



**BEGINNER**

# **BUSINESS VENTURE**

**STUDENT BOOK**



with Class Audio CD

**Roger Barnard & Jeff Cady**

**OXFORD**

1 bài 2 buổi

8 buổi (4 bài) (16+)

Test (2+)

4 buổi (2 bài) (8+)

Test (2+)

Review (2+)

*Handwritten:* T. Hoa  
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**BUSINESS**  
**VENTURE**

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# Checking in

## VOCABULARY

conference bag  
elevator  
family name  
fill out  
key card  
name tag  
reservation  
reserve  
spell

### 1.1 Registration

I'm Nathan Welsh. I'm with Dell.

### 1.2 Greetings

Good morning. / Good afternoon.

### 1.3 Introducing yourself

My name's Okada. Mayumi Okada.

### 1.4 Letters of the alphabet

a-z; company names: CNN, JVC

### 1.5 I'm with TDK

I'm with TDK.

I work for Virgin.

### 1.6 Spelling a name

Could you spell that, please?

H-O-P-P-E-R.

### 1.7 Reservations

Listening practice

### 1.8 At a hotel

I have a reservation for one night.

### 1.9 On the phone

I'd like to speak to James Wilson, please.

### 1.10 Culture corner

Names

## MODULE 1.1

### Registration

#### LISTENING

- 1 ● 02 Two people are checking in at a business conference. Listen and check (✓) the correct information for each person.

*Conversation 1* Name:  Amy Gibson  Amanda Gibson

Company:  IBM  NEC

*Conversation 2* Name:  Nathan Welsh  Nathan Woods

Company:  Apple  Dell

- 2 ● 02 Listen again. Check (✓) the expressions you hear.

	<i>Conversation 1</i>	<i>Conversation 2</i>
Good morning.	<input type="checkbox"/>	<input type="checkbox"/>
Good afternoon.	<input type="checkbox"/>	<input type="checkbox"/>
My name's ...	<input type="checkbox"/>	<input type="checkbox"/>
I'm (name).	<input type="checkbox"/>	<input type="checkbox"/>
Thank you.	<input type="checkbox"/>	<input type="checkbox"/>
Thanks.	<input type="checkbox"/>	<input type="checkbox"/>

## MODULE 1.2

### SPEAKING

## Greetings

- 1 03 Listen and repeat.



- 2 Walk around the class and greet your classmates.

A *Good (morning).*

B *Good (morning).*

**NOTE** 'Good night.' = 'Goodbye.'

## MODULE 1.3

### LISTENING

## Introducing yourself

- 1 04 Listen.



*My name's Okada. Mayumi Okada.*



*My name is Chang. Edward Chang.*

### SPEAKING

- 2 Look at this chart.

FULL NAME	
Given / First name	Family name
Mayumi	Okada
Edward	Chang

- 3 Write your own name in the chart. Then tell the class your name like this:

*My name's Sato. Hiroshi Sato.*

## MODULE 1.4

### Letters of the alphabet

#### SPEAKING

- 1 Write the missing letters of the alphabet.  
a b \_\_\_ d e f \_\_\_ h i \_\_\_ k \_\_\_ m  
n o p q \_\_\_ s t u \_\_\_ \_\_\_ x y \_\_\_  
● 05 Listen and check. Then listen and repeat.
- 2 Work with a partner. Take turns saying the letters of the alphabet.
- 3 ● 06 These company names use only initials (first letters). Listen and repeat.



- 4 Ask your teacher about any names you don't know.  
**A** What does ANA stand for?                      **B** It stands for All Nippon Airways.  
**A** What kind of company is ANA?                **B** It's a Japanese airline.

## MODULE 1.5

### I'm with TDK

#### SPEAKING

- 1 Work with a partner. Write two or three real company names (with or without initials), e.g. RCA, Samsung.
- 2 Check with your teacher. Then write the names on the board.
- 3 Choose a company. This is the company you work for. Find someone in the class with the same company.  
**A** I'm with TDK.  
**B** I work for Virgin.  
**A** I'm with TDK.  
**C** Me, too!

**NOTE** 'I'm with ...' = 'I work for ...'

## MODULE 1.6

### Spelling a name

#### SPEAKING

- 07 Listen and repeat.

**A** *Could you tell me your name, please?*

**B** *Hopper. James Hopper.*

**A** *Could you spell that, please?*

**B** *H-O-P-P-E-R.*

**A** *Thank you.*
- Ask three students about their names and complete the chart. Tell them your name, too.

Given / First name	Family name

#### USEFUL LANGUAGE

*Could you repeat that, please?*  
*Could you repeat your given name, please?*  
*Could you spell your family name again, please?*

## MODULE 1.7

### Reservations

#### LISTENING

- Before you listen, match each place below with the correct picture.  
 airport check-in counter     restaurant     car rental office



- 08 Listen and number the pictures 1–3.
- 08 Listen again and write each person's family name.

1 \_\_\_\_\_      2 \_\_\_\_\_      3 \_\_\_\_\_

## MODULE 1.8

### LISTENING

### At a hotel

Sanjay Singh is at the front desk of the Central Hotel in Hong Kong.



- 1 Before you listen, check the meaning of these words and phrases.

(hotel) reservation to fill out (a form / card) key card elevator

- 2  09 Listen to the conversation.
- 3 Practice the conversation with a partner.

- A** *Good evening.*  
**B** *Good evening. I have a reservation for one night. My name's Singh. Sanjay Singh.*  
**A** *Could you spell that, please?*  
**B** *S-I-N-G-H. Sanjay is S-A-N-J-A-Y.*  
**A** *Thank you, Mr. Singh. Could you fill out this card, please?*  
**B** *Yes ... Here you are.*  
**A** *Thank you. Here's your key card.*  
**B** *Thank you.*  
**A** *The elevators are over there.*  
**B** *Right. Thank you very much.*  
**A** *Have a pleasant stay.*  
**B** *Thanks.*

#### NOTE

Use Mr. or Ms. with a family name:  
*Ms. Merkel Mr. Brown*

Do not use with a given name:  
*Ms. Hanna Mr. David*

- 4 Practice again. Change the words in blue. Use your own ideas.
- 5 Act out the conversation for the class.

### SPEAKING

## MODULE 1.9

### On the phone – I'd like to speak to ...

#### LISTENING

- 1  10 Ji-Hee Jung calls James Wilson at Vector Plastics. Listen and complete the phone call.

A Good morning, *Vector Plastics*. How can I \_\_\_\_\_<sup>1</sup> you?

B I'd like to \_\_\_\_\_<sup>2</sup> to James Wilson, please.

A Your name, please?

B *Jung. Ji-Hee Jung.*

A Just one moment, please. I'll put you \_\_\_\_\_<sup>3</sup>.

B Thank you.

C Hello, James Wilson \_\_\_\_\_<sup>4</sup>.

B Oh, hi James. It's Ji-Hee Jung.

C Hi, Ji-Hee. How are you?

B Fine, thanks.



#### SPEAKING

- 2 Practice the phone call in groups of three.
- 3 Practice again. Change the words in **blue**. Use your own names and companies.

## MODULE 1.10

### Culture corner – Names

#### READING

- 1 Work with a partner. Do you think these statements about the United States are true or false? Circle  T or  F for each one.

1	Many people have a nickname.	<input type="checkbox"/> T	<input type="checkbox"/> F
2	People usually have one or more middle names.	<input type="checkbox"/> T	<input type="checkbox"/> F
3	People never change their family name.	<input type="checkbox"/> T	<input type="checkbox"/> F
4	Businesspeople sometimes call customers by their first names.	<input type="checkbox"/> T	<input type="checkbox"/> F
5	Businesspeople usually call co-workers by their job titles.	<input type="checkbox"/> T	<input type="checkbox"/> F

- 2 Check the answers on page 90.
- 3 Are the statements true for your country? Tell the class.

#### SPEAKING



# At a trade fair

## VOCABULARY

- aisle
- booth
- busy
- hall
- information desk
- late
- line
- new
- pardon me
- product

### 2.1 Where's booth 19?

Excuse me. Where's booth 82?

### 2.2 Numbers 1-99

Listening and speaking practice

### 2.3 Location

It's across from the stairs.

It's between the stairs and the elevator.

### 2.4 Where's your booth?

It's in Aisle C. It's on the left, next to the café.

### 2.5 Where's the restaurant?

Speaking practice

### 2.6 Phone numbers

Listening and speaking practice

### 2.7 Voicemail

Listening practice

### 2.8 Could you repeat that, please?

Could I have your name, please?

What's your cell phone number?

### 2.9 On the phone

Where are you?

### 2.10 Culture corner

Lucky and unlucky numbers

## MODULE 2.1

### Where's booth 19?

### LISTENING

- 1 **11** Listen to three conversations at a trade fair in Miami. Where does each person want to go? Number the places 1-3.

Booth 19

Booth 37

Booth 82




- 2 **11** Listen again. Number the expressions 1-3 to match the conversations.

Excuse me. Where's ... ?

Excuse me. I'm looking for ...

Pardon me. Where's ... ?



## MODULE 2.2

## Numbers 1-99

### LISTENING

- 1 **12** Count from 1-10. Listen and check. How fast can you count from 10-1?
- 2 **13** Say these numbers. Then listen and repeat.

11	12	13	14	15	16	17	18	19
	20	30	40	50	60	70	80	90

#### NOTE

thirteen / thirty fourteen / forty fifteen / fifty etc.

- 3 Circle  six numbers in the chart above. Tell your partner the numbers. Your partner listens and writes them down. Then write your partner's numbers.
- 4 **14** Listen and write the missing numbers.

21 35 \_\_\_\_\_ 59 \_\_\_\_\_ 86 \_\_\_\_\_



### SPEAKING

- 5 Write six numbers between 1 and 99 in the chart below. Don't let your partner see. Work with your partner and take turns asking about the numbers. Write your partner's numbers on the right, then check.

**A** What's your booth number?

**B** It's 36. (Speaker A writes 36.)

	Your numbers	Your partner's numbers
Booth		
Room		
Bus		
Apartment		
Building		
Route		

## MODULE 2.3

### Location

#### SPEAKING

- 1 Match the correct booth number with each phrase.



- \_\_\_\_\_ across from the stairs
- \_\_\_\_\_ on the right, next to the restrooms
- \_\_\_\_\_ between the stairs and the elevator
- \_\_\_\_\_ near the elevator
- \_\_\_\_\_ on the left, next to the stairs

- 2 Work with a partner. Ask and answer about each booth.

**A** Where's booth 4?     **B** It's ...

## MODULE 2.4

### Where's your booth?

#### LISTENING

- 1 15 Look at the floor plan of the Exhibit Hall at the Miami Trade Fair. Listen to the conversations, then practice with a partner.

- |  |   |
|--|---|
| <b>A</b> Where's your booth?   | <b>A</b> Where's your booth?                                  |
| <b>B</b> It's in Aisle A. It's on the right, across from the stairs. | <b>B</b> It's in Aisle C. It's on the left, next to the café. |
| <b>A</b> Ah. Booth 16?   | <b>A</b> Ah. Booth 57?  |
| <b>B</b> That's right.   | <b>B</b> No. Booth 65.  |

#### SPEAKING

- 2 Take turns asking and answering about other booths, using the phrases in Module 2.3. You are at the entrance each time.



## MODULE 2.5

### SPEAKING

## Where's the restaurant?

**Student B** Turn to page 76.

**Student A** Look at the floor plan of the Event Hall at the Miami Trade Fair below.

- 1 Check the meanings of any words you don't know.
- 2 Take turns asking and answering about the floor plan. Ask Student B about the locations of these places. Write them on your plan.

- 1 presentation room A
- 2 the copy room
- 3 the Wi-Fi area
- 4 the restaurant
- 5 the VIP lounge

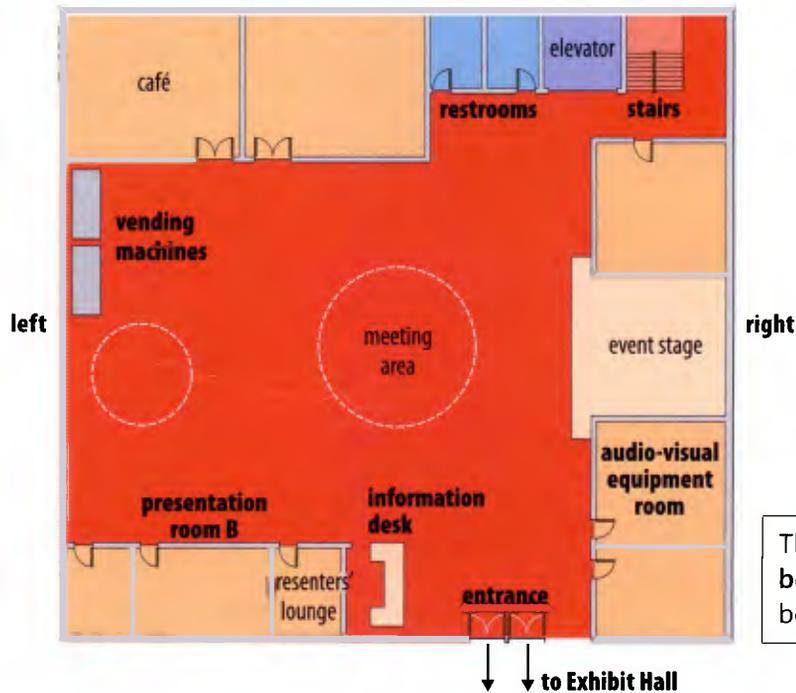
Start like this:

- A** OK, let's start. Where's presentation room A?  
**B** It's on the left, next to presentation room B. Where's the presenters' lounge?  
**A** It's ...



#### USEFUL LANGUAGE

It's on the right / left.  
It's next to ...  
It's near ...  
It's between ... and ...  
It's across from ...



## MODULE 2.6

### Phone numbers

#### LISTENING

- 1 **16** Listen to these phone numbers. Then listen again and repeat.

349 620 7621      482 509 6173

#### SPEAKING

- 2 **17** Work with a partner. Take turns saying these phone numbers. Then listen and check.

748 213 6422      351 927 4407      746 813 9200      824 332 6444

## MODULE 2.7

### Voicemail

#### LISTENING

- 1 **18** Listen to three voicemail messages. Number the callers' names 1–3.

Marina Davidova     Jake     Steven Roswell

- 2 **18** Listen again. Write each caller's phone number.

Message 1 \_\_\_\_\_

Message 2 \_\_\_\_\_

Message 3 \_\_\_\_\_

## MODULE 2.8

### Could you repeat that, please?

#### SPEAKING

- 1 Make two lines facing each other, 2–3 meters apart. Ask three students across from you for their names and cell phone numbers. Write them down. Use your real phone number or make it up.

	Name	Number
You		
Student 1		
Student 2		
Student 3		

#### USEFUL LANGUAGE

*Could I have your name, please?*

*What's your cell phone number?*

*Could you repeat that, please?*

*How do you spell that?*

- 2 After you finish, check the names and numbers.

## MODULE 2.9

### On the phone - Where are you?

#### LISTENING

- 1 **19** Dave Martin and Mary Springer are speaking on their cell phones. They want to meet in the Event Hall at the Miami Trade Fair. Listen and complete the conversation.

**A** Hello, Mary?

**B** Hi, Dave. \_\_\_\_\_<sup>1</sup> I'm late. Where are you?

**A** \_\_\_\_\_<sup>2</sup> the café. I just got here.

**B** Where is the café?

**A** At the back of the hall, \_\_\_\_\_<sup>3</sup> to the restaurant. Where are you?

**B** I'm \_\_\_\_\_<sup>4</sup> the information desk.

**A** Great. Ah, yes, I can see you! Bye!

**B** Bye!



#### SPEAKING

- 2 Practice the conversation with a partner.
- 3 Practice again using different information. Use the floor plan in Module 2.5.

#### USEFUL LANGUAGE

next to	the Wi-Fi area
in	the meeting area
near	presentation room A

## MODULE 2.10

### Culture corner - Lucky and unlucky numbers

#### READING

- 1 Work with a partner. What are the missing numbers?

**1** Many western hotels don't have a room number \_\_\_\_\_.

**2** Many people in western countries think the number \_\_\_\_\_ is lucky.

**3** In China, many people want a cell phone number with the number \_\_\_\_\_.

**4** In Japan, the number \_\_\_\_\_ is unlucky.

**5** The number \_\_\_\_\_ is lucky in China but unlucky in Japan.



- 2 **20** Listen and check.

#### SPEAKING

- 3 Why are the numbers above lucky or unlucky? If you don't know, look at page 90.
- 4 Do you know any other lucky or unlucky numbers? Do you have:  
a favorite number?    a lucky number?    an unlucky number?

# 3



## Schedules

### 3.1 When's the meeting?

When's the product presentation?  
Thursday afternoon, at 2:30.

### 3.2 Meetings

In our department we have weekly meetings.

### 3.3 Days of the week

Monday, Tuesday, Wednesday,  
Thursday, Friday, Saturday, Sunday

### 3.4 Clock times

It's three o'clock.

### 3.5 Schedules

There's a department meeting in the morning at eight forty-five.

### 3.6 A visit schedule

First, there's a welcome speech at ten o'clock.

### 3.7 Visitors

This is the schedule for the Samsung visit tomorrow.

### 3.8 On the phone

Can I call you back?

### 3.9 Culture corner

The right time

### VOCABULARY

appointment  
conference call  
meeting  
office party  
personnel  
planning  
presentation  
production  
tour  
visit

## MODULE 3.1

### When's the meeting?

### SPEAKING

- 1 Work with a partner. Match the pictures with the words in the box below. Take turns asking and answering like this:

**A** What's this? (Speaker A points to picture a.)      **B** It's a meeting.

an office party    a presentation    a conference call    a meeting



## LISTENING

- 2 ● 21 Listen to four conversations. Number the events 1–4 in the order you hear about them.

	Event	Day and time
	office party	
	presentation	
	conference call	
	meeting	

- 3 ● 21 Listen again. Write the day and time for each event in the chart. Use these days and times.

Tuesday, 10:00 a.m. Wednesday, 11:15 a.m. Thursday, 2:30 p.m. Friday, 5:45 p.m.

## MODULE 3.2

### Meetings

## LISTENING

- 1 ● 22 Listen and complete the chart, using the words in the box. You can add your own idea.

client    project    section    staff    team    weekly

1	meetings
2	
3	
4	
5	
6	
Your own idea:	

## SPEAKING

- 2 What meetings do you have in your company / department? Tell the class.

In our    company department    we have \_\_\_\_\_ meetings.

