE
Head office	Atlanta, USA
Technical centre	Madison, Wisconsin
Factories	twenty-one in <sup>1</sup> _____ four in <sup>2</sup> _____ (Guatemala, Brazil, Colombia) two in <sup>3</sup> _____ (Germany, UK) one in <sup>4</sup> _____
Sales offices	<sup>5</sup> _____ in North America <sup>6</sup> _____ in Latin America <sup>7</sup> _____ in Asia-Pacific <sup>8</sup> _____ in Europe One in Dubai for the <sup>9</sup> _____ and Africa
Distribution centres	<sup>10</sup> _____ around the world

**5** Match the five workplaces in **4** to these pictures.



1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_

**6** Work with a partner. Read sentences 1–5. Which workplace from **5** do they describe?

- 1 We make all our products here.
- 2 This is where we do our research and development.
- 3 Our sales reps visit customers four days a week, but come here on Fridays.
- 4 The Managing Director and all the other company directors work here.
- 5 The products come here and we deliver them to customers.

» For more exercises, go to **Practice file 3** on page 82.

**7** What is your workplace? What do you do there? Tell the class.

**8** Prepare a presentation about your company or use the information about the company in File 03 on page 103. Write notes about the workplaces and the locations.

**9** Give your presentation to your partner or to the class. Use some of these expressions.

*Good morning. Today, I'd like to tell you about ...*

*We are ... / We have ...*