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Contents chart

UNIT	EXPRESSIONS	STUDY POINTS	FEATURES
1 About you	My name is ... I am (I'm) from Berlin. I work for MAT. I am an engineer. My mobile number is 071568243.	<i>a/an</i> The verb <i>to be</i> (<i>am, is, are</i>) Subject pronouns (<i>I, you, he, she, etc.</i>) Titles (Mr, Mrs etc.) Numbers 1–9	Giving your (telephone) number
2 About your job	I work for an insurance company. Do you work in the sales department? I am (I'm) the Assistant Sales Manager. I like my job (it) very much.	The use of <i>the</i> The Simple Present tense Object pronouns (<i>me, him, her, it, etc.</i>)	Spelling names The alphabet
3 About where you work	I work in an office in the centre of town. It is (It's) near the station. There are some good restaurants nearby. My office is on the first floor.	<i>there is/are</i> <i>some/any</i> The verb <i>to have</i>	Giving an address Numbers: cardinal 1–100; ordinal 1st–10th
4 Your business activities	We make parts for computers. We are (We're) in the IT business. We do a lot of business in Western Europe. We're working on a new product. Business is going well.	<i>a lot of/much/many</i> The Present Continuous tense (<i>We're working ...</i>) <i>make/do</i> (<i>make computers, do business, etc.</i>)	Parts of the world (Western Europe, etc.) Percentages (90% of our business)
5 The location of your company	Our engineers' offices are five kilometres west of the city. They are (They're) in Incheon. It is (It's) about 300 kilometres from Pusan. Where are your company's main offices?	Possessive adjectives (<i>my, your, his, etc.</i>) Possessive nouns (<i>the company's offices</i>) Plural nouns	Numbers 100–1000 Compass points (west of, to the south, etc.)
6 The layout of your company	This is the service department. Where is (Where's) the conference centre? It is (It's) behind the main block. Go down here. It's on the left.	Demonstrative adjectives (<i>this, these, those, etc.</i>) Imperatives (<i>Go/Don't go</i>) Prepositions of place (<i>behind, in front of, etc.</i>) Prepositions of direction (<i>to, down, etc.</i>)	Giving directions Signing in
7 Meeting and welcoming	I would (I'd) like to welcome you to KPG. How was your trip? It was fine. This is Bill Smith, our PR Manager. Pleased to meet you.	The Past tense of <i>to be</i> (<i>was, were</i>) <i>a little/a few</i>	Nationalities and languages (French, English, etc.) Introductions

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8 The first two minutes	How are you? How is (How's) business? How do you like New York? How long are you here for? I hear you are (you're) leaving tomorrow.	The Present Continuous for the future (<i>I'm leaving tomorrow.</i>) <i>I hear, I see, I understand, I believe</i>	Days of the week (<i>Monday, etc.</i>) Parts of the day (<i>this morning, tomorrow afternoon, etc.</i>)
9 Partings and thanks	Call me next week. I will (I'll) call you next week. Give my regards to your wife. Thanks for everything. You are (You're) welcome.	Imperatives for requests (<i>Give my regards to ...</i>) <i>will</i> for promises (<i>I'll call you.</i>) <i>must</i> for inviting (<i>You must visit us.</i>)	Months (<i>January, February, etc.</i>) Seasons (<i>spring, summer, etc.</i>) Festivals (<i>New Year, Independence Day</i>)
10 Setting up a meeting	Are you free tomorrow? Can you make Friday? I will (I'll) see you at four o'clock. I am (I'm) afraid I cannot (can't) make it.	<i>can/can't</i> Prepositions of time (<i>at four o'clock</i>)	Telling the time (<i>3.30, 4.20, etc.</i>) Saying the date (<i>the 26th of April</i>) Ordinal numbers 11th–100th
11 Confirming arrangements	I am (I'm) calling to confirm Tuesday's meeting. Are you still OK for Monday? Can I check the time? Do you know where it is (yet)?	<i>still/yet</i> Embedded/Indirect questions (<i>Do you know where it is?</i>) <i>to/in order to</i> (<i>I'm calling to ...</i>)	Confirming a schedule am/pm
12 Changing plans	The conference room is booked. We will (We'll) have to start earlier. Can we change it to next week? Will the room be free by two o'clock?	<i>will/will not have to</i> <i>why and because</i>	Suggestions (<i>Why don't we ...? and Let's ...</i>)
13 Dealing with the unexpected	I am (I'm) calling to ask if we could postpone the meeting. There is a security alert. The airport is closed. I'm afraid I'm not going to make it. I'm sorry about this. Do not (don't) worry. I can't make it either.	<i>going to</i> (<i>going to be busy</i>) <i>could</i> in requests (<i>Could we call it off?</i>) Phrasal verbs (<i>call off/put off</i>) <i>too/either</i> (<i>I'm ill too.</i>)	Postponing/Cancelling
14 Explaining and apologising	I am (I'm) sorry I missed our appointment yesterday. I had to take my wife to the doctor. She has a cough. I wanted to phone, but I did not (didn't) have your number in my mobile.	The Past tense (regular and irregular verbs) <i>had to</i>	Some family members (<i>husband, wife, etc.</i>) Some common ailments (<i>cough, cold, etc.</i>) Apologies