## MODULE 3.3

### Days of the week

## SPEAKING

- 1 ● 23 Listen and repeat.

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

- 2 Close your books. Write the days of the week. Then check your spelling.

- 3 Work with a partner. Take turns asking and answering the questions.

*What day is it today? What day is it tomorrow?*

*Which days are weekdays? Which days are the weekend?*

*Which is your favorite day? Why?*

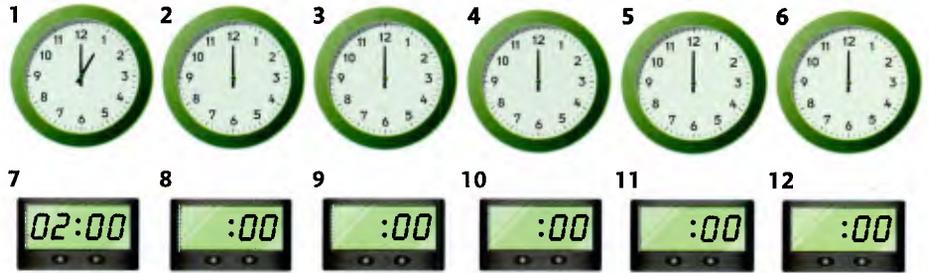
*Which day don't you like? Why not?*

**MODULE 3.4**

**Clock times**

**LISTENING**

**1** ● 24 Listen. Draw / Write the missing times.



**SPEAKING**

**2** Work with a partner. Take turns pointing to a clock above. Ask and answer like this:

**A** *What time is it?*    **B** *It's three o'clock.*

**LISTENING**

**3** ● 25 Listen and number the clocks 1–6 in the order you hear the times.



**SPEAKING**

**4** Look at your watch. What time is it now?

*It's ...*

**5** Work with a partner. First, complete your clock faces below. Tell your partner the times. Then listen to your partner and draw / write the times.

Your clocks



Your partner's clocks



## MODULE 3.5

## Schedules

### LISTENING

- 1  26 Today is Monday. Look at the meeting schedule for tomorrow and Wednesday. Listen and repeat the conversation below. Then practice with a partner.

Tuesday	Wednesday
Department meeting 8:45 a.m.	-

- A** *Is there a meeting tomorrow?*  
**B** *Yes, there is. There's a department meeting in the morning at eight forty-five.*  
**A** *Is there a meeting Wednesday?*  
**B** *No, there isn't.*

**NOTE** a.m. - (in the) morning  
 p.m. - (in the) afternoon (12:00-5:00 p.m.) / evening (after 5:00 p.m.)

### SPEAKING

- 2 Work with a partner. Take turns asking and answering about the schedule below. Today is Monday. Start like this:
- A** *Is there a meeting tomorrow?*  
**B** *Yes, there is. There's ...*

Tuesday	Wednesday	Thursday	Friday	Saturday
Sales meeting 9:30 a.m.	Department meeting 3:45 p.m.	-	IT meeting 10:00 a.m.	Planning meeting 9:15 a.m.

- 3 **Student A** Look at the schedule below.  
**Student B** Turn to page 77.

Take turns asking and answering questions and complete the schedule.  
 Today is Monday. Start like this:

- A** *Is there a meeting tomorrow afternoon?*  
**B** *Yes there is. There's a ...*

	Tuesday	Wednesday	Thursday	Friday	Saturday
a.m.		Production meeting 10:00		IT meeting 3:45	
p.m.	Department meeting 2:00		Planning meeting 5:45		-

## MODULE 3.6

### A visit schedule

#### LISTENING

- 1 A group from Worldtek is visiting KM Products tomorrow. Look at the schedule below and ask about any words you don't know.
- 2 27 Listen to a KM manager talking about the visit schedule. There are five mistakes in the schedule below. Circle the mistakes. The first one is done for you.
- 3 27 Listen again and correct the mistakes.



10:00 a.m.

Worldtek visit schedule			
9:15 a.m.	Welcome speech	1:00 p.m.	Speech by Mr. Singh
10:15 a.m.	Meet and greet session	1:45 p.m.	Product demonstration
10:30 a.m.	Factory tour	3:30 p.m.	Discussion session
12:15 p.m.	Buffet lunch	7:45 p.m.	Informal dinner (Grand Hotel)

## MODULE 3.7

### Visitors

#### SPEAKING

- 1 Work with a partner or in a small group.  
A group from \_\_\_\_\_ [think of a company] is visiting your company tomorrow. Make a schedule. Use the events below and / or your own ideas.

meet and greet session	factory tour	informal / formal dinner
presentation	office tour	buffet lunch

- 2 Present your schedule to the class. Start like this:  
*OK, Let's get started. This is the schedule for the Samsung visit tomorrow. First, there's ...*

#### USEFUL LANGUAGE

First, ... Then, ... Next, ... After that, ... Finally, ...

## MODULE 3.8

### On the phone – Can I call you back?

#### LISTENING

- 1  28 Ralf Schumann calls his colleague, Su-Yung Kim. Listen and complete the conversation.

- A Hello, Ralf?  
 B Hi, Su-Yung. Am I calling at a bad time?  
 A Well, I'm in a meeting \_\_\_\_\_<sup>1</sup> now.  
 B Oh, I'm sorry.  
 A That's OK, but can I call you \_\_\_\_\_<sup>2</sup> later?  
 B Sure, no \_\_\_\_\_<sup>3</sup>. What time?  
 A Around 2:30?  
 B Sure, that's fine. Speak to you \_\_\_\_\_<sup>4</sup>. Bye.

#### SPEAKING

- 2 Practice the conversation with a partner.  
 3 Practice again. Change the place and time. You can use these places or your own idea.

on the train in the bus in a presentation in my car

## MODULE 3.9

### Culture corner – The right time

#### READING

- 1 Write a time to answer each question.

	time
1 You have an appointment at a client's office at 10:00 a.m. What time do you arrive?	
2 You have a department meeting at 9:15 a.m. in the meeting room. What time do you arrive?	
3 You are giving a presentation at 3:30 p.m. What time do you arrive at the presentation room?	
4 A client invites you to dinner at a restaurant. The reservation is at 8:00 p.m. What time do you arrive?	

#### SPEAKING

- 2 Work with a partner. Compare your times.  
 A What do you have for number 1?  
 B 9:50. How about you?  
 A I have 9:55.

# 4



## Companies

### VOCABULARY

address  
 electronic product  
 factory  
 famous  
 head office  
 major  
 motorcycle  
 nationality  
 solar panel  
 well-known

#### 4.1 Three companies

The head office is in Seoul.  
 Suntech has factories in China ...

#### 4.2 My company

Arnott's is an Australian company.  
 It makes cookies and crackers.

#### 4.3 Countries

China, Korea, Germany, Malaysia,  
 India, Mexico, Japan, the United States

#### 4.4 Cities

Acapulco is in Mexico.

#### 4.5 Nationalities

Suntech is a Chinese company.

#### 4.6 Company information

What nationality is Gaggia?

#### 4.7 A presentation

I'd like to tell you about ...

#### 4.8 Numbers 100-999

Listening and speaking practice

#### 4.9 Street addresses

9 Maple Avenue

#### 4.10 On the phone

Sorry, what was that?

#### 4.11 Culture corner

National products

### MODULE 4.1

### Three companies

#### LISTENING

1 Match the pictures with the places below.



a head office     a motorcycle factory     a solar panel factory

2 29 Listen and number the companies 1-3 in the order you hear them.

Suntech     Bajaj     Samsung

3 ● 29 Listen again. Check (✓) the correct box for each statement.

	Bajaj	Samsung	Suntech
It's a motorcycle company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It makes solar panels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The head office is in Seoul.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It has a factory in Malaysia.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's a Chinese company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## MODULE 4.2

### My company

#### READING

1 ● 30 Read and listen.

*Hello. I work for Arnott's. Arnott's is a well-known Australian company. It makes cookies and crackers. The head office is in Homebush, near Sydney. It has factories in Australia, Indonesia, and Papua New Guinea. I work at the Jakarta factory.*

#### SPEAKING

2 Match the questions with the answers. Then practice with a partner.

- |                                  |   |
|----------------------------------|---|
| 1 Which company do you work for? | a Cookies and crackers.                       |
| 2 What nationality is Arnott's?  | b Australia, Indonesia, and Papua New Guinea. |
| 3 What does it make?             | c Homebush, near Sydney.                      |
| 4 Where is the head office?      | d Arnott's.                                   |
| 5 Where does it have factories?  | e At the Jakarta factory.                     |
| 6 Where do you work?             | f Australian.                                 |

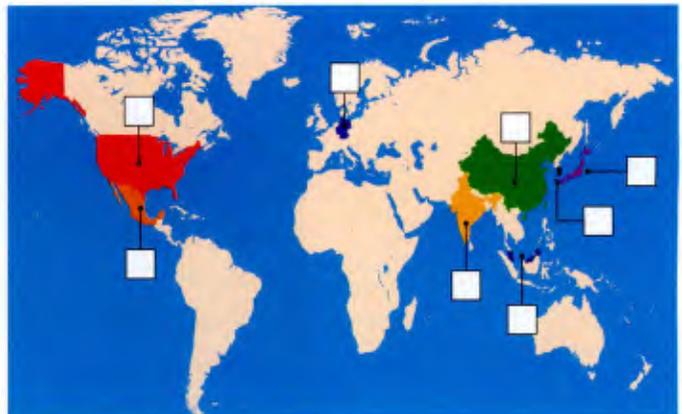
## MODULE 4.3

### Countries

#### LISTENING

1 ● 31 Listen and repeat the country names. Then number the boxes on the map 1–8.

- 1 China
- 2 Germany
- 3 India
- 4 Japan
- 5 South Korea
- 6 Malaysia
- 7 Mexico
- 8 the United States



#### SPEAKING

2 Work with a partner. Take turns asking and answering about the countries.

- A** *Where's China?*  
**B** *It's here. (Speaker B points to China.)*

## MODULE 4.4

### Cities

#### LISTENING

- 1 **32** Listen and repeat the city names.

Acapulco	Akurdi	Busan	Detroit
Frankfurt	Kuala Lumpur	Sendai	Wuxi

#### SPEAKING

- 2 Work with a partner. Take turns asking and answering about the cities above. Use one of the countries in Module 4.3 each time you answer.

**A** *Where's Acapulco?*                      **B** *It's in Mexico. / Maybe it's in Mexico.*

- 3 **33** Listen and check.

## MODULE 4.5

### Nationalities

#### SPEAKING

- 1 Look at this:

**A** *Is Suntech a Chinese company?*                      **B** *Yes, it is.*

**A** *What nationality is Bajaj?*                              **B** *It's Indian.*

- 34** What is the nationality word for each country in Module 4.3? Talk to a partner, then listen and write.

1 <u>Chinese</u>	4 _____	7 _____
2 _____	5 _____	8 _____
3 _____	6 _____	

- 2 Work with a partner. Take turns asking and answering about Samsung, Arnott's, and other companies that you know.

**NOTE** For more information on saying countries and nationalities in English, turn to page 79.

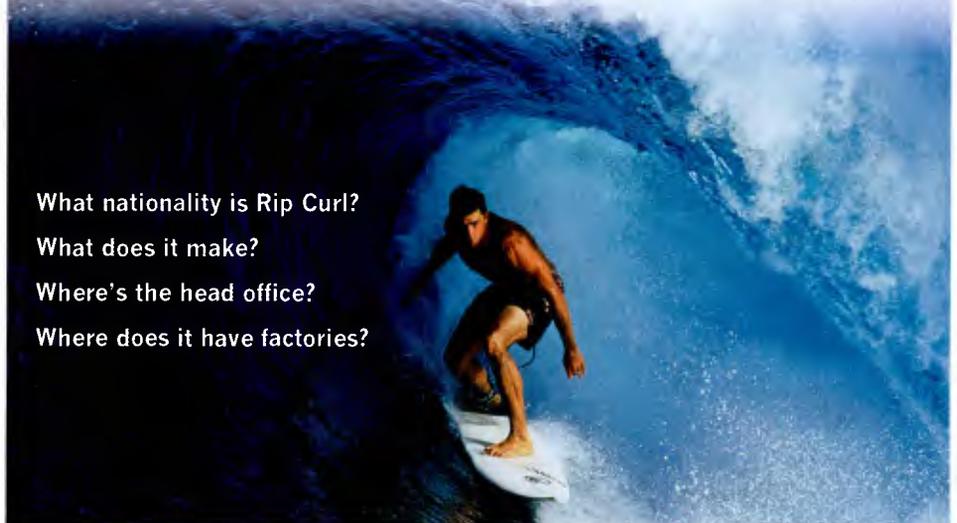
## MODULE 4.6

### Company information

#### READING

- 1 Work with a partner. Ask and answer about a company called Rip Curl.

Company	Nationality	Products	Head office location	Factory locations
Rip Curl	Australian	surf gear	Torquay, Victoria	Australia, France, and other countries



What nationality is Rip Curl?  
 What does it make?  
 Where's the head office?  
 Where does it have factories?

**LISTENING**

2  35 Listen and repeat the company names.

**GAGGIA**    **Kimberly-Clark**    **LG**  
**RENAULT**    **NOKIA**    **SEIKO**

**SPEAKING**

3 **Student A** Look at the chart below.  
**Student B** Turn to page 77.

Take turns asking and answering questions about the companies and complete the chart. Use the questions in Module 4.6. Start like this:

- A** *What nationality is Gaggia?*
- B** *It's ...*

Company	Nationality	Products	Head office location	Factory locations
Gaggia				
Kimberley-Clark	American	paper products	Irving, Texas	the United States, Germany, and other countries
LG				
Nokia	Finnish	cell phones	Helsinki	Finland, Brazil, and other countries
Renault				
Seiko	Japanese	clocks and watches	Tokyo	Japan, Hong Kong, and other countries



## MODULE 4.7

### A presentation

#### WRITING

- 1 Work with a partner or in a small group. Write about your company, a company you know, or use your own ideas.

Company name: \_\_\_\_\_

Nationality: \_\_\_\_\_

Product(s): \_\_\_\_\_

Head office location: \_\_\_\_\_

Factory location(s): \_\_\_\_\_

You work at: \_\_\_\_\_

#### SPEAKING

- 2 Present your information to the class. Start like this:  
*Hello. I'd like to tell you about (company name). It's ...*

## MODULE 4.8

### Numbers 100–999

#### LISTENING

- 1 **36** Listen and repeat these numbers.

100 205 417 683 996

- 2 **37** Listen and write the numbers.

371 \_\_\_\_\_

- 3 **38** Say these numbers. Then listen and check.

105 239 515 644 721

## MODULE 4.9

### Street addresses

#### READING

- 1 Say numbers with one or two digits in street addresses like this:

9 Maple Avenue	<i>nine Maple Avenue</i>
----------------	--------------------------

77 Hill Street	<i>seventy-seven Hill Street</i>
----------------	----------------------------------

Say numbers with three digits in addresses like this:

321 Canyon Drive	<i>three hundred twenty-one Canyon Drive</i>
------------------	--

	<i>OR three twenty-one Canyon Drive</i>
--	---

We usually use separate digits for zip codes, for example:

Tokyo 105-8529	<i>Tokyo one oh five dash eight five two nine</i>
----------------	---

New York 10024	<i>New York one oh oh two four</i>
----------------	------------------------------------

**NOTE** You can use 'zero' instead of 'oh'.

#### SPEAKING

- 2 **39** Work with a partner. Take turns saying these addresses. Then listen and check.

1 105 Wakefield Street, Wellington 6011

2 71–6 Songpa-Gu, Munjung-Dong, Seoul 138–214

3 644 Hope Street, Los Angeles 90071

4 230 Orchard Road, Singapore 238854

## MODULE 4.10

### On the phone – Sorry, what was that?

#### LISTENING

- 1  40 Vanessa Chung is going to Dave Martin's office in New York. She calls to check the address. Listen and complete the conversation.

- A Hi, Dave. \_\_\_\_\_<sup>1</sup> is Vanessa.  
 B Hi, Vanessa.  
 A Listen, I'm \_\_\_\_\_<sup>2</sup> the station.  
 Is your \_\_\_\_\_<sup>3</sup> 338 North Broadway?  
 B No, it's 348 North Broadway.  
 A Sorry, what was that?  
 B 3-4-8 North Broadway.  
 A 348. OK. See you \_\_\_\_\_<sup>4</sup>. Bye.  
 B Bye.



#### SPEAKING

- 2 Practice the conversation with a partner.  
 3 Practice again. Change the words in blue. Use these addresses and expressions.

235 / 265 West Central	Excuse me?
421 / 471 Avenue of the Americas	Sorry, what did you say?

## MODULE 4.11

### Culture corner – National products

#### READING

- 1 Look at this:

*Mongolia produces wool.*

Can you match the other countries and products in the same way? Talk to a partner, then check the information on page 91.

How many of your answers are correct?



wool

Mongolia Chile Denmark Holland Japan South Africa Thailand



wine



diamonds



rice



paper



flowers



wind turbines

#### SPEAKING

- 2 What does your country produce? What foreign products do you buy?

# 5



## Meeting people

### VOCABULARY

acquaintance  
flight  
friend  
health club  
lobby  
parking lot  
shake hands  
stranger

#### 5.1 Good to see you

How are things?

#### 5.2 Greeting people

How are you today?

I'm very well, thank you, Ms. Donetti.

#### 5.3 Meet and greet

Speaking practice

#### 5.4 Introducing people

This is Mary Phelps from the Sales Department.

I'd like you to meet Eiji Yamada, from Honda.

#### 5.5 At the airport

Did you have a good flight?

Not so bad, thank you.

#### 5.6 Flight information

What's the Air France flight number?  
AF 1480.

#### 5.7 On the phone

Do you have my number?

#### 5.8 Culture corner

Shaking hands

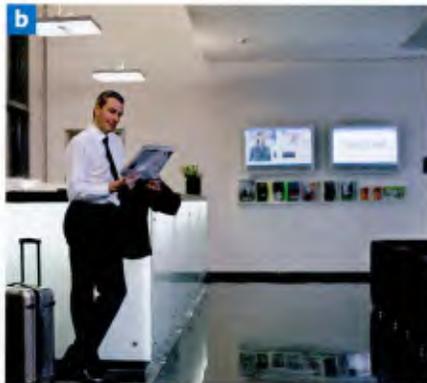
### MODULE 5.1

### Good to see you

#### READING

1 Look at the pictures. Where are the people?

at a health club    in an elevator    in a hotel lobby



2 Match the words on the left with the phrases on the right.

- 1 a friend
- 2 an acquaintance
- 3 a stranger

- a someone you don't know well
- b someone you don't know
- c someone you like and know well

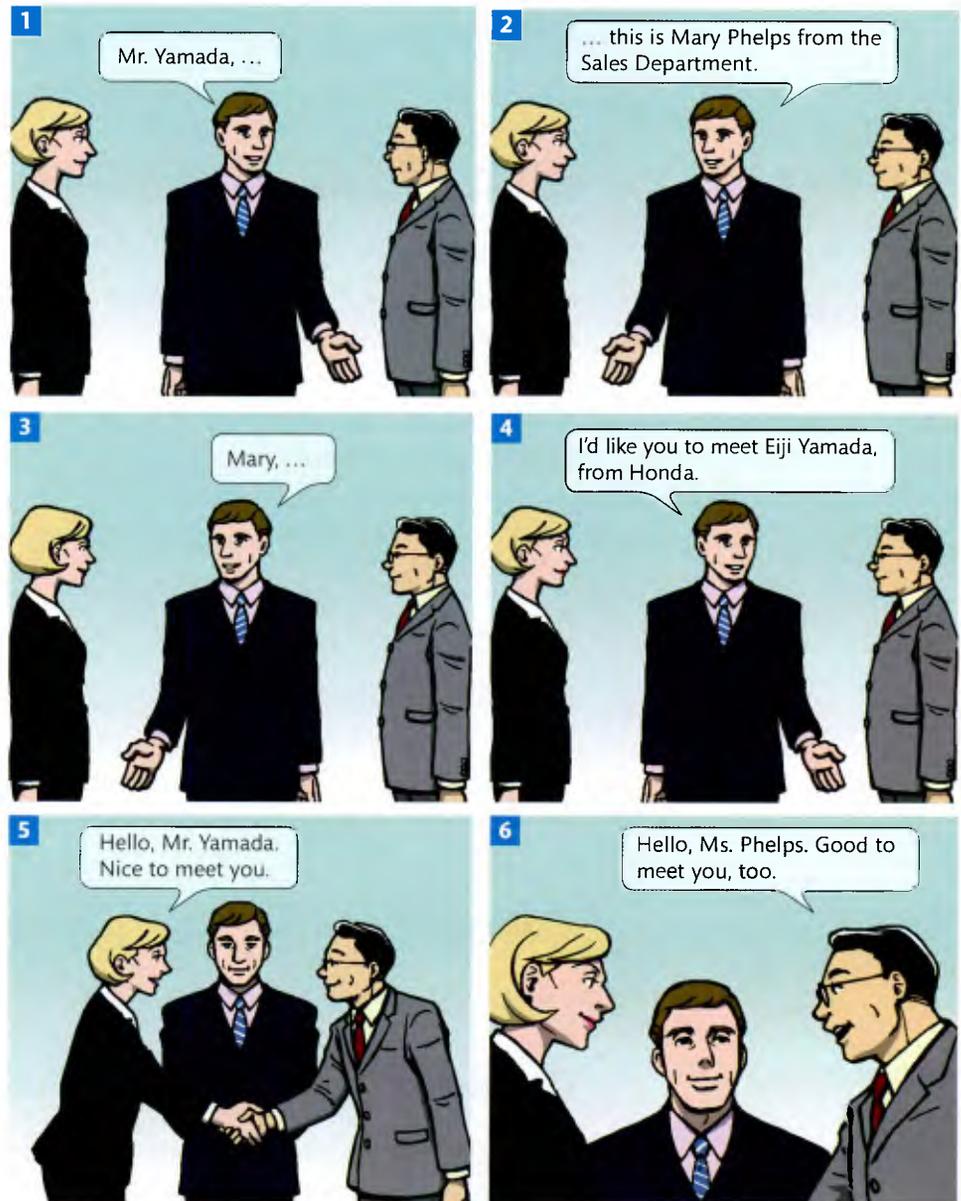


## MODULE 5.4

### Introducing people

#### LISTENING

- 1 **43** Mike Parsons is introducing a colleague, Mary Phelps, to a client. Listen and repeat.



#### SPEAKING

- Practice the situation in groups of three. Pay attention to eye contact and gestures.
- Practice again using this information:
  - Introduce your colleague, Mario Adani, from the Sales Department, to a client, Ms. Etsuko Noguchi, from Asys Computers.
  - Introduce your colleague, Anna Pichard, from the R&D Section, to a client, Mr. Yohon Lee, from Samsung.
- Make new groups of three. Practice three more times, using your real names, jobs, and departments. Change roles each time.

## MODULE 5.5

### At the airport

#### LISTENING

Yo-Han Kim and his colleague, Chung-Hee Park, are at Seoul airport to meet a customer from Australia. They are meeting him for the first time.



1 44 Listen to the conversation.

- A *Mr. Peter Westwood?*
- B *That's right.*
- A *Pleased to meet you. My name is Kim.*
- B *Good to meet you, Mr. Kim.*
- A *Did you have a good flight?*
- B *Not so bad, thank you<sup>1</sup> Thank you for meeting me.*
- A *My pleasure<sup>2</sup> This is<sup>3</sup> my colleague, Chung-Hee Park.*
- B *Nice to meet you, Mr. Park.*
- C *Nice to meet you, too, Mr. Westwood.*
- A *OK<sup>4</sup>, let's go. My car's in the parking lot.*
- C *Can I help<sup>5</sup> with your bags?*
- A *No, that's OK, thanks<sup>6</sup>*

#### SPEAKING

2 Practice the conversation in groups of three.

3 Match the expressions below with the words in **blue** in the conversation.

- |   |  |
|---|--|
| <input type="checkbox"/> Can I give you a hand    | <input type="checkbox"/> Pretty good, thanks |
| <input type="checkbox"/> No, thanks, I can manage | <input type="checkbox"/> Right               |
| <input type="checkbox"/> I'd like you to meet     | <input type="checkbox"/> Not at all          |

4 Practice the conversation again. Use the expressions in Exercise 3.

5 Practice in new groups of three. Two of you are meeting a foreign customer for the first time at your nearest airport. Use your real names. Before you start, decide the following information, and make a name card with the visitor's name.

Visitor's name: \_\_\_\_\_

Arrived from: \_\_\_\_\_

6 Act out the conversation for the class.

## MODULE 5.6

### Flight information

#### SPEAKING

- 1 Look at the chart. Work with a partner. Take turns asking and answering about the two-letter airline codes like this:

**A** What's the code for Air France?

**B** AF.

Air France	AF 1480	KLM	KL 1017
American Airways	AA 6571	Lufthansa	LH 1874
British Airways	BA 298	Finnair	AY 5991
Japan Airlines	JL 403	Pakistan Airlines	PK 757

- 2 You can say flight numbers like this:

two digits	three digits	four digits
example: 61	example: 506	example: 4957
'sixty-one' or 'six one'	'five zero six' or 'five oh six'	'four nine five seven' or 'forty-nine fifty-seven'

- 3 Work with your partner. Take turns asking and answering about the flights in Exercise 1.

**A** What's the Air France flight number?

**B** AF one four eight zero.

#### LISTENING

- 4  45 Listen to the flight announcements at an American airport and complete the flight and gate information.

AIRLINE	FLIGHT NO.	DESTINATION	GATE	REMARK
OLYMPIC AIRWAYS	OA 412	Athens	04	boarding
UNITED AIRLINES	UA 8603	Zurich		boarding
AEROFLOT RUSSIAN AIRLINES	SU	Moscow	06	boarding
DELTA AIRLINES		Paris		boarding
UNITED AIRLINES		Geneva		delayed



## MODULE 5.7

### On the phone – Do you have my number?

#### LISTENING

- 1 **46** Eiji Yamada is in Tokyo. He calls a business acquaintance in New York. Listen and complete the conversation.

**A** Hello, Sarah. I'm calling about my flight from Tokyo.  
I arrive at JFK at 6.30 p.m. next Tuesday.

**B** Great. Which \_\_\_\_\_<sup>1</sup>?

**A** Terminal 1.

**B** What's the \_\_\_\_\_<sup>2</sup> number?

**A** 5014. That's Japan Airlines.

**B** OK. See you at the arrivals gate. Do you have my cell phone number?

**A** Yes, I \_\_\_\_\_<sup>3</sup> so. 212-555-0173.

**B** That's it. See you next week. \_\_\_\_\_<sup>4</sup> flight!

#### SPEAKING

- 2 Practice the conversation with a partner.  
3 Practice again. Change the words in blue. Use this information.

Frankfurt	4:00 p.m. next Wednesday	Terminal 4	3660	Air France	646-555-0186
Seoul	11:40 a.m. next Monday	Terminal 1	81	Korean Air	917-555-0149
Mumbai	8:20 a.m. next Friday	Terminal 4	141	Air India	212-555-0124

## MODULE 5.8

### Culture corner – Shaking hands

#### READING

- 1 Read some advice about shaking hands in business situations in the United States. Circle  the correct information.

- 1 A good handshake is *weak* /  *firm*.
- 2 Shake hands for about 3 / 10 seconds.
- 3 'Pump' the handshake *two or three* / *five or six* times.
- 4 *Never* / *Always* make eye contact when you shake hands.
- 5 A woman *can* / *can't* offer her hand first.
- 6 People *never* / *often* shake hands when they say goodbye.



- 2 **47** Listen and check. Do you shake hands in the same way in your country?  
3 Work with a partner. Write some advice for a foreign visitor about business greetings in your country. Then present the advice to the class.

#### SPEAKING

# 6

## In the office

### VOCABULARY

battery life  
borrow  
cheap  
expensive  
heavy  
light  
make  
netbook  
popular  
use

#### 6.1 Could I use your calculator?

Could I use your calculator for a minute?

#### 6.2 Things in the office

Could I borrow your Post-its®?  
Of course, go ahead.

#### 6.3 Cubicle life

There's a wastebasket under the desk.

#### 6.4 Electronics

What make is it?  
It's a Samsung.

#### 6.5 Netbooks

Listening practice

#### 6.6 An electronics store

It's very small, and the zoom is excellent.

#### 6.7 On the phone

Sure, no problem.

#### 6.8 Culture corner

Is your desk a mess?

### MODULE 6.1

#### Could I use your calculator?

### LISTENING

- 1 **48** Listen to three conversations in an office. Number the pictures 1-3 to match the conversations.



calculator

push pins

flash drive

- 2 **48** Listen again. Check (✓) the expressions you hear.

	Conversation 1	Conversation 2	Conversation 3
Could I borrow your ... ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Could I use your ... ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 3 **48** Listen again. Circle  the two things in Exercise 1 the person can borrow.

**SPEAKING**

1 **49** Listen and repeat.

- |                   |                |
|-------------------|----------------|
| 1 eraser          | 6 paper clips  |
| 2 glue stick      | 7 Post-its®    |
| 3 highlighter pen | 8 rubber bands |
| 4 hole punch      | 9 ruler        |
| 5 labels          | 10 stapler     |

2 Number the pictures 1–10 to match the things above.



3 Work with a partner. Take turns pointing to each picture. Ask and answer like this:

- A** What's this?  
**B** It's a hole punch. What are these?  
**A** They're ...

**LISTENING**

4 **50** Listen and complete the conversations. Then listen again and repeat.

- |   |  |
|---|--|
| 1 <b>A</b> Could I _____ your hole punch? | 3 <b>A</b> Could I borrow your stapler?        |
| <b>B</b> Sure, here you go.               | <b>B</b> Sorry, but I'm using _____ right now. |
| <b>A</b> Thanks.                          | <b>A</b> That's OK. Thanks anyway.             |
| 2 <b>A</b> Could I _____ your Post-its®?  | 4 <b>A</b> Could I use your paper clips?       |
| <b>B</b> Of course, go ahead.             | <b>B</b> Sorry, I don't have _____.            |
| <b>A</b> Thank you.                       | <b>A</b> OK, no problem.                       |

**SPEAKING**

5 Check (✓) five things in Exercise 2. Your partner can borrow these. Mark five things with a cross (X). Your partner cannot borrow these.

6 Work with your partner. Have conversations like the ones in Exercise 4. Change roles each time.

**READING**

1 Look at the picture and complete the sentences. Use the words in the box.



calendar	coffee mug	envelopes	files
pencils	plant	swivel chair	wastebasket

- 1 There's a \_\_\_\_\_ next to the phone.
- 2 There are some \_\_\_\_\_ in the mug.
- 3 There's a \_\_\_\_\_ on the shelf, above the files.
- 4 There's a \_\_\_\_\_ on the partition, next to the monitor.
- 5 There are some \_\_\_\_\_ behind the phone.
- 6 There's a \_\_\_\_\_ under the desk.
- 7 There's a \_\_\_\_\_ in front of the desk.
- 8 There are some \_\_\_\_\_ between the coffee mug and the keyboard.

2 **51** Listen and check.

**SPEAKING**

3 Work with a partner. Take turns asking and answering about the items in the cubicle like this:

- |   |   |
|---|---|
| <b>A</b> <i>Is there a coffee mug in the cubicle?</i> | <b>A</b> <i>Are there any pencils in the cubicle?</i> |
| <b>B</b> <i>Yes, there is.</i>                        | <b>B</b> <i>Yes, there are.</i>                       |
| <b>A</b> <i>Where is it?</i>                          | <b>A</b> <i>Where are they?</i>                       |
| <b>B</b> <i>It's ...</i>                              | <b>B</b> <i>They're ...</i>                           |

4 Make a list of the items on your desk or in your cubicle. Then tell your partner about them and say where they are.

*On my desk, there's ... / there are ...*  
*In my cubicle,*

## MODULE 6.4

## Electronics

### LISTENING

- 1 **52** Listen to the names of these electronic items and repeat. Add your own ideas.

alarm clock	camcorder	camera	cell phone
electronic dictionary	game console	MP3 player	watch
_____	_____	_____	

### SPEAKING

- 2 Work with a partner. Match the pictures with the items in Exercise 1. Take turns asking and answering like this:

**A** What's this? (Speaker A points to picture f.)

**B** It's an MP3 player.



### LISTENING

- 3 **53** You can use these words to talk about a product. Listen and repeat.

★★★★★	★★★★	★★★	★★	★
excellent	pretty good	OK	not very good	terrible

- 4 **54** Listen and repeat.

**A** That's a nice watch.

**B** Thanks.

**A** What make is it?

**B** It's a Citizen.

**A** Are you happy with it?

**B** Yes, I am. It's excellent.\*

**A** Do you have a camcorder?

**B** Yes, I do.

**A** What make is it?

**B** It's a Samsung.

**A** Are you pleased with it?

**B** Yes, it's pretty good.\*

**NOTE** \*If you answer with 'not very good' or 'terrible', say 'No, it's ...'.

### SPEAKING

- 5 Walk around the classroom. Ask different partners about electronic items. Use the conversations in Exercise 4.

## MODULE 6.5

### Netbooks

#### LISTENING

- 1 ● 55 Tara Singh is in an electronics store. The assistant is showing her some netbooks. Listen and number the netbooks 1–3 in the order you hear them.



XNet                       Surfari                       Vigo

- 2 ● 55 Listen again. Number the notes 1–3 to match each netbook.

<b>PRICE</b> ___ cheap ___ medium-priced ___ expensive	<b>WEIGHT</b> ___ very light ___ a bit heavy ___ heavy	<b>BATTERY LIFE</b> ___ excellent ___ good ___ average
---	---	---

- 3 Does Tara buy one of the netbooks? Which one would you buy? Why?

## MODULE 6.6

### An electronics store

#### LISTENING

- 1 ● 56 Listen to the conversation, then practice with a partner.

**A** Are you looking for a camcorder, sir?  
**B** Yes, I am.  
**A** This one is very popular. It's a Canon.  
**B** How much is it?  
**A** \$499.  
**B** That's a bit expensive.  
**A** It's very small, and the zoom is excellent.  
**B** Mm. I'm not sure. I need to think about it.

#### SPEAKING

- 2 Choose one of the electronics items in Module 6.4 or think of your own idea. Complete the information below – you can use your imagination.

Item:	Selling points:
Make:	
Price:	

- 3 Practice the conversation again with different partners. Change the words in blue. Use the information in Exercise 2. Take turns being the sales assistant (A) and customer (B) each time.

## MODULE 6.7

### On the phone – Sure, no problem

#### LISTENING

- 1 **0** 57 Ron Corbett calls his colleague, Jenny Wu. Listen and complete the conversation.

A *Jenny Wu speaking.*

B *Hi, Jenny. It's Ron Corbett. Listen, could I \_\_\_\_\_<sup>1</sup> your laptop this afternoon? It's for my presentation.*

A *Sure, no \_\_\_\_\_<sup>2</sup>.*

B *Great, thanks. Can I \_\_\_\_\_<sup>3</sup> it up now?*

A *Yes, that's fine.*

B *\_\_\_\_\_<sup>4</sup>. See you in a minute. Bye.*

A *Bye.*

#### SPEAKING

- 2 Practice the conversation with a partner.
- 3 Practice again. Change the words in **blue**. Use the words below and/or your own ideas.

projector	tomorrow morning	in five minutes
laser pointer	tomorrow afternoon	soon

## MODULE 6.8

### Culture corner – Is your desk a mess?

#### READING

- 1 Look at some advice on an American website about keeping your desk neat. What are the three best ideas? Check (✓) them.

- |  |                          |
|--|--------------------------|
| 1 If you don't need something today, file it, or shred it. | <input type="checkbox"/> |
| 2 Don't use Post-it® notes. They are messy.                | <input type="checkbox"/> |
| 3 Don't have more than three pens on your desk.            | <input type="checkbox"/> |
| 4 Don't have more than three photos on your desk.          | <input type="checkbox"/> |
| 5 Don't eat or drink at your desk.                         | <input type="checkbox"/> |
| 6 Clear your desk at the end of the day.                   | <input type="checkbox"/> |
| 7 Don't have a plant on your desk.                         | <input type="checkbox"/> |
| 8 Keep rulers, erasers, etc. in a desk drawer.             | <input type="checkbox"/> |



#### SPEAKING

- 2 Work with a partner. Take turns reading your three ideas. Do you agree?
- A *Don't use Post-it® notes. They are messy.*
- B *I agree. Don't eat or drink at your desk.*
- A *I'm not sure about that. ...*
- 3 With your partner, think of advice for desk workers in your country. Then tell the class.

# 7



## Work

### VOCABULARY

attend  
deal with  
engineer  
office worker  
operator  
receptionist  
run  
shred  
telemarketer  
train

#### 7.1 Jobs

I'm a telemarketer.

#### 7.2 Duties

I call customers.

I give presentations.

#### 7.3 Jobs and duties

I work for a security company.

I run the Sales Department and attend meetings.