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15 Making contact by phone	Is it possible to speak to Pete Semler? Can I have extension 401 please? Is that Mr Semler? This is Ed Roza from BRAC.	<i>Is it possible to ...?</i> <i>this/that</i> (in telephoning)	Telephone alphabets Spelling on the phone Email addresses
16 Dealing with incoming calls	Who is (Who's) calling, please? She is (She's) away from her desk at the moment. You are (You're) through to the wrong extension. I will (I'll) get him to call you.	<i>who</i> (<i>Who did you speak to?</i>) <i>for/until</i> (<i>till</i>)	Telling the time (<i>a quarter past, half past three, etc.</i>)
17 Leaving and taking messages	Can I leave a message? Can I take a message? Could you say that Mr Gitto called? Sorry, I did not (didn't) catch that.	<i>ask/say/tell</i> (<i>Could you ask him to ...?</i>) Numbers (hundreds/thousands/millions)	Messages Money (€8, \$100, ¥5,000)
18 Email and telephone problems	I tried to call you at about nine. I could not (couldn't) get through. Your extension was on voicemail. My email bounced back. Can I check your address?	Approximate times (<i>at about ..., just after ...</i>) <i>try</i> + infinitive (<i>I tried to call you.</i>)	Some telephone and email vocabulary Email and web addresses
19 Drinks and snacks	Would you like a cup of coffee? Can I get you anything else? Whose coffee is this? I think this one is mine.	Possessive pronouns (<i>mine, yours, etc.</i>) <i>whose</i> (<i>Whose coffee is this?</i>) <i>one/ones</i> (<i>That's my one.</i>) <i>something/anything</i>	Tea and coffee vocabulary Snack vocabulary
20 Eating out	Do you like Mexican food? Can we have the menu please? What do you recommend? I will (I'll) have the chicken. The starter was better than the main course.	Comparative adjectives (<i>cheaper, more expensive</i>) <i>a piece of cake, a litre of beer</i>	Food and restaurant vocabulary More percentages (15%, 17½%, 45.5%)
21 Outings and sightseeing	Have you been to Barcelona before? Would you like to go for a drive round? This is the most interesting part of town. That is (That's) the oldest part of the factory.	The Present Perfect (<i>Have you been here before?</i>) Superlative adjectives (<i>biggest, most modern</i>) <i>since</i> (<i>I haven't been there since 2001.</i>) <i>for</i> (<i>I haven't seen him for five years.</i>)	Types of entertainment
22 Starting a journey	Is this the right check-in for Tokyo? Do I need to clear customs in Tokyo? How many bags do you have? Where is the platform for Avignon? Can I have a single to Milan?	<i>to need to</i> <i>How much? How many?</i>	PA announcements Checking in