#### 7.4 Your job

Speaking practice

#### 7.5 Instructions

E-mail everyone about the time and place.

#### 7.6 More instructions

Shred the documents.

Copy the price list.

#### 7.7 On the phone

Please ask him to call me.

#### 7.8 Culture corner

Men or women?

### MODULE 7.1

### Jobs

#### SPEAKING

- 1 Look at the pictures. What are the jobs?

*I think Nelson is a / an ... Maybe Nelson is a / an ...*



Nelson Chu



Carlos Mendes



Keiko Nomura



Heidi Schmidt

#### LISTENING

- 2 58 Listen two or three times. Write *N* (Nelson), *C* (Carlos), *K* (Keiko), or *H* (Heidi) for each item in the chart.

Job	<input type="checkbox"/> an engineer	<input type="checkbox"/> an office worker	<input type="checkbox"/> a receptionist	<input checked="" type="checkbox"/> a telemarketer
Kind of company	<input type="checkbox"/> a small boutique hotel		<input type="checkbox"/> a large construction company	
	<input type="checkbox"/> a medium-sized electronics company		<input checked="" type="checkbox"/> a large call center	
Duties	<input type="checkbox"/> writes reports	<input type="checkbox"/> deals with customers	<input checked="" type="checkbox"/> sells insurance	<input type="checkbox"/> designs buildings

#### SPEAKING

- 3 Work with a partner. Take turns asking and answering about the four people.

A What does Nelson do?

B He's a telemarketer. He works for a ~~large~~ call center. He sells insurance.

# MODULE 7.2

## Duties

### LISTENING

1 These people are talking about their jobs. What do you think they say? Work with a partner. You can use the words in the box.

*I think number 1 says 'I call customers.'*

attend call deal with give make read run visit write



I call customers.



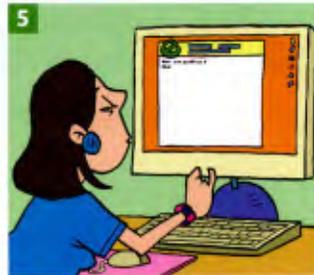
I \_\_\_\_\_ the Sales Dept.



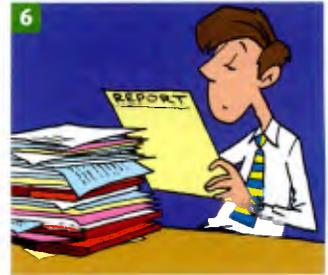
I \_\_\_\_\_ meetings.



I \_\_\_\_\_ complaints.



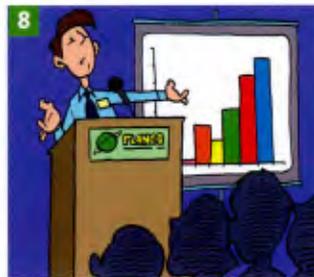
I \_\_\_\_\_ e-mails.



I \_\_\_\_\_ reports.



I \_\_\_\_\_ customers.



I \_\_\_\_\_ presentations.



I \_\_\_\_\_ photocopies.

2 59 Listen and complete the sentences under the pictures.

### SPEAKING

3 Work with a partner. Each student chooses a duty. The other student tries to guess what it is. You can ask only *Yes/No* questions. The first student to find out the duty wins. When you finish, play again.

A Do you give presentations?

B No, I don't. Do you visit customers?

A No, I don't. Do you attend meetings?

B Yes, I do. You win.

## MODULE 7.3

## Jobs and duties

### LISTENING

- 1 ● 60 Listen to six people talk about their jobs.

1 Mary Carter  
Sales Manager, Security company

2 Naomi Sato  
Restaurant Manager, Fast-food chain

3 Tony Prince  
Administrative Assistant, Ad agency

4 John Henry  
HR Manager, Insurance company

5 Dario Puzo  
Machine Operator, Plastics company

6 Ji-Hee Choi  
Sales Representative, Food company

### SPEAKING

- 2 Work with a partner. Take turns telling each other about each person.  
*Mary works for a security company. She's a sales manager.*

### READING

- 3 Number these duties 1–6 to match the jobs above.
- make parts for electronic products, check the machines
  - hire staff, deal with staff problems
  - visit customers, give presentations
  - make appointments for my boss, deal with correspondence
  - run the restaurant, train new staff
  - run the Sales Department, attend meetings

- 4 ● 61 Listen and check.

### SPEAKING

- 5 ● 62 Listen to an interview with Mary Carter. Then practice with a partner.

**A** What do you do?

**B** I'm a sales manager.

**A** What kind of company do you work for?

**B** I work for a security company.

**A** What do you do in your job?

**B** I run the Sales Department and attend meetings.

**A** Do you like your job?

**B** Yes, it's great.

- 6 Work with a partner. Practice similar interviews with the other people in Exercise 1.

#### USEFUL LANGUAGE

Yes, it's great.

Yes, it's OK.

Well, it's not so bad.

Well ...

## MODULE 7.4

### Your job

#### SPEAKING

- 1 Make notes about your own job or an imaginary job. Ask your teacher for help if necessary.

Job	Kind of company	Duties

- 2 Work with a partner. Interview each other about your jobs. Write notes about your partner.

Job	Kind of company	Duties

- 3 Tell the class about your partner.

*Taro is an office worker. He works for a car company.  
He writes reports and attends meetings.*

## MODULE 7.5

### Instructions

#### LISTENING

- 1 **63** George Willis is the CEO of a lumber company. He is giving a presentation tomorrow. He tells an employee to do some things. Listen and number these words 1–5 in the order you hear them.

check    connect    1 e-mail    make    set up



- 2 **63** Listen again. Number the phrases to match the words above.

the projector and screen    1 everyone about the time and place  
 the laptop to the Internet    the air conditioner  
 ten copies of the agenda

#### SPEAKING

- 3 Work with a partner. Tell your partner to do the things in Exercises 1 and 2. Then change roles.

**A** *E-mail everyone about the time and place.*

**B** *Right.*

**A** ...

#### USEFUL LANGUAGE

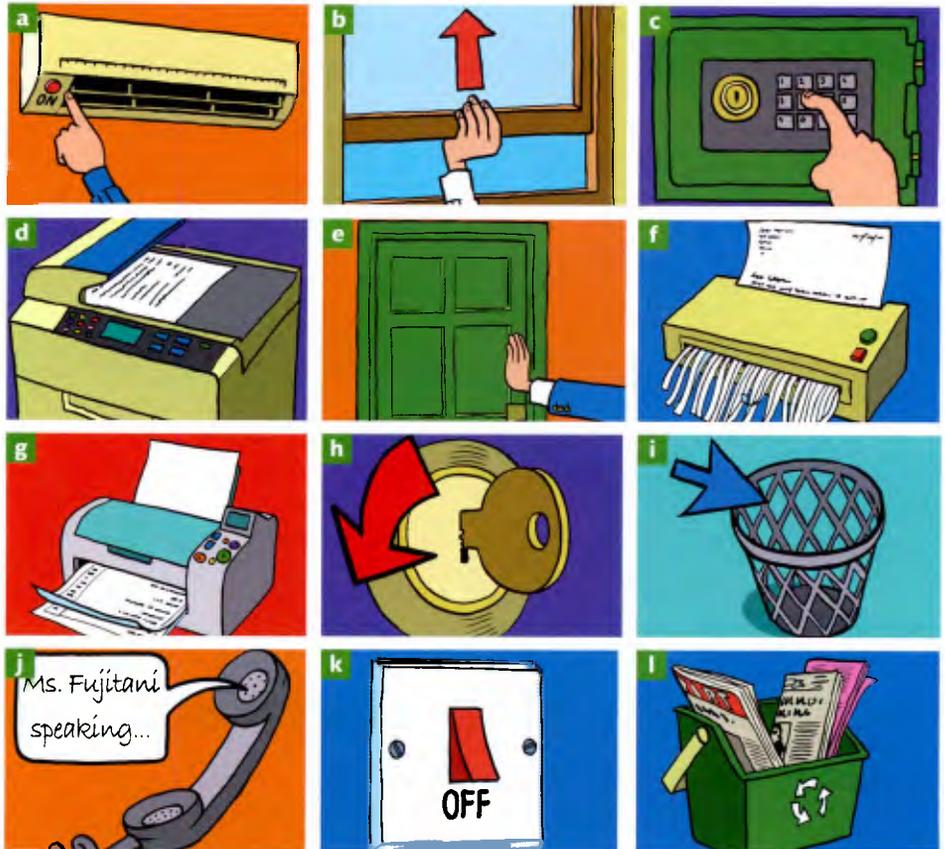
*Right. Uh-huh. OK.*

# MODULE 7.6

## More instructions

### READING

1 Match the pictures with the phrases below.



<input type="checkbox"/> delete the old files	<input type="checkbox"/> copy the price list	<input type="checkbox"/> recycle the old newspapers
<input type="checkbox"/> open the window	<input type="checkbox"/> close the door	<input type="checkbox"/> turn on the air conditioner
<input type="checkbox"/> shred the documents	<input type="checkbox"/> print the price list	<input type="checkbox"/> lock the door
<input type="checkbox"/> call Ms. Fujitani	<input type="checkbox"/> turn off the lights	<input type="checkbox"/> unlock the safe

### SPEAKING

2 Work with a partner.

**Student A** Number three phrases in Exercise 1. Act them out for your partner. You can make sounds but don't use any words.

**Student B** Watch and number the correct pictures 1–3. Then check like this: *Copy the price list, call Ms. Fujitani, and turn on the air conditioner.*

3 Change roles and do the exercise again.

4 Work with a partner. Student A, tell your partner to do three or more things in your office. You can use your own ideas. Student B, do the actions or act them out. Then change roles.

## MODULE 7.7

### On the phone – Please ask him to call me

#### LISTENING

- 1 64 Anna Petrova is calling a customer. Listen and complete the conversation.
- A** Hello, this is Anna Petrova of Sony. Could I speak to Mr. Ishikawa in the Sales Department, please?
- B** I'm afraid he's not here at the \_\_\_\_\_<sup>1</sup>.
- A** Could I \_\_\_\_\_<sup>2</sup> a message?
- B** Yes, of \_\_\_\_\_<sup>3</sup>.
- A** Please ask him to call me at my office. The number is 5286567.
- B** 5286567. I'll \_\_\_\_\_<sup>4</sup> him your message.
- A** Thank you. Goodbye.
- B** Goodbye.

#### SPEAKING

- 2 Practice the conversation with a partner.
- 3 Practice again. Change the words in blue, using your own ideas.

## MODULE 7.8

### Culture corner – Men or women?

#### SPEAKING

- 1 Do men or women usually do these jobs in your country? Check (✓) the correct box for each job. Then talk to a partner like this:
- A** Do you think doctors are usually men or women?
- B** I think they're usually men/women. / I think it's about 50-50.
- A** I agree. / Um, I don't agree. I think ...



	usually men	about 50-50	usually women
auto mechanics			
doctors			
elementary school teachers			
hairdressers			
flight attendants			
airline pilots			
politicians			
taxi drivers			

- 2 Write some more jobs on the board. Talk about them with your partner. Do you agree?
- I think ... are usually men / women.*
- 3 Ask your teacher about his / her country.
- Are taxi drivers usually men in your country?*

# 8



## Appointments

### VOCABULARY

advertising  
can't make it  
catalog  
client  
come up  
contract  
expenses  
same  
topic

#### 8.1 Two meetings

I want to talk about the new product.

#### 8.2 Months

January, February, March ...

#### 8.3 Ordinal numbers

First, second, third ...

Thirteenth, twenty-first ...

#### 8.4 Dates

May the tenth

#### 8.5 Clock times

What time is it now?

One twenty-five.

#### 8.6 Scheduling a meeting

Can we meet on the 21st?

Yes, that's fine.

Sorry, I'm busy then. How about 2:00 p.m.?

Is your office OK?

#### 8.7 Getting together

Speaking practice

#### 8.8 On the phone

Something's come up.

#### 8.9 Culture corner

Special days

### MODULE 8.1

#### Two meetings

#### LISTENING

- 1 65 John Cheever calls two clients. Listen to the conversations and check (✓) the correct box for each conversation.

		Conversation 1	Conversation 2
The meeting is about ...	the new product.	<input type="checkbox"/>	<input type="checkbox"/>
	the new contract.	<input type="checkbox"/>	<input type="checkbox"/>
The meeting is on ...	August 12th.	<input type="checkbox"/>	<input type="checkbox"/>
	August 20th.	<input type="checkbox"/>	<input type="checkbox"/>
The meeting is at ...	10:30 a.m.	<input type="checkbox"/>	<input type="checkbox"/>
	2:00 p.m.	<input type="checkbox"/>	<input type="checkbox"/>
The meeting is at ...	John's office.	<input type="checkbox"/>	<input type="checkbox"/>
	his client's office.	<input type="checkbox"/>	<input type="checkbox"/>

#### SPEAKING

- 2 Work with a partner. Take turns asking and answering.

*What's the meeting about?*

*What date is it?*

*What time is it?*

*Where is it?*

## MODULE 8.2

### Months

#### READING

- 1 Complete the calendar. Use the months in the box.

December August March June October

1 January	2 February	3	4 April
5 May	6	7 July	8
9 September	10	11 November	12

#### LISTENING

- 2 66 Listen and check. Then listen and repeat the months.

## MODULE 8.3

### Ordinal numbers

#### SPEAKING

- 1 67 Listen and repeat.

1st first	2nd second	3rd third	4th fourth
5th fifth	6th sixth	7th seventh	8th eighth
9th ninth	10th tenth	11th eleventh	12th twelfth

- 2 68 Listen and repeat.

13th thirteenth	14th fourteenth	15th fifteenth	16th sixteenth
17th seventeenth	18th eighteenth	19th nineteenth	20th twentieth
21st twenty-first	22nd twenty-second		

- 3 69 Try saying these numbers. Then listen and check.

23rd 24th 25th 26th 27th 28th 29th 30th 31st

- 4 Work with a partner. Take turns asking and answering like this:

**A** Which number comes *before* tenth? *after*

**B** Ninth.

**A** How do you spell it?

**B** N-I-N-T-H.

**A** Right.

*That's not quite right. Try again.*

## MODULE 8.4

### Dates

#### SPEAKING

- 1 Work with a partner. Can you say these dates?

May 10th July 21st September 1st November 16th

- 2 70 Listen and check.

- 3 Work with a partner. Take turns asking and answering these questions.

*What's the date today? It's ...*

*When's your birthday? It's ...*

*When is New Year's Day?*

*What's an important date for you? Why?*

## MODULE 8.5

## Clock times

### SPEAKING

- 1 🎧 71 Do you remember how to say these times? Listen and check.



- 2 🎧 72 Now say these times. Then listen and check.



### LISTENING

- 3 🎧 73 Listen and complete the three conversations with the times.

1 A What time's the meeting?

B \_\_\_\_\_

A What time is it now?

B \_\_\_\_\_

Oh, let's go!

A Right.

2 A When's the meeting?

B \_\_\_\_\_

A What time is it now?

B \_\_\_\_\_

A OK. See you there.

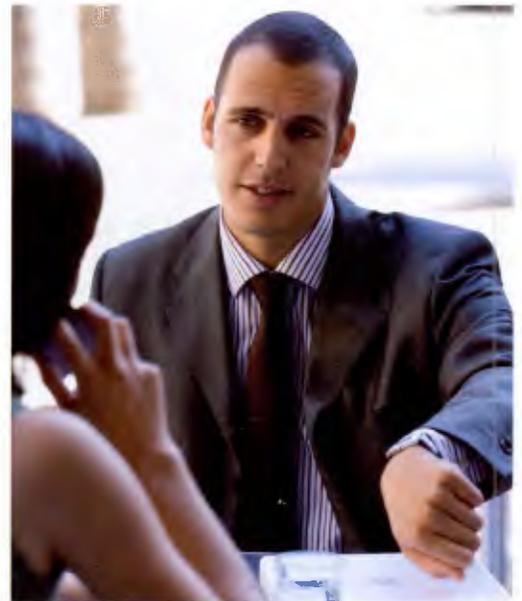
3 A What time's the meeting?

B \_\_\_\_\_

A What time is it now?

B \_\_\_\_\_ !

A Oh no, we're late!



### SPEAKING

- 4 🎧 73 Listen again and check. Then practice with a partner.
- 5 Practice again using your own ideas.

## MODULE 8.6

## Scheduling a meeting

### LISTENING

- 1  74 Listen to the conversation. There are two versions.

**A** Hi, John. It's Mary.  
**B** Hi, Mary. What can I do for you?  
**A** I want to talk about *the new catalog*.  
 Can we meet on the 21st?  
**B** Let's see, *Thursday the 21st*. What time?  
**A** How about 10:00 a.m.?

**B** Yes, that's fine.  
**A** Is your office OK?

**B** Sorry, I'm busy then.  
 How about 2 00 p.m.?  
**A** Yes, 2 00 p.m. is fine.  
 Is your office OK?

**B** Sure. See you then.  
**A** Great. Bye.  
**B** Bye.

### SPEAKING

- 2 Practice both versions with a partner.  
 3 Practice again. Take turns being Speaker A. Use the information below and your own names. Write the dates and times on the calendar.

Topic	Date (day)	Time	Notes for Speaker B
the new products	18th (Monday)	10:30 a.m.	time OK
advertising	6th (Wednesday)	2:00 p.m.	time not OK – suggest different date / time
sales	12th (Tuesday)	4:00 p.m.	time not OK – suggest different date / time
expenses	29th (Friday)	9:15 a.m.	time OK

September						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

- 4 Practice with one or two new partners. Use your own ideas.

# MODULE 8.7

## Getting together

### SPEAKING

- 1 Work in groups of 3–4. You are at a department meeting now. You have a few minutes at the end to schedule the next meeting. Decide the topic of the meeting, the day and date, the time, and the location.

Choose a department manager. The department manager starts the discussion, takes notes, and writes the information below.

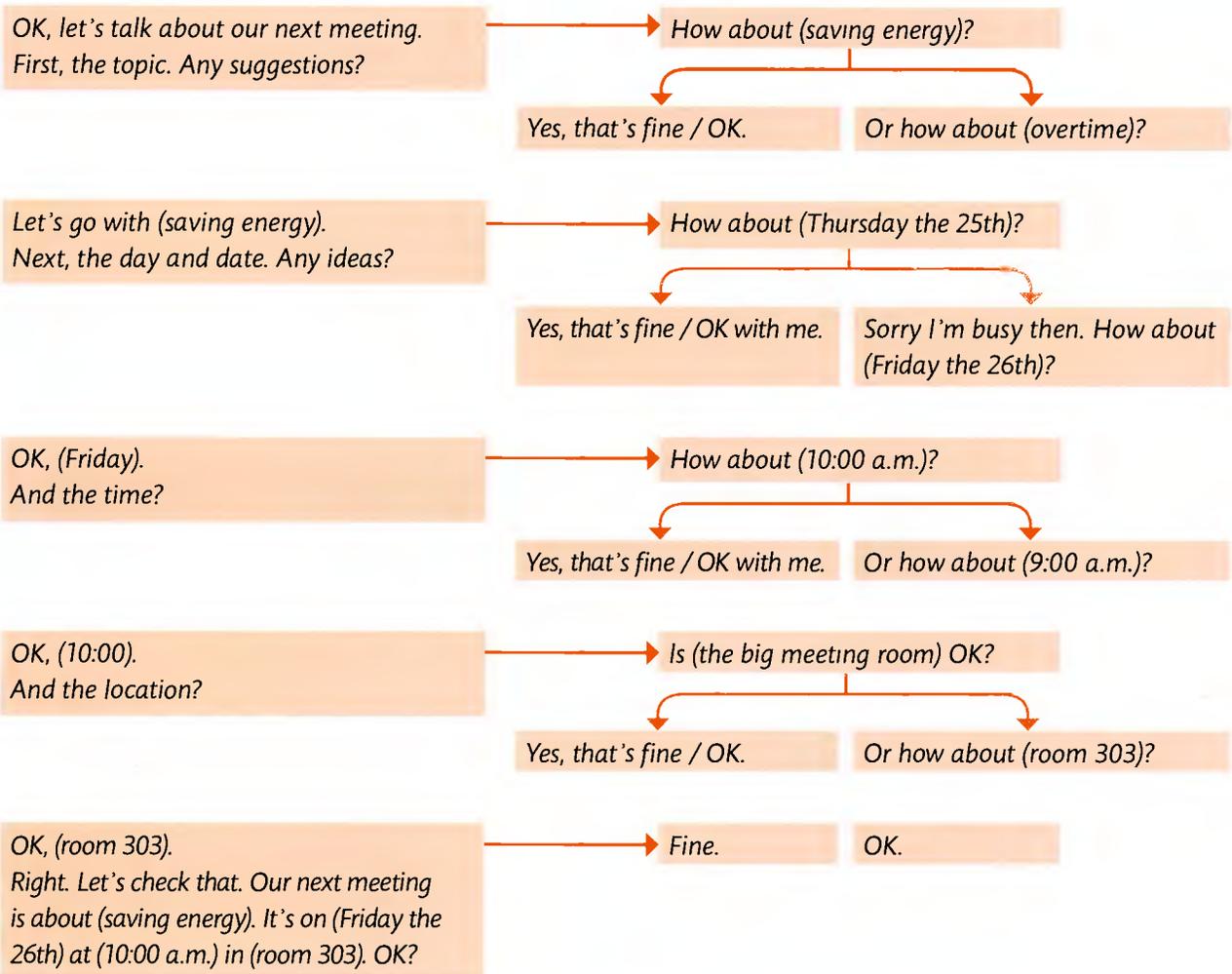
<b>Topic</b>	
<b>Day / Date</b>	
<b>Time</b>	
<b>Location</b>	

### Topic ideas

saving energy	using less paper	computer security	the cafeteria
vacations	overtime	English classes	your own idea

### Manager

### Team



- 2 Do the activity again with a different department manager.

## MODULE 8.8

### On the phone - Something's come up

#### LISTENING

- 1  75 Eileen Mays calls her co-worker, Ed Gardner. Listen and complete the conversation.

A Hi, Ed. It's Eileen.

B Hi, Eileen. What can I do for you?

A It's about our meeting *tomorrow*. I'm afraid I can't \_\_\_\_\_<sup>1</sup> it. Something's come up.

B That's \_\_\_\_\_<sup>2</sup> bad.

A Can we *meet* next week, same day, same time?

B *Just a moment*, I'll \_\_\_\_\_<sup>3</sup> ... Yes, that's OK.

A Terrific. I'm \_\_\_\_\_<sup>4</sup> sorry about that.

B *No problem*. Bye.

#### SPEAKING

- 2 Practice the conversation with a partner.
- 3 Practice again. Change the words in **blue**. Use the words below and/or your own ideas.

this afternoon

make it

Hang on

Don't worry about it

## MODULE 8.9

### Culture corner - Special days

#### READING

- 1 Work with a partner. Match these American special days with the correct dates.

Christmas Day  
Father's Day  
Halloween  
Independence Day  
Mother's Day  
Valentine's Day  
Thanksgiving

February 14th  
the second Sunday in May  
the third Sunday in June  
July 4th  
October 31st  
the fourth Thursday in  
November  
December 25th



#### SPEAKING

- 2 Ask your teacher:  
*What do people do on (Independence Day)? Do people work on (Independence Day)?*
- 3 Work in groups of three or four. Make a list of special days and dates in your country. Write them on the board. What do people do on those days?

# 9



## Directions and shopping

### VOCABULARY

bookstore  
corner  
drugstore  
electronics store  
gift  
jewelry store  
optician  
shoe store  
subway station  
toy store

#### 9.1 The city center

Excuse me, is there a bookstore near here?

Yes, there's one on Tenth Street, next to the bank.

#### 9.2 Directions

Go along this street.

Turn right at the intersection.

#### 9.3 Going shopping

Speaking practice

#### 9.4 Numbers 1,000–1,000,000

Listening and speaking practice

#### 9.5 Money

Currencies

#### 9.6 Buying things

Excuse me, how much is this camera?

That's a little expensive.

#### 9.7 Buying a gift

I'm looking for a necklace.

It's a gift for my wife.

#### 9.8 On the phone

Can I have your credit card number?

#### 9.9 Culture corner

Cash or card?

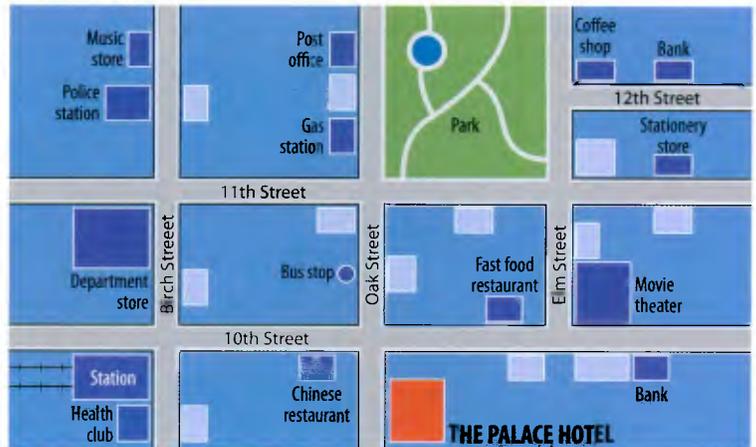
### MODULE 9.1

### The city center

#### LISTENING

- 1 ● 76 Guests at the Palace Hotel are asking about places in the city center. Listen and write the number of each place below on the map.

- 1 bookstore
- 2 electronics store
- 3 drugstore
- 4 car rental place
- 5 jewelry store
- 6 subway station



#### SPEAKING

- 2 Work with a partner. Ask and answer about places on the map.
 

**A** Excuse me, is there a / an ... near here?

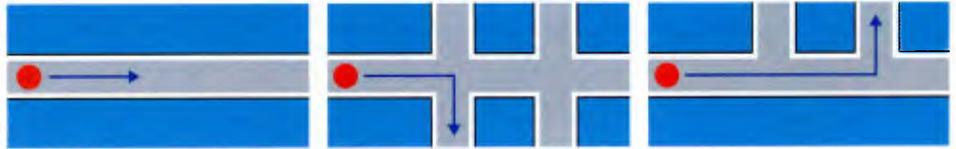
**B** Yes, there's one on ... Street, next to / near / across from ... / between ... and ...  
Yes, there's one on / near the corner of ... Street and ... Street.
- 3 Add one or two more places (use your own ideas) to the map. Don't show your partner. Take turns asking each other where the places are.

## MODULE 9.2

### Directions

#### LISTENING

- 1  77 Listen and complete the sentences.



- 1 Go \_\_\_\_\_ this street.      2 Turn \_\_\_\_\_ at the \_\_\_\_\_ intersection.      3 Turn \_\_\_\_\_ at the \_\_\_\_\_ corner.
- 2  78 Listen to the conversation, then practice with a partner. The speakers are outside the Palace Hotel.

- A** Excuse me, is there a police station near here?  
**B** Yes, there's one on Birch Street. Go along this street. Turn left at the first intersection. Then turn right onto Birch Street. It's on the left, next to the music store.  
**A** Thank you.  
**B** No problem.

#### SPEAKING

- 3 Have similar conversations about the map on page 52. You are outside the Palace Hotel each time.

## MODULE 9.3

### Going shopping

#### SPEAKING

**Student B** Turn to page 78.

**Student A** Look at the map below.

Take turns asking for and giving directions in the pedestrian shopping area. You are in front of the subway station entrance each time.

- 1 Ask Student B for directions to these places.

optician   shoe store   Indian restaurant   toy store

- 2 Give directions to the places Student B asks about (in *italics* on your map). Start like this:

**A** Excuse me, is there an optician near here?

**B** Yes, there's one ... . Go ...



## MODULE 9.4

## Numbers 1,000–1,000,000

### LISTENING

- 1 **79** Listen to these numbers.  
1,000 2,500 12,630 324,000 630,200 840,012
- 2 **80** Say these numbers, then listen and check.  
1,450 7,200 15,000 47,500 238,882 999,999

## MODULE 9.5

## Money

### READING

- 1 Match each currency with the correct country.



a dollars (\$)



b won (₩)



c yen (¥)



d euros (€)



e baht (฿)



f yuan (元)

China

France

Japan

South Korea

Thailand

the United States

#### NOTE

Some currencies add 's' in the plural, e.g.  
1 dollar – 100 dollars 1 euro – 100 euros  
Others stay the same, e.g.  
1 baht – 100 baht 1 yen – 100 yen 1 yuan – 100 yuan 1 won – 100 won  
Check page 79 for more information.

### SPEAKING

- 2 Work with a partner. Take turns asking and answering like this:
- A** Which currency do people use in China?  
**B** We / They use yuan.

### LISTENING

- 3 **81** Look and listen.

\$400 four hundred dollars

\$6.99 six dollars and ninety-nine cents OR six ninety-nine

€20 twenty euros

€12.48 twelve euros forty-eight cents OR twelve forty-eight

₩2,000 two thousand won

₩30,000 thirty thousand won

- 4 **82** Work with a partner. Say these prices. Then listen and check.

1 元20,000

3 \$99.99

5 ₩150,200

2 ¥250,000

4 €300

6 B440

## MODULE 9.6

### Buying things

#### LISTENING

- 1  83 Listen to the conversation.

¥70,000

¥45,000

- A Excuse me, how much is this camera?  
B It's ¥70,000.  
A That's a little expensive. How much is this one?  
B It's ¥45,000.  
A Fine, I'll take it.



#### SPEAKING

- 2 Practice with a partner. Use the information below.



¥48,800

¥16,400



\$179

\$49.50



€42.50

€22.99



¥18,000

¥14,500

#### LISTENING

- 3  84 Listen to two conversations and circle  the correct answers.

##### Conversation 1

- 1 The woman wants to buy a gift for her son / husband.
- 2 She buys an MP3 player / a watch.
- 3 The price is €1,200 / €1,250.
- 4 She wants / doesn't want it gift-wrapped.
- 5 She uses her American Express card / Visa credit card.

##### Conversation 2

- 1 The man wants to buy a gift for his boss / co-worker.
- 2 He buys a bottle of whiskey / wine.
- 3 The price is ¥16,000 / ¥60,000.
- 4 He wants / doesn't want it gift-wrapped.
- 5 He pays by Diners Club card / MasterCard.

# MODULE 9.7

## Buying a gift

### WRITING

1 Work with a partner. You want to buy gifts at the airport for three of the people below. Choose a good gift for each person and complete the chart.



a box of chocolates



a bottle of perfume



a bottle of whiskey



a souvenir mug



a T-shirt



a bracelet



a can of tea



(your own idea)

my boss	a female co-worker	a male co-worker	my co-workers
my wife	my husband	my teacher	(your own idea)

Person	Gift	High price	Low price

### LISTENING

2 **85** Listen to the conversation, then practice with a partner.

**A** Good *afternoon*. Can I help you?

**B** Yes, I'm looking for a *necklace*. It's a gift for my wife.

**A** I see. How about this one?

**B** How much is it?

**A** It's \$450.

**B** That's a little expensive. How much is that one?

**A** \$210.50.

**B** Yes, that's fine. I'll take it.

**A** Fine. Would you like it gift-wrapped?

**B** Yes, please.

*No, thank you*

**A** How would you like to pay?

**B** By credit card. Do you take *Visa*?

*American Express*

**A** Yes, of course. Would you enter your PIN, please?

**B** Sure.

**A** Thank you.

### SPEAKING

3 Practice the conversation again. You can change the words in **blue** and use the information you wrote in Exercise 1.

4 Act out the conversation for the class.





# Reservations

## VOCABULARY

automatic  
change  
class  
depart  
double  
driving licence  
economy  
manual  
night  
return  
single

### 10.1 Making a reservation

I'd like to reserve a car for three days.

### 10.2 Making a restaurant reservation

I'd like to reserve a table for three for this evening.

### 10.3 Reserving a flight

I'd like to make a flight reservation.

### 10.4 Time periods

from October fifth to ninth

### 10.5 Making a hotel reservation

I'd like to reserve a room.

For three nights, from August 21st to 23rd.

### 10.6 Renting a car

Manual or automatic?

### 10.7 On the phone

I'd like to change my reservation.

### 10.8 Culture corner

A place to stay

## MODULE 10.1

## Making a reservation

### LISTENING

1 Look at the pictures. What are the places?



- 2 **88** Listen to parts of four conversations. Number the pictures 1–4 to match each conversation.
- 3 **88** Listen again. In which conversation do you hear the words and phrases below? Number them 1–4. There are two for each conversation.

- |  |  |
|--|--|
| <input type="checkbox"/> reserve a table | <input type="checkbox"/> economy         |
| <input type="checkbox"/> compact         | <input type="checkbox"/> automatic       |
| <input type="checkbox"/> for four nights | <input type="checkbox"/> a quiet table   |
| <input type="checkbox"/> double          | <input type="checkbox"/> London Heathrow |

## MODULE 10.2

### Making a restaurant reservation

#### LISTENING

Olivia Twigg is calling the Sakura restaurant in New York.

- 1 Before you listen, try to complete the dialogue. Use the words below.

what reserve have that for help near

- A Good afternoon, *Sakura* Restaurant. May I \_\_\_\_\_<sup>1</sup> you?  
 B Yes, I'd like to \_\_\_\_\_<sup>2</sup> a table for *three* \_\_\_\_\_<sup>3</sup> this evening.  
 A Certainly, madam. For \_\_\_\_\_<sup>4</sup> time?  
 B *Eight o'clock*.  
 A Yes, that's fine. May I \_\_\_\_\_<sup>5</sup> your name, please?  
 B *Twigg. T-W-I-G-G*. And I'd like *a table* \_\_\_\_\_<sup>6</sup> *the window*, please.  
 A Yes, that's fine, *Ms. Twigg*. So \_\_\_\_\_<sup>7</sup>'s a table for *three* for *eight o'clock* this evening. Thank you very much. Goodbye.  
 B Thank you. Goodbye.

- 2 **89** Listen and check your answers.
- 3 Practice the conversation with a partner.
- 4 Practice again. Change the words in **blue**. Speaker B, use your own name. Before you start, make notes below.

#### SPEAKING

Speaker A

Name of restaurant:

Speaker B

Number of people:

Time:

Special request:

\_\_\_ a table near the door \_\_\_ an outside table \_\_\_ a quiet table

your own idea: \_\_\_\_\_

**LISTENING**

- 1 **90** Listen to the conversation.
  - A Good morning. How can I assist you?
  - B I'd like to make a flight reservation.
  - A Certainly. Where from?
  - B San Francisco.
  - A And where to?
  - B New York.
  - A That's fine. When would you like to depart?
  - B December 17th.
  - A And when would you like to return?
  - B December 26th.
  - A How many passengers?
  - B Two.
  - A And which flight class?
  - B Economy.
  - A Just one moment. I'll check for you.
  - B Thank you.



**SPEAKING**

- 2 Practice the conversation with a partner.
- 3 Complete your flight information below. Use your own ideas.

You

Your partner

ROUND-TRIP FLIGHT SEARCH	
Where do you want to go?	
From:	To:
When do you want to go?	
Departure date:	DD/MM/YY
Return date:	DD/MM/YY
Number of passengers:	
Which flight class do you want?	
Economy	Premium Economy
Business	First

ROUND-TRIP FLIGHT SEARCH	
Where do you want to go?	
From:	To:
When do you want to go?	
Departure date:	DD/MM/YY
Return date:	DD/MM/YY
Number of passengers:	
Which flight class do you want?	
Economy	Premium Economy
Business	First

- 4 Practice the conversation twice with a new partner. Use your own information and write your partner's flight information above.
- 5 Tell the class about your partner like this:

*Kenji wants to go from Tokyo to Seoul. He wants to leave on May fifth and return on May ninth. He wants two economy tickets.*

**NOTE**

'I'd like to' = 'I want to'    'Would you like to ...?' = 'Do you want to ...?'  
 'When would you like to ...?' = 'When do you want to ...?'  
 'would like to' is usually more polite than 'want to'

## MODULE 10.4

### Time periods

#### SPEAKING

- 1 **91** When we make hotel reservations, we talk about time periods. Listen and repeat.

September 25th, 26th	September twenty-fifth and twenty-sixth
October 5th–9th	from October fifth to ninth
November 28th–December 5th	from November twenty-eighth to December fifth

- 2 **92** Say these in the same way. Then listen and check.

- January 6th–13th                       February 14th–March 7th  
 April 3rd–8th                               June 23rd, 24th

- 3 Match the time expressions below (1–4) with the correct time periods in Exercise 2.

- 1 21 nights OR three weeks              3 seven nights OR one week  
2 two nights                                      4 five nights

**NOTE** When we make a hotel reservation, the second date is usually the departure date, e.g. August 21st–24th = 3 nights.

- 4 Work with a partner. Take turns saying the dates and time periods in Exercises 2 and 3 (in any order) like this:

- A** *January sixth to thirteenth.*  
**B** *That's seven nights, or one week. June 23rd and 24th.*  
**A** *That's ...*

- 5 Write two pairs of dates under 'You' below. Tell your partner the dates. Your partner writes the time periods. Then change roles.