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23 Travelling	What time do we arrive in Hong Kong? We are (We're) due in at five. Is there a bus service to the centre of town? Have you got today's newspapers? Is this Madison Avenue?	The Simple Present (for the future) Possessive <i>'s</i> (<i>today's newspapers</i>) <i>have got</i>	Periods of time (<i>in a quarter of an hour, in half an hour</i>) Timetables
24 Arriving and meeting contacts	Did you have a good journey? How was the weather in Lisbon? It was raining when I left. Shall we go through your programme?	The Past Continuous (<i>It was raining.</i>) <i>shall</i> for suggestions (<i>Shall we go through the programme?</i>)	Some weather vocabulary
25 Gifts and saying thank you	Thank you for showing us round. We enjoyed it very much. This is for you. Thank you. It is (It's) very kind of you.	<i>enjoy/like</i> + verb + <i>-ing</i> (<i>We enjoyed having you.</i>) <i>so/neither</i> (<i>So did I. Neither did I.</i>) <i>nor</i>	Parting Gifts
26 Checking facilities and information	Is there a scanner I can use? Is there a beamer we could use? Which one can I borrow? Could you print these handouts for me?	To do something for someone <i>Which?</i> (<i>Which one can I borrow?</i>) <i>borrow/lend</i>	Some office equipment
27 Shopping	How much are these T-shirts? They are (They're) €20 each. Have you got this in a bigger size? What is (What's) that in a continental size? Where can I find perfume?	<i>might/may</i> (<i>I might/may buy a new coat.</i>) Ages (a six year-old child)	Clothing sizes Payment (<i>Can I pay by credit card?</i>)
28 Your colleagues	Which one is your boss? He is (He's) the tall one with glasses. He has (He's) been with the company for ten years. I do not (don't) think he is married.	The Present Perfect tense (<i>He has been ...</i>) <i>ago</i> (<i>She joined us three weeks ago.</i>)	Describing people (<i>He's tall with glasses.</i>) Some family details (<i>She has two children.</i>)
29 Your office building	I am (I'm) looking for the training department. It is (It's) at the end of the corridor, on the left. It's not far. I'm not sure where it is.	Prepositions of place (<i>above, at, etc.</i>) Prepositions of direction (<i>into, up to, etc.</i>) Indirect questions <i>How far? A long way. Not far.</i>	Giving directions in a building

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30 How things work	Do you know how it works? First, plug it in. Then ... You switch it on like this. Does it normally make that noise? I think there's a problem. I can't access my files.	Adverbs of frequency (<i>normally, usually, etc.</i>) Phrasal verbs (<i>switch on/off, turn on/off</i>) The Simple Passive (<i>It isn't plugged in.</i>)	Sequences (<i>First ..., then ...</i>)
31 Requesting information	Could I have some information on filing cabinets, please? Could you give me the catalogue number? It is (It's) available in blue or red. Do you have them in stock?	Measurements of length (1.25m, 90cm) Order of adjectives (<i>a large blue one</i>)	Some office furniture Imperial measurements (miles, feet, etc.) Confirming in writing
32 Staying in a hotel	I would (I'd) like to book a room, please. How many nights do you want the room for? It is (It's) just for tonight. I am (I'm) afraid we are (we're) full.	<i>How ...! What a ...! (How irritating! What a nuisance!)</i> <i>so/such</i> Reflexive pronouns (<i>myself, yourself, etc.</i>)	Booking a hotel room Room names (bedroom, dining room, etc.)
33 Booking conference facilities	We are (We're) looking for a room for a conference. I think Room A is too small. Room B is 25 metres long. When do you want it? All day.	Dimensions and measurements (<i>It's 25 metres long.</i>) <i>too + adjective (too small)</i> <i>not ... enough (not big enough)</i>	Charges (€1,750 a day)
34 Organising a trip	I would (I'd) like a return ticket to Bahrain. I will (I'll) call you when the tickets are ready. The flight leaves at 09.15. You could go by train. It would be cheaper.	<i>when + the Present tense (I'll call you when they are ready.)</i> <i>would (It would take longer.)</i>	The 24-hour clock (<i>oh five fifteen</i>) Spelling/pronouncing (<i>How do you pronounce ...?</i>)
35 Hiring a car	There is (There's) a car-hire place inside the airport. What size car do you want? It is (It's) \$450 per week, including tax. That seems OK.	<i>seem/sound/look (That seems OK.)</i> <i>like (something like a Focus)</i> Comparisons (<i>like/not like</i>)	Car talk (make, year, colour, model, etc.) Forms (date of birth, date of issue, etc.) Rates/charges
36 Returning home	Welcome back. How was your trip? I needed more time in Lima. I managed to travel on Sunday instead. Dick sent you his regards.	<i>instead (of)</i> <i>more than/less than</i> <i>want + object + infinitive (They want me to ...)</i> <i>I'm afraid so/not</i>	Changing bookings