You

Your partner

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

## MODULE 10.5

### Making a hotel reservation

#### LISTENING

- 1 **93** Listen to the conversation.

- A** *May I help you?*  
**B** *Yes, I'd like to reserve a room.*  
**A** *Certainly. For how many nights?*  
**B** *For three nights, from August 21st to 24th.*  
**A** *Single or double?*  
**B** *Single, please.*  
**A** *Yes, that's fine. May I have your name, please?*  
**B** *Erikson. Bjorn Erikson.*

#### SPEAKING

- 2 Practice the conversation with a partner.  
3 Practice again. Use your own ideas.

## MODULE 10.6

## Renting a car

### LISTENING

- 1 94 Look at the information on a UK car rental website. Listen to the conversation and complete the information below.



PERIOD	FROM:	TO:
TYPE OF CAR	<input type="checkbox"/> MINI	<input type="checkbox"/> ECONOMY
	<input type="checkbox"/> MANUAL	<input type="checkbox"/> AUTOMATIC
OPTIONS	<input type="checkbox"/> CHILD SEAT	<input type="checkbox"/> GPS
		<input type="checkbox"/> AIR CONDITIONING
		<input type="checkbox"/> PREMIUM
		<input type="checkbox"/> DIESEL

### SPEAKING

- 2 You want to rent a car in the UK. Complete the information for yourself.

PERIOD	FROM:	TO:
TYPE OF CAR	<input type="checkbox"/> MINI	<input type="checkbox"/> ECONOMY
	<input type="checkbox"/> MANUAL	<input type="checkbox"/> AUTOMATIC
OPTIONS	<input type="checkbox"/> CHILD SEAT	<input type="checkbox"/> GPS
		<input type="checkbox"/> AIR CONDITIONING
		<input type="checkbox"/> PREMIUM
		<input type="checkbox"/> DIESEL

- 3 Practice with a partner, using your information and the model below. Then act out the conversation for the class.

**A** Can I help you?

**B** Yes, I'd like to reserve a car for ...

**A** Which class would you like?

**B** ...

**A** Manual or automatic?

**B** ...

**A** Yes, that's fine. Do you have any special requests?

**B** ...

**A** May I see your driving licence, please?

**B** Yes, here you are.

**NOTE** American English 'driver's license'

Turn to page 80 for other American English / British English vocabulary and spelling differences.

## MODULE 10.7

### On the phone – I'd like to change my reservation

#### LISTENING

- 1 **95** Nobuo Ogawa is calling a restaurant. Listen and complete the conversation.

A *Four Seasons* restaurant. How may I help you?

B Hello. My name is Ogawa. I have a reservation \_\_\_\_\_<sup>1</sup> this evening.

A Just one moment, Mr. Ogawa. May I have your first name, please?

B Nobuo.

A Ah yes, that's a \_\_\_\_\_<sup>2</sup> for *three for eight o'clock*.

B That's right. I'd like to \_\_\_\_\_<sup>3</sup> it to *8 30*, if possible.

A Let me see. Yes, that's fine. \_\_\_\_\_<sup>4</sup> that's a table for *three for 8:30*.

B That's it. Thank you. Goodbye.

A Goodbye.

#### SPEAKING

- 2 Practice the conversation with a partner.
- 3 Practice again. Change the words in **blue**. Use the information below and/or your own ideas. Speaker B, use your own name.

Restaurant	Reservation		Change to
Maharajah	tomorrow evening	two for 7:30	8:00
Verona	Thursday lunchtime	four for 1:30 p.m.	12:30 p.m.

## MODULE 10.8

### Culture corner – A place to stay



motel

luxury hotel

traditional inn

business hotel

#### SPEAKING

- 1 Talk about the places to stay. You can use the words in the box.

(Picture a) *It's small and cheap.*

luxurious	large	small	traditional	cheap
expensive	quiet	friendly	relaxed	convenient

- 2 You are on a business trip. Which place would you like to stay at? Why?

- 3 Which things are important for a businessperson in a hotel?

*I think Internet access and a meeting room are important.*

beautiful view		Internet access		TV	
mini-bar		exercise room		bar	
restaurant		meeting room		laundry service	
fire escape		free parking		(your idea)	



# Requests and offers

## VOCABULARY

clean up  
download  
figures  
install  
junk mail  
prepare  
printer cartridge  
replace  
software

### 11.1 In the office

Could you open the door for me?  
Yes, of course.

### 11.2 Requests

Could you copy these reports?  
Sorry, I'm busy right now.

### 11.3 Could you ...?

Speaking practice

### 11.4 Deadlines

Could you do it by five o'clock?

### 11.5 Offers

Should I install the new software?  
Yes, good idea.

### 11.6 A class party

Speaking practice

### 11.7 On the phone

I just remembered.

### 11.8 Culture corner

Who can you ask?

## MODULE 11.1

### In the office

### LISTENING

- 1 ● 96 Listen to four conversations and number the pictures 1-4.



- 2 ● 96 Listen again and number the verbs 1-4 to match the conversations.

open     tell     e-mail     install

- 3 ● 97 Listen and repeat the requests.

- 4 ● 98 Listen and complete the responses.

1 \_\_\_\_\_, it's 743-555-6319.

2 Sorry, I'm \_\_\_\_\_ right now.

3 Yes, of \_\_\_\_\_.

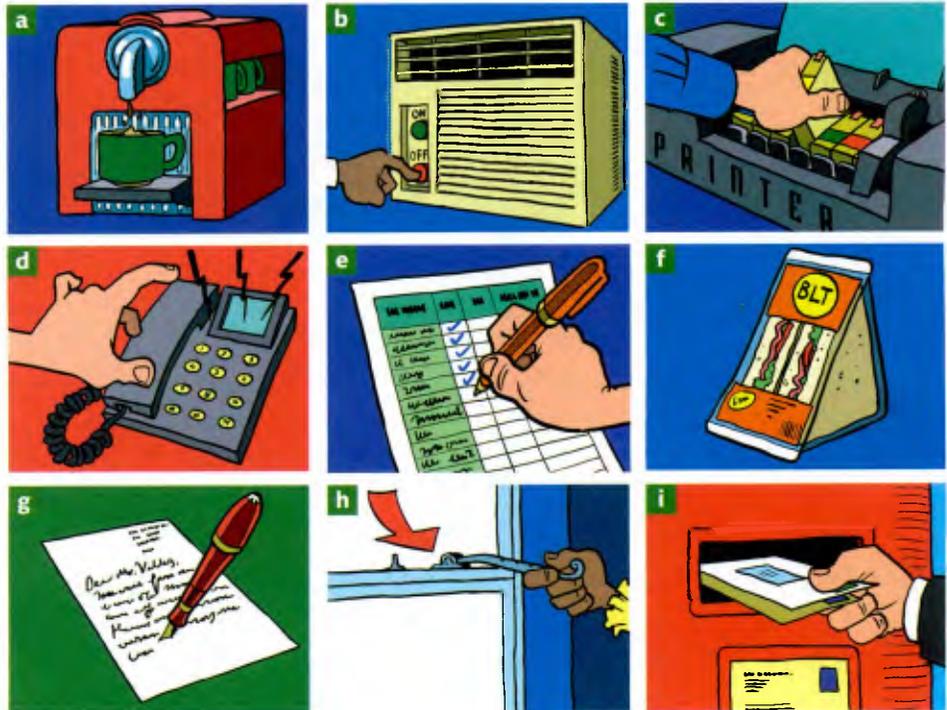
4 Sorry, I don't have \_\_\_\_\_ right now.

## MODULE 11.2

## Requests

### LISTENING

- 1 **99** Listen and repeat. Then practice with a partner.
- A** Could you call Mr. Brodsky?      **A** Could you copy these reports?  
**B** Yes, of course.                      **B** Sorry, I'm busy right now.  
**A** Thanks.                                  **A** OK. Thanks anyway.
- 2 **100** Listen and repeat. Then match each phrase with the correct picture.



- |   |  |
|---|--|
| <input checked="" type="checkbox"/> write to Mr. Valdez | <input type="checkbox"/> make some coffee              |
| <input type="checkbox"/> check these figures            | <input type="checkbox"/> close the window              |
| <input type="checkbox"/> answer the phone               | <input type="checkbox"/> get me a sandwich             |
| <input type="checkbox"/> mail these letters             | <input type="checkbox"/> replace the printer cartridge |
| <input type="checkbox"/> turn off the air conditioner   |  |

## MODULE 11.3

## Could you ...?

### SPEAKING

Play this game with a partner. First, choose four things in Exercise 2 above you can do and four you can't do. Mark each picture ✓ for 'can do' and ✗ for 'can't do'. Don't show your partner.

Take turns asking each other to do the things in Exercise 2 above. The first person to find out the four things his/her partner can do wins the game.

- A** Could you make some coffee?  
**B** Sorry, I'm busy right now.  
**A** That's OK. Thanks anyway.  
**B** Could you answer the phone?  
**A** Yes, of course.  
**B** Thanks. (B circles picture d.)

## MODULE 11.4

## Deadlines

### LISTENING

- 1 101 Listen and repeat.



- A** *Could you check these sales figures, please?*  
**B** *Yes, of course.*  
**A** *Could you do it by five o'clock?*  
**B** *Certainly.*



- A** *Could you clean up the office?*  
**B** *OK.*  
**A** *By lunchtime?*  
**B** *Sure, no problem.*

Which conversation is less formal? Which one is more formal?  
 Which style do you use in your office?

### SPEAKING

- 2 Work with a partner. Take turns to make and respond to requests, using the information below. Each deadline is sometime today. Your conversations can be formal or informal.

Could you make 50 copies of this report?	by one o'clock
Could you prepare the conference room for the meeting?	by the end of today
Could you e-mail everyone about the new schedule?	by 11:30
Could you replace the light bulb?	right now
Could you download the new tax forms?	by 2:30
Could you install the software updates?	by this evening
Your own idea:	

### LISTENING

- 3 102 Listen and complete these deadlines for the next few weeks.

- |                             |                         |
|-----------------------------|-------------------------|
| 1 by tomorrow               | 6 by five o'clock _____ |
| 2 by tomorrow _____         | 7 by next Monday _____  |
| 3 by the day _____ tomorrow | 8 by _____ Friday       |
| 4 by Tuesday _____          | 9 by _____ 25th         |
| 5 by _____ Friday           |                         |

#### NOTE

'This Friday' = Friday this week  
 'Next Friday' = Friday next week

## SPEAKING

- 4 Choose three requests below and check (✓) them, then add one of your own. Write a deadline for each request.

	Request	Deadline
	repair my computer	
	finish the sales report	
	make the hotel reservations for my trip	
	delete the old files	
	send me the production schedule	
	prepare the slides for my presentation	
	Your own idea:	

- 5 Work with a partner. Student A is the boss. Student B is the employee. Before you start, decide whether the style is formal or informal.

Student A makes four requests. Student B takes notes. After you finish, change roles. Then check your information.

Use the model conversations in Exercise 1.

## MODULE 11.5

### Offers

## LISTENING

- 1 ● 103 Listen and complete the conversations.

A \_\_\_\_\_<sup>1</sup> I install the new software?

A Should \_\_\_\_\_<sup>3</sup> call Mr. Park?

B Yes, \_\_\_\_\_<sup>2</sup> idea. Thanks.

B No, it's OK. Thanks \_\_\_\_\_<sup>4</sup>.

## SPEAKING

- 2 Look at this:

Request		Offer
Could you write to Mr. Valdez?	→	Should I write to Mr. Valdez?
Could you repair my computer?	→	Should I repair your computer?

Work with a partner and take turns changing the requests on page 65 into offers.

- 3 Now take turns making an offer and response for each situation below. Speaker B can accept or refuse the offer. You can use the ideas in blue.

Your boss needs a projector for his presentation this morning.

set up the projector

A *Should I set up the projector?*

B *Great idea. Thanks.*

It's time for a coffee break.

make some coffee

There are some packages for customers on the desk.

mail the packages

There are some old documents on the desk.

shred them

Your colleague (your partner) has a bad headache.

get some aspirin

There's a lot of junk mail on the office computers.

delete it

The photocopy machine is broken.

call the repair

person

## MODULE 11.6

### A class party

#### SPEAKING

- 1 Work in groups of four or five. There is a class party soon.
- 2 Make some decisions about:
  - date and time
  - location

#### USEFUL LANGUAGE

How about Monday the 27th?	Yes, that's fine.
Is Monday the 27th OK?	Sorry, I'm busy then. How about Tuesday the 28th?
How about this room?	Good idea.
	Maybe, but how about the cafeteria?

- 3 Make requests and offers about the topics below and take notes. Use the ideas on the right and your own ideas.

Mr. Tanaka, could you ...      Should I ...?

food and drink	<i>bring some sandwiches / make a cake / bring some beer</i>
music	<i>choose some music</i>
activities	<i>think of some games</i>
entertainment	<i>play the guitar / sing some songs / tell some jokes</i>
speeches	<i>make a short speech</i>

- 4 Choose one person to check your decisions.

*OK, let's check everything. Our party is on Monday the 27th at 6:30 p.m. in this room. Mr. Tanaka, you're bringing some sandwiches. Ms. Endo, you're bringing some beer. Mr. Park, you're bringing some kimchee. ...*

- 5 Choose a different person to present the information to the class.

*Our party is on Monday the 27th at 6:30 p.m. in this room. Mr. Tanaka is bringing ...*



## MODULE 11.7

### On the phone - I just remembered

#### LISTENING

- 1  104 Roberta Chang is out of the office. She calls her colleague, Luigi Paladini. Listen and complete the conversation.

A Luigi? It's Roberta.

B Oh, hello, Roberta. What's \_\_\_\_\_<sup>1</sup>?

A Listen, I just remembered. Could you check *my window*?

B Sure. What's the \_\_\_\_\_<sup>2</sup>?

A I think it's still *open*.

B Just a \_\_\_\_\_<sup>3</sup>, I'll check. ... It's OK, it's *closed*.

A Oh, great. Thanks a lot. I \_\_\_\_\_<sup>4</sup> it.

B No problem. Bye.

#### SPEAKING

- 2 Practice the conversation with a partner.
- 3 Practice again. Change the words in **blue**. Use the words below and/or your own ideas.

my drawer / my door / the safe

open / closed

my computer / the heater / the air conditioner

on / off

## MODULE 11.8

### Culture corner - Who can you ask?

#### READING

- 1 Who can you ask to do these things? Match the requests 1–4 with the people.

1 Could you copy this as soon as possible?

2 Could you lend me some money?

3 Could you discount this?

4 Could you give me some advice?

senior co-worker

co-worker and friend

junior co-worker

sales clerk



#### SPEAKING

- 2 Work with a partner. Think of one more thing you could ask each person above. Write your ideas on the board. Do your classmates agree?
- 3 Do you think other countries are the same? What does your teacher think?

# 12



## Socializing

### VOCABULARY

accept  
arrange  
difficult  
drink  
eat  
fantastic  
interesting  
invite  
like  
refuse  
regards

#### 12.1 In a coffee shop

What would you like to drink?  
A cappuccino, please.

#### 12.2 At the counter

Two cafe lattes, a croissant and a Danish pastry, please.

#### 12.3 Places

What do you think of Mumbai, Mr. Davis?

It's really fascinating.

#### 12.4 Invitations

Would you like to have dinner tomorrow evening?

Thank you very much, I'd love to.

#### 12.5 Food

Do you like Chinese food?

#### 12.6 Restaurants

There's a very good Chinese restaurant near your hotel.

#### 12.7 Meeting up

We can meet in the hotel lobby. Is seven o'clock OK?

#### 12.8 Role play

Speaking practice

#### 12.9 On the phone

Thank you very much for everything.

#### 12.10 Culture corner

Places to visit

## MODULE 12.1

### In a coffee shop

### LISTENING

- 105 Ming-Chun Wang is in San Francisco for a meeting with Marsha Fox. They are now in a coffee shop. Listen to the conversation. Are these statements true (T) or false (F)?

1 Ming-Chun wants a caffè latte.	T	F
2 Ming-Chun wants something to eat.	T	F
3 Ming-Chun thinks San Francisco is exciting.	T	F
4 Ming-Chun likes Indian food very much.	T	F
5 There's a good Italian restaurant near Ming-Chun's hotel.	T	F
6 They arrange to meet at 7:30 p.m.	T	F
- 105 Listen again. Number the sentences 1–6 in the order you hear them.

  - There's a good Italian restaurant near your hotel.
  - What do you think of San Francisco?
  - 1 Would you like something to eat?
  - Would you like to have dinner tomorrow evening?
  - We can meet in the hotel lobby.
  - Do you like Indian food?

## MODULE 12.2

### At the counter

#### SPEAKING

- 1 **106** Two acquaintances are talking at a coffee shop counter. Listen and repeat.
- A** What would you like to drink?  
**B** A caffè latte, please.  
**A** Would you like something to eat?  
**B** Yes, thanks. A croissant, please. *No, thanks.*  
**A** OK. Excuse me? Two caffè lattes, a croissant and a Danish pastry, please.
- 2 **107** Listen to the items on the menu. Then listen again and repeat.



- 3 Work with a partner. Practice the conversation in Exercise 1. Choose from the menu above. Then change roles. Practice again with a different partner.

## MODULE 12.3

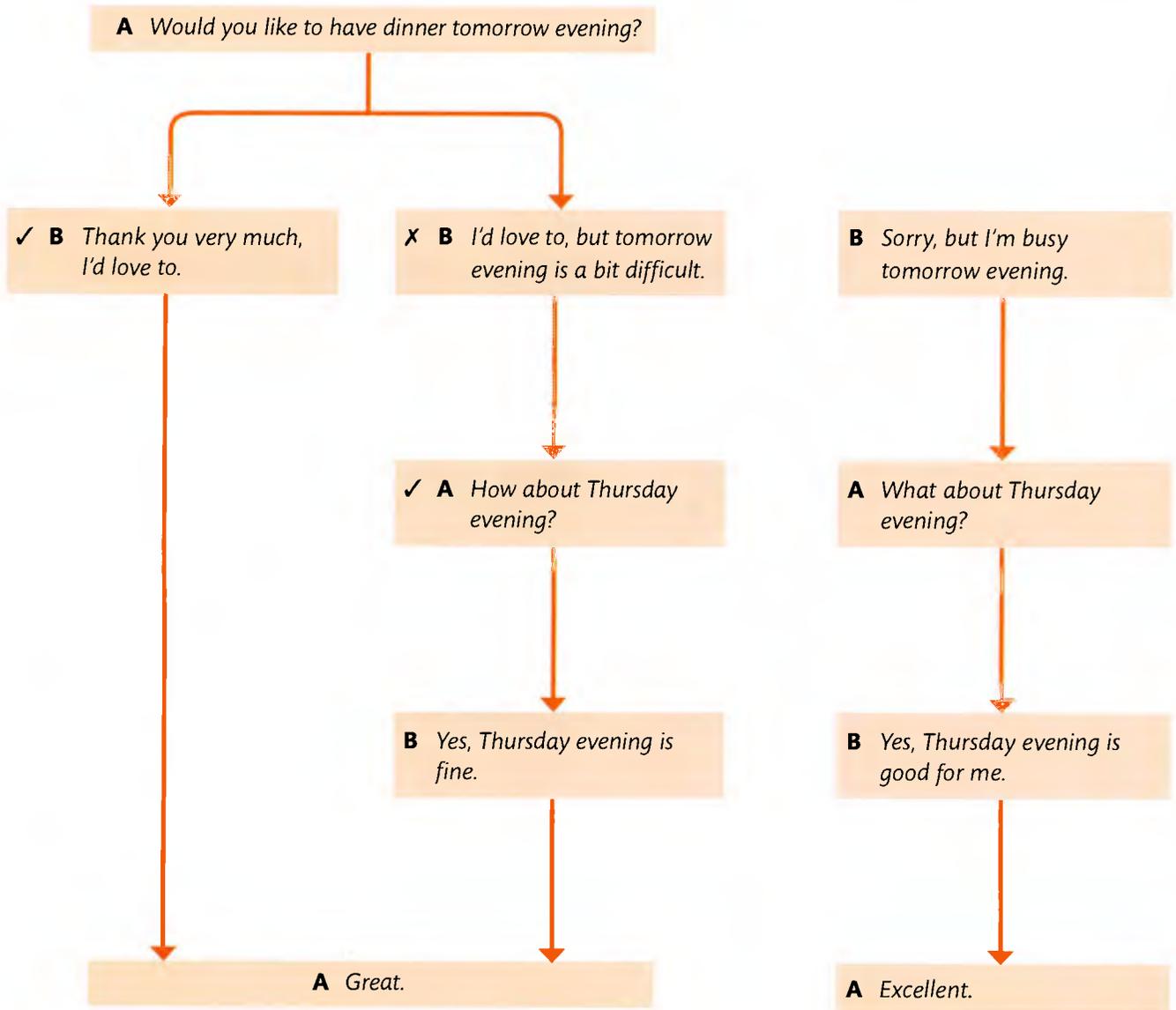
### Places

#### LISTENING

- 1 **108** Listen and complete the conversations. Then practice with a partner.
- A** What do you think of Mumbai, Mr. Davis?  
**B** It's really \_\_\_\_\_<sup>1</sup>.
- A** What do you think of Bangkok, Diana?  
**B** It's really \_\_\_\_\_<sup>2</sup>.
- A** What do you think of New York, Mr. Noguchi?  
**B** It's really \_\_\_\_\_<sup>3</sup>.
- A** What do you think of Paris, Sung-Hwan?  
**B** It's really \_\_\_\_\_<sup>4</sup>.
- amazing  
exciting  
fantastic  
fascinating  
great  
interesting  
terrific  
wonderful
- 2 Work with a partner. Take turns asking and answering about cities in your country or overseas.

**SPEAKING**

**1**  **109** Listen to a conversation. There are two versions. Repeat, then practice them with a partner. You can also use the expressions on the right.



**2** Practice with a different partner. Take turns being Speaker A. Use the information below.

1	2	3	4
A lunch Thursday?	A a drink next Monday?	A dinner this evening?	A a game of golf this Saturday?
B X	B ✓	B ✓	B X
A Friday?			A this Sunday?

**3** Practice again, using your own ideas. Then act out for the class.

## MODULE 12.5

### Food

#### SPEAKING

- 1  110 Listen and repeat.  
**A** *Do you like Chinese food?*  
**B** *Yes, I love it. / Yes, I do.  
Well, it's OK. / No, I'm afraid I don't. / Actually, I haven't tried it.*
- 2 What kind of food can you see below?  
**A** *What kind of food is this? (A points to picture d.)*      **B** *It's Thai food.*

Chinese   French   Indian   Italian   Japanese   Korean   Mexican   Thai



- 3 Work with a partner. Take turns asking and answering about the kinds of food above as in Exercise 1. You can talk about other kinds of food, too.

## MODULE 12.6

### Restaurants

#### SPEAKING

- 1  111 Listen and repeat.  
**A** *There's a very good Italian restaurant near your hotel.*  
**B** *That sounds great.*
- 2 Talk about these restaurants in the same way.

an excellent French restaurant  
near my office – sounds good

*Chez Paul*

a nice Chinese restaurant  
in our building – sounds wonderful

*MinJiang*

a terrific Thai restaurant near  
the station – sounds fine

*Chiang Mai*

a great Indian restaurant near the  
subway station – sounds terrific

*Bengal Garden*

- 3 Work with a partner. Take turns talking about restaurants you know.

## MODULE 12.7

### Meeting up

#### SPEAKING

- 1  112 Listen and repeat.

**A** We can meet in the hotel lobby. Is seven o'clock OK?

**B** Yes, seven o'clock is fine.

**A** Great. See you then.

**B** Uh, could we make it 7:30?

**A** Yes, of course. See you then.

- 2 Work with a partner. Practice three or four times, changing roles each time. You can use these places and times.

in the hotel restaurant  
in the hotel bar  
at the station

in the hotel coffee shop  
at my office  
here

6:30	6:45
7:00	7:15
7:45	8:00

## MODULE 12.8

### Role play

#### SPEAKING

Practice with a partner. Then act out for the class.

You are at the counter in a coffee shop after work.

Student A: You work for AZ Trading. Use your real name. Student B: You are a foreign visitor. Decide your name.

**A**

Ask: What would you like to drink?  
Would you like something to eat?

**B**

Reply.

Find a table. Ask: So what do you think  
of (your city)?

Reply.

Invite B to join you for lunch / dinner /  
a drink. (Decide a day / date.)

Accept the invitation OR Refuse the  
invitation and say another day / date.

Ask about food: Do you like ...?

Reply.

Say: I know a good ... restaurant  
near ...

Say: Great.

Say: We can meet at (place). Is (time) OK?

Reply.

## MODULE 12.9

### On the phone – Thank you very much for everything

#### LISTENING

- 1 **113** Jane Bennett is at Narita Airport after a visit to her company's head office in Tokyo. She calls Toshi Nakano at the head office. Listen and complete the conversation.

**A** Hello, Toshi? It's Jane.

**B** Oh, hi, Jane. Are you at the airport?

**A** Yes, I'm in the departure lounge. Thank you very much for \_\_\_\_\_<sup>1</sup>.

**B** My \_\_\_\_\_<sup>2</sup>. Have a safe flight.

**A** Thanks.

**B** And give my \_\_\_\_\_<sup>3</sup> to everyone at the London office.

**A** Yes, I will. Ah, they're calling my flight. Thanks \_\_\_\_\_<sup>4</sup>, Toshi. Bye.

**B** Bye.

#### SPEAKING

- 2 Practice the conversation with a partner.
- 3 Practice again. Change the words in blue. Use the words below and/or your own ideas.

at the departure gate

good trip

everybody

we're boarding

## MODULE 12.10

### Culture corner – Places to visit

#### SPEAKING

- 1 A visitor is in your city on business and has a free weekend. Plan the weekend. Talk about good places to visit. Here are some ideas for Sydney:

**A**

*How about the Opera House?*

*Sydney Tower is very popular.*

*The Royal Botanic Garden is interesting.*

*He should go to Bondi Beach.*

**B**

*Yes, that's a good idea.*

*OK. Good idea.*

*Good idea.*

*Maybe.*

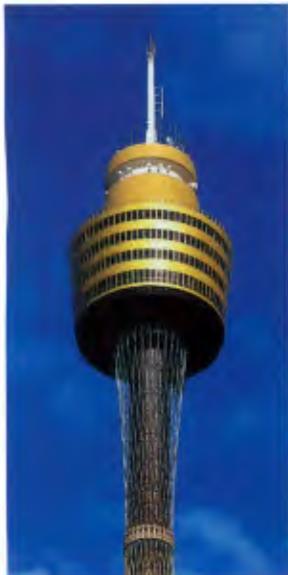
- 2 Share your ideas with the class.

For example:

*We think he/she should go to the*

*Opera House, Sydney Tower, and*

*Bondi Beach.*





# Information gap

## MODULE 2.5

### Where's the restaurant?

Look at the floor plan of the Event Hall at the Miami Trade Fair below.

- 1 Check the meanings of any words you don't know.
- 2 Take turns asking and answering about the floor plan. Ask Student A about the locations of these places. Write them on your plan.

- |                          |                   |                    |
|--------------------------|-------------------|--------------------|
| 1 the presenters' lounge | 3 the café        | 5 the meeting area |
| 2 the elevator           | 4 the event stage |                    |

Start like this:

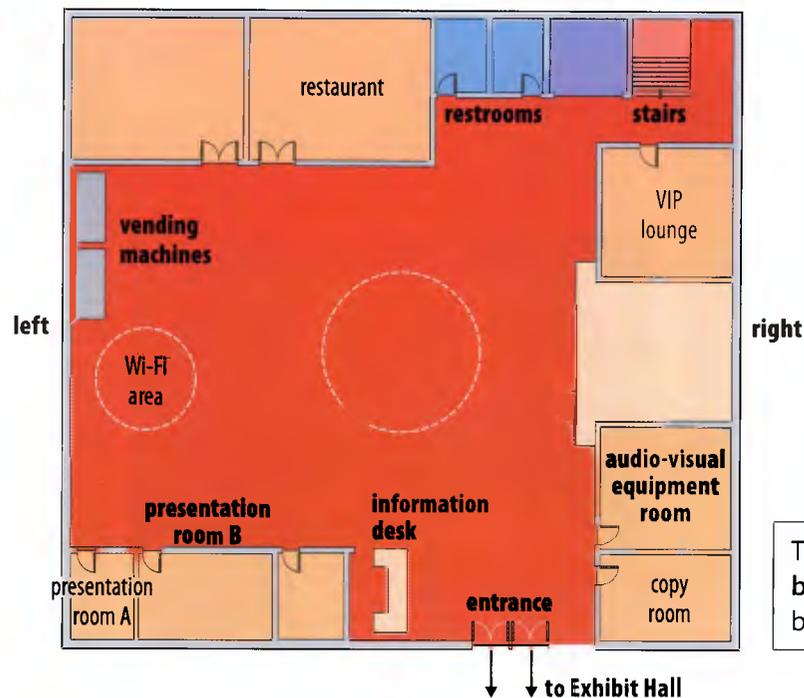
**A** OK, let's start. Where's presentation room A?

**B** It's on the left, next to presentation room B. Where's the presenters' lounge?

**A** It's ...

#### USEFUL LANGUAGE

It's on the right / left.  
 It's next to ...  
 It's near ...  
 It's between ... and ...  
 It's across from ...



The items in **bold** are on both plans.

## MODULE 3.5

### Schedules

Look at the schedule below.

Take turns asking and answering questions and complete the schedule.

Today is Monday. Start like this:

- A** *Is there a meeting tomorrow afternoon?*  
**B** *Yes there is. There's a ...*

	Tuesday	Wednesday	Thursday	Friday	Saturday
a.m.	Sales meeting 9:30		-		-
p.m.		Personnel meeting 3:15		Department Meeting 4:00	

## MODULE 4.6

### Company information

Look at the chart below.

Take turns asking and answering questions about the companies and complete the chart. Start like this:

- A** *What nationality is Gaggia?*  
**B** *It's ...*

Company	Nationality	Products	Head office location	Factory locations
Gaggia	Italian	espresso machines	near Milan	Italy and Romania
Kimberley-Clark				
LG	Korean	home appliances	Seoul	South Korea, Mexico, and other countries
Nokia				
Renault	French	cars and trucks	near Paris	France, Spain, and other countries
Seiko				



## MODULE 9.3

### Going shopping

Look at the map below.

Take turns asking for and giving directions in the pedestrian shopping area. You are in front of the subway station entrance each time.

- 1 Give directions to the places Student A asks about (in *italics* on your map).
- 2 Ask Student A for directions to these places.

Thai restaurant   dental clinic   travel agency   convenience store

Start like this:

**A** *Excuse me, is there an optician near here?*

**B** *Yes, there's one ... Go ...*



# Reference

## Countries, nationalities, and languages

Country	Nationality	Official language(s)
Australia	Australian	English
Austria	Austrian	German
Brazil	Brazilian	Portuguese
Canada	Canadian	English and French
Germany	German	German
Holland	Dutch	Dutch
Mexico	Mexican	Spanish
The Philippines	Filipino/Filipina	Filipino and English
Thailand	Thai	Thai
The United States	American	English

- A** *Where's she from?*  
*What nationality is she?*  
*Which language does she speak?*
- B** *(She's from) Australia.*  
*(She's) Australian.*  
*(She speaks) English.*

## Currencies

Country	Currency	Symbol
Australia	Australian dollar	(\$)
Brazil	real	(R\$)
Canada	Canadian dollar	(\$)
China	yuan	(¥)
EU (European Union)	euro	(€)
Hong Kong	HK dollar	(\$)
India	rupee	(₹)
Indonesia	rupiah	(Rp)
Japan	yen	(¥)
Korea	won	(₩)
Mexico	peso	(MX\$)
New Zealand	NZ dollar	(\$)
Singapore	Singapore dollar	(\$)
Thailand	baht	(Bht / ฿)
United Kingdom	pound	(£)
United States	US dollar	(\$)

- A** *Which currency do people use in Australia?*  
**B** *They / We use Australian dollars.*

## American English (AE) and British English (BE) differences

The most important differences are in spelling and vocabulary.

### Spelling

The main differences in spelling are:

	AE	BE
-or / -our	color, neighbor, favorite	colour, neighbour, favourite
-z- / -s-	organization, recognize	organisation, recognise
-er / -re	theater, meter	theatre, metre

### Vocabulary

Some useful examples:

AE	BE
apartment	flat
cell phone	mobile phone
(potato) chips	(potato) crisps
cookie	biscuit
driver's license	driving licence
drugstore	chemist
elevator	lift
first floor	ground floor
french fries	chips
gasoline, gas	petrol
one-way ticket	single (ticket)
parking lot	car park
period (in punctuation)	full stop
scotch tape	sellotape
sidewalk	pavement
subway (train)	underground, tube

- A** How do you say 'apartment' in British English?      **B** Flat.  
**A** How do you say 'mobile phone' in American English?      **B** Cell phone.

# Vocabulary list

## UNIT 1 ● 114

car rental office (n)  
check-in counter (n)  
company (n)  
conference (n)  
conference bag (n)  
co-worker (n)  
customer (n)  
driver's license (n)  
elevator (n)  
family name (n)  
fill out (v)  
front desk (n)  
given name (n)  
key card (n)  
name tag (n)  
nickname (n)  
passport (n)  
pleasant (adj)  
put (someone) through (v)  
reservation (n)  
restaurant (n)  
reserve (v)  
spell (v)  
stand for (v)  
stay (n)  
tell (v)  
ticket (n)  
work (v)

## UNIT 2 ● 115

across (prep)  
aisle (n)  
between (prep)  
booth (n)  
busy (adj)  
café (n)  
cell phone (n)  
copy room (n)  
favorite (adj)  
hall (n)  
information desk (n)  
late (adj)  
left (adj)  
line (n)  
location (n)  
look for (v)  
lucky (adj)  
near (prep)  
new (adj)  
next to (prep)  
pardon (me) (v)  
product (n)  
restroom (n)  
right (adj)  
stairs (n)  
trade fair (n)  
unlucky (adj)  
VIP lounge (n)  
Wi-Fi area (n)

## UNIT 3 ● 116

appointment (n)  
arrive (v)  
buffet (n)  
client (n)  
conference call (n)  
department (n)  
demonstration (n)  
dinner (n)  
formal (adj)  
informal (adj)  
lunch (n)  
meeting (n)  
office party (n)  
personnel (n)  
planning (n)  
presentation (n)  
production (n)  
project (n)  
schedule (n)  
section (n)  
session (n)  
speech (n)  
staff (n)  
team (n)  
tour (n)  
visit (n / v)  
weekly (adv)

**UNIT 4** ● 117

address (n)  
cookie (n)  
cracker (n)  
diamond (n)  
electronic product (n)  
factory (n)  
famous (adj)  
flower (n)  
head office (n)  
major (adj)  
motorcycle (n)  
nationality (n)  
paper (n)  
produce (v)  
rice (n)  
solar panel (n)  
station (n)  
well-known (adj)  
wind turbine (n)  
wine (n)

**UNIT 5** ● 118

acquaintance (n)  
arrive (v)  
board (v)  
code (n)  
colleague (n)  
delayed (adj)  
exchange (v)  
eye contact (n)  
family (n)  
firm (adj)  
flight (n)  
floor (n)  
friend (n)  
foreign (adj)  
gate (n)  
health club (n)  
manage (v)  
meet (v)  
introduce (v)  
know (v)  
lobby (n)  
parking lot (n)  
room (n)  
running machine (n)  
shake (hands) (v)  
stranger (n)  
weak (adj)  
terminal (n)  
tired (adj)  
wait (v)

**UNIT 6** ● 119

alarm clock (n)  
battery life (n)  
borrow (v)  
calculator (n)  
calendar (n)  
camcorder (n)  
camera (n)  
cheap (adj)  
clear (v)  
coffee mug (n)  
cubicle (n)  
desk (n)  
electronic dictionary (n)  
envelope (n)  
eraser (n)  
expensive (adj)  
file (n) (v)  
flash drive (n)  
game console (n)  
glue stick (n)  
heavy (adj)  
highlighter pen (n)  
hole punch (n)  
keyboard (n)  
label (n)  
light (adj)  
make (n)  
monitor (n)  
MP3 player (n)  
netbook (n)  
paper clip (n)  
pencil (n)  
plant (n)  
popular (adj)  
Post-it® (n)  
projector (n)  
push pin (n)  
rubber band (n)  
ruler (n)  
shred (v)  
stapler (n)  
swivel chair (n)  
use (v)  
wastebasket (n)  
watch (n)

**UNIT 7** ● 120

agenda (n)  
 air conditioner (n)  
 appointment (n)  
 attend (v)  
 boutique hotel (n)  
 call center (n)  
 check (v)  
 close (v)  
 copy (n)  
 correspondence (n)  
 connect (v)  
 deal with (v)  
 delete (v)  
 design (v)  
 engineer (n)  
 insurance (n)  
 lock (v)  
 machine (n)  
 make (a copy) (v)  
 message (n)  
 office worker (n)  
 open (v)  
 operator (n)  
 problem (n)  
 print (v)  
 receptionist (n)  
 recycle (v)  
 report (n)  
 run (v)  
 screen (n)  
 security company (n)  
 set up (v)  
 shred (v)  
 telemarketer (n)  
 train (v)  
 turn off (v)  
 turn on (v)  
 unlock (v)

**UNIT 8** ● 121

advertising (n)  
 can't make it (v)  
 catalog (n)  
 client (n)  
 come up (v)  
 contract (n)  
 date (n)  
 energy (n)  
 expenses (n)  
 less (adj)  
 month (n)  
 overtime (n)  
 same (adj)  
 save (v)  
 schedule (v)  
 talk about (v)  
 topic (n)  
 vacation (n)

**UNIT 9** ● 122

bookstore (n)  
 bottle (of whiskey) (n)  
 bouquet (n)  
 box (of chocolates) (n)  
 bracelet (n)  
 can (of tea) (n)  
 carry-on bag (n)  
 cash (n)  
 check (n)  
 corner (n)  
 credit card (n)  
 debit card (n)  
 drugstore (n)  
 electronics store (n)  
 expensive (adj)  
 gas station (n)  
 gift (n)  
 gift-wrapped (adj)  
 intersection (n)  
 jewelry store (n)  
 movie theater (n)  
 necklace (n)  
 optician (n)  
 park (n)  
 pay (v)  
 perfume (n)  
 police station (n)  
 post office (n)  
 retirement (n)  
 shoe store (n)  
 souvenir mug (n)  
 subway station (n)  
 T-shirt (n)  
 toy store (n)  
 wedding (n)

**UNIT 10** ● 123

automatic (adj)  
change (v)  
cheap (adj)  
child seat (n)  
class (n)  
compact (adj)  
convenient (adj)  
depart (v)  
diesel (adj)  
double (room) (n)  
economy (adj)  
fire escape (n)  
friendly (adj)  
GPS (n)  
luxurious (adj)  
manual (adj)  
night (n)  
outside table (n)  
passenger (n)  
premium (adj)  
quiet (adj)  
relaxed (adj)  
request (n)  
return (v)  
single (room) (n)  
special (adj)  
traditional (adj)  
view (n)  
window (n)

**UNIT 11** ● 124

advice (n)  
answer (v)  
clean up (v)  
discount (v)  
document (n)  
download (v)  
drawer (n)  
entertainment (n)  
figures (n)  
finish (v)  
get (v)  
heater (n)  
install (v)  
junk mail (n)  
lend (v)  
package  
prepare (v)  
printer cartridge (n)  
remember (v)  
repair (v)  
replace (v)  
sandwich (n)  
slide (n)  
software (n)  
update (v)

**UNIT 12** ● 125

accept (v)  
amazing (adj)  
arrange (v)  
caffè latte (n)  
cappuccino (n)  
croissant (n)  
Danish pastry (n)  
departure lounge (n)  
difficult (adj)  
drink (v)  
eat (v)  
espresso (n)  
excellent (adj)  
exciting (adj)  
fantastic (adj)  
fascinating (adj)  
golf (n)  
great (adj)  
herbal (adj)  
iced (coffee / tea) (adj)  
idea (n)  
interesting (adj)  
invite (v)  
like (v)  
nice (adj)  
refuse (v)  
regards (n)  
safe (adj)  
terrific (adj)  
trip (n)  
wonderful (adj)

# Listening scripts

## Module 1.1 02

### Conversation 1

- A Good afternoon.  
B Good afternoon. My name's Gibson, Amanda Gibson. I'm with NEC.  
A Just a moment, please. Yes, Ms. Gibson. Here's your name tag.  
B Thanks.

### Conversation 2

- A Good morning.  
B Good morning. I'm Nathan Welsh. That's W-E-L-S-H. I'm with Dell.  
A Ah, yes, Mr. Welsh. Here's your name tag and conference bag.  
B Thank you.

## Module 1.7 08

### Conversation 1

- A Good morning, sir. How can I help you?  
B I reserved a car for five days. My name is Yamada.  
A I'm sorry, how do you spell that?  
B Y-A-M-A-D-A.  
A Yes, that's fine, Mr. Yamada. May I see your driver's license, please?  
B Yes, here it is.

### Conversation 2

- A Good afternoon, ma'am.  
B Good afternoon. I have a reservation on flight X302 to Paris.  
A May I have your name, please?  
B Fratelli. Elsa Fratelli.  
A Is that F-R-A-T-E-L-L-I?  
B Yes, that's right.  
A Fine. May I see your passport and ticket, please?  
B Here you are.

### Conversation 3

- A Good evening. I reserved a table for three for eight o'clock. The name is Wilde.  
B I'm sorry, could you repeat that, please?  
A Wilde. W-I-L-D-E.  
B Ah, yes. Ms. Wilde. The table by the window. Would you like to come this way?

## Module 2.1 11

### Conversation 1

- A Pardon me. Where's booth 19?  
B It's in Aisle A, on the left.  
A Thank you.

### Conversation 2

- A Excuse me. Where's booth 82?  
B Let's see, 82. ... It's in Aisle D, on the right.  
A Thanks a lot.

### Conversation 3

- A Excuse me. I'm looking for booth 37.  
B Yeah, it's in aisle B, across from the café.  
A Great. Thanks.

## Module 2.2 12

- 1 one two three four five  
six seven eight nine ten

## Module 2.2 13

- 2 eleven twelve thirteen fourteen fifteen sixteen  
seventeen eighteen nineteen twenty thirty forty  
fifty sixty seventy eighty ninety

## Module 2.2 14

- 4 twenty-one thirty-five forty-two fifty-nine  
sixty-seven seventy-four eighty-six ninety-three

## Module 2.6 16

- 1 three four nine, six two oh, seven six two one  
four eight two, five zero nine, six one seven three

## Module 2.6 17

- 2 seven four eight, two one three, six four two two  
three five one, nine two seven, four four oh seven or three  
five one, nine two seven, four four zero seven seven  
four six, eight one three, nine two oh oh; or seven four six,  
eight one three, nine two zero zero  
eight two four, three three two, six four four four

## Module 2.7 18

### Message 1

Hello. Ms. Takahashi? My name is Steven Roswell from Western Plastics. I'm calling about our new line of products. Could you call me sometime today? My cell phone number is three one four, seven nine one, six six five four. That's three one four, seven nine one, six six five four. Thank you. Goodbye.

### Message 2

Uh, Mr. Davis, this is Marina, Marina Davidova of Aeroflot. We met yesterday at the trade fair. I really enjoyed our chat. If you have a moment, could you call me at six five seven, two one one, eight three zero one? I look forward to hearing from you. Bye.

### Message 3

Annie, it's Jake. Listen, I can't make it for dinner tonight. It's kinda difficult to explain, and I'm real busy right now. Call me around three, OK? Oh, I got a new number – two six six, seven four one, three two nine nine. Ciao!

### Module 3.1 ● 21

- A When's the product presentation?  
B Thursday afternoon, at 2:30.  
A Right. Thanks.
- A Is the office party Friday?  
B Yes, at 5:45.  
A Great. See you there.
- A Hi, Jim. What time's the sales meeting Tuesday?  
B Er, it's in the morning, at ten o'clock.  
A OK, thanks.
- A Is the conference call Tuesday morning?  
B No, it's Wednesday morning.  
A What time?  
B Let me check. ... 11:15.  
A Thanks a lot.

### Module 3.2 ● 22

- section meetings
- team meetings
- project meetings
- weekly meetings
- client meetings
- staff meetings

### Module 3.4 ● 24

- 1 one o'clock
- 2 three o'clock
- 3 four o'clock
- 4 seven o'clock
- 5 nine o'clock
- 6 ten o'clock
- 7 two o'clock
- 8 five o'clock
- 9 six o'clock
- 10 eight o'clock
- 11 eleven o'clock
- 12 twelve o'clock

### Module 3.4 ● 25

- 1 twelve fifteen
- 2 one thirty-five
- 3 five ten
- 4 three forty-three
- 5 eleven fifty
- 6 seven twenty-five

### Module 3.6 ● 27

OK, let's get started. This is the schedule for the Worldtek visit tomorrow. First, there's a welcome speech at ten o'clock. Then at 10:15 there's a meet and greet session. Next, there's an office tour at 10:30. After that, there's a buffet lunch at 12:15. Then in the afternoon at 1 p.m. there's a presentation by Mr. Singh. After that, a product demonstration at 1:30, and there's a discussion session at 3:30. Finally, there's an informal dinner in the evening at 7:45 at the Station Hotel. OK, I think that's everything. Do you have any questions?

### Module 4.1 ● 29

- Good morning. I work for Bajaj Auto. Bajaj is a large Indian company. It makes motorcycles and scooters. The head office is in Akurdi, near Mumbai. Bajaj has four factories in India. I work at the Akurdi factory.
- Good afternoon. I'm with Samsung. Samsung is a famous Korean company. It makes electronic products. The head office is in Seoul. The company has factories in Korea, Malaysia, and other countries. I work at the head office.
- Hello. I work for Suntech. Suntech is a major Chinese company. It makes solar panels. The head office is in Wuxi. Wuxi is near Shanghai. Suntech has factories in China and the United States. I work at the Wuxi factory.

### Module 4.4 ● 33

- Acapulco is in Mexico. Akurdi is in India. Busan is in South Korea, and Detroit is in the United States. Frankfurt is in Germany. Kuala Lumpur is in Malaysia. Sendai is in Japan, and Wuxi is in China.

### Module 4.5 ● 34

- |            |             |
|------------|-------------|
| 1 Chinese  | 5 Korean    |
| 2 German   | 6 Malaysian |
| 3 Indian   | 7 Mexican   |
| 4 Japanese | 8 American  |

### Module 4.8 ● 36

- one hundred  
two hundred five  
four hundred seventeen  
six hundred eighty-three  
nine hundred ninety-six

### Module 4.8 ● 37

- three hundred seventy-one  
eight hundred two  
five hundred ninety-seven  
seven hundred seventy-six  
one hundred fifty

### Module 4.8 ● 38

- one hundred five  
two hundred thirty-nine  
five hundred fifteen  
six hundred forty-four  
seven hundred twenty-one

### Module 4.9 ● 39

- one hundred five Wakefield Street, Wellington six oh one one; *or* one hundred five Wakefield Street, Wellington six zero zero one
- seventy-one dash six Songpa Gu Munjung Dong, Seoul one three eight dash two one four
- six hundred forty-four Hope Street, Los Angeles nine oh oh seven one; *or* six hundred forty-four Hope Street, Los Angeles nine zero zero seven one
- two hundred thirty Orchard Road, Singapore two three eight eight five four

## Module 5.1 41

### Conversation 1

- A Good morning, Mr. Ezawa.  
B Oh, hello, Ms. Lopez. Which floor?  
A Eighth floor, please. How are you today?  
B Pretty good, thank you. And you?  
A Fine, thank you. ... Ah, this is my floor.  
B Well, have a nice day.  
A Thank you. Goodbye.

### Conversation 2

- A Ed, good to see you. How are things?  
B Bill! Pretty good, thanks. How's the family?  
A They're great, thanks. Wow, I'm tired. Thirty minutes on the running machine is hard work.  
B I know.  
A How about a beer?  
B Great idea.

### Conversation 3

- A Ms. Singh? My name is Lee, Jung-Gun Lee.  
B Ah, hello, Mr. Lee. Nice to meet you.  
A Good to meet you, too. Have you been waiting long?  
B No, I just came down from my room.  
A Is your room OK?  
B It's very nice, thank you.

## Module 5.6 45

- 4 Olympic Airways flight OA four one two to Athens is now boarding at gate four.  
United Airlines flight UA eight six zero three to Zurich is now boarding at gate two.  
Aeroflot Russian Airlines flight SU three one six to Moscow is now boarding at gate six.  
Delta Airlines flight DL eight five eight one to Paris is now boarding at gate eleven.  
United Airlines flight UA eight eight seven zero to Geneva is delayed. This flight will be boarding at gate ten.

## Module 5.8 47

Here is some advice about shaking hands in business situations in the United States. First of all, a good handshake is firm. Shake hands for about three seconds, and 'pump' the handshake two or three times. Always make eye contact when you shake hands, and of course, a woman can offer her hand first when she meets someone. Finally, remember that people often shake hands when they say goodbye.

## Module 6.1 48

### Conversation 1

- A Hi, Bill. Could I borrow your flash drive?  
B Uh, yeah, sure. Here you go.  
A Great, thanks a lot. I'll bring it back in a minute.

### Conversation 2

- A Could I use your calculator for a minute?  
B Yes, go ahead. It's on the shelf.  
A Terrific.

### Conversation 3

- A Could I use your push pins, Jane? I've run out.  
B Sure. Just a moment. ... Oh, sorry, I don't have any.  
A That's OK. Thanks anyway.

## Module 6.5 55

- A May I help you, ma'am?  
B Uh, yes. I'm looking for a netbook. I want something for business trips.  
A What do you want to use it for?  
B Oh, Internet, e-mail, word-processing ...  
A I see. Well, this is the Vigo – it's very popular. It's expensive, but it's very light, and battery life is good.  
B OK. Now this one looks nice.  
A Yes, this is the XNet. It's cheap, but it's heavy. The battery life is average.  
B And this one?  
A That's the Surfari. It's medium-priced, and it's a bit heavy, but battery life is excellent.  
B Mm. Difficult. I need to think about it.  
A OK.  
B Thank you.

## Module 7.1 58

Hello. I'm Nelson Chu. I'm a telemarketer. I work for a large call center. I sell insurance.  
Hi. I'm Carlos Mendes. I'm a receptionist. I work for a small boutique hotel. I deal with customers.  
Hi. My name's Keiko Nomura. I'm an office worker. I work for a medium-sized electronics company. I write reports.  
Hello. My name's Heidi Schmidt. I'm an engineer. I work for a large construction company. I design buildings.

## Module 7.3 60

- 1 My name's Mary Carter. I'm a sales manager. I work for a security company.
- 2 I'm Naomi Sato. I'm a restaurant manager. I work for a fast-food chain.
- 3 My name's Tony Prince. I'm an administrative assistant. I work for an ad agency.
- 4 I'm John Henry. I'm an HR manager. I work for an insurance company.
- 5 My name's Dario Puzo. I'm a machine operator. I work for a plastics company.
- 6 I'm Ji-Hee Choi. I'm a sales representative. I work for a food company.

## Module 7.3 61

- 1 A Mary, what do you do in your job?  
B I run the Sales Department and attend meetings.
- 2 A Naomi, what are your duties?  
B I run the restaurant and train new staff.
- 3 A Tony, what do you do at work?  
B I make appointments for my boss and deal with correspondence.
- 4 A John, what do you do in your job?  
B I hire staff and deal with staff problems.

- 5 A Dario, what do you do at work?  
B I make parts for electronic products and check the machines.
- 6 A Ji-Hee, what are your duties?  
B I visit customers and give presentations.

### Module 7.5 ● 63

- A Bill, I'm giving my presentation tomorrow morning. Could you get everything ready for me?  
B Of course, Mr. Willis.
- A Let's see. ... E-mail everyone about the time and place. That's 9:30 a.m. in Room 303.  
B Right.
- A Make ten copies of the agenda ...  
B Uh-huh.
- A And set up the projector and screen.  
B Projector and screen ...
- A And connect the laptop to the Internet.  
B OK.
- A Oh, one more thing. Check the air conditioner.  
B Right.
- A Thanks, Bill.

### Module 8.1 ● 65

#### Conversation 1

- A Hello, Taro? John Cheever here.  
B Hi, John. What can I do for you?
- A I want to talk about the new product. Can we meet on August the twelfth?  
B Just a moment. Yes, August the twelfth is fine. What time?
- A How about 2:00 p.m.?  
B Yes, 2:00 p.m. is good.
- A Is my office OK?  
B Sure. See you then. Bye.
- A Bye.

#### Conversation 2

- A Hello, Ms. Lee? John Cheever speaking.  
B Oh, hello, Mr. Cheever.
- A Listen, I want to talk about the new contract. Can we meet on August the twentieth?  
B Let me check. What time?
- A How about the morning, at 10:30?  
B Yes, that's fine.
- A Is your office OK?  
B Yes, that's OK. See you on the twentieth. Bye.
- A Bye.

### Module 8.3 ● 69

- 3 twenty-third twenty-fourth twenty-fifth twenty-sixth  
twenty-seventh twenty-eighth twenty-ninth thirtieth  
thirty-first

### Module 8.4 ● 70

May the tenth, May tenth  
July the twenty-first, July twenty-first  
September the first, September first  
November the sixteenth, November sixteenth

### Module 8.5 ● 71

- 1 one o'clock three fifteen five thirty seven forty-five  
nine thirty eleven fifteen

### Module 8.5 ● 72

- 2 two twenty four ten six thirty-two eight fifty-nine  
ten oh five twelve eighteen

### Module 9.1 ● 76

- 1 A Excuse me, is there a bookstore near here?  
B Yes, there's one on Tenth Street, next to the bank.
- 2 A Pardon me, is there an electronics store near here?  
B Sure, there's one on Eleventh Street, across from the park.
- 3 A Excuse me, I want to buy an electric toothbrush. Is there a drugstore near here?  
B Yes, there's one on Birch Street, near the corner of Tenth Street.
- 4 A Pardon me, is there a car rental place near here?  
B Yes, there's one on Oak Street, between the gas station and the post office.
- 5 A Excuse me, I want to buy a necklace for my wife. Is there a jewelry store near here?  
B Sure, there's one on Elm Street, next to the movie theater.
- 6 A Pardon me, is there a subway station near here?  
B Yes, there's one on the corner of Oak Street and Eleventh Street.

### Module 9.4 ● 79

- 1 one thousand  
two thousand, five hundred  
twelve thousand, six hundred thirty  
three hundred twenty-four thousand  
six hundred thirty thousand, two hundred  
eight hundred forty thousand and twelve

### Module 9.4 ● 80

- 2 one thousand, four hundred fifty  
seven thousand, two hundred  
fifteen thousand  
forty-seven thousand, five hundred  
two hundred thirty-eight thousand, eight hundred  
eighty-two  
nine hundred ninety-nine thousand, nine hundred  
ninety-nine

### Module 9.5 ● 82

- 4 1 twenty thousand yuan  
2 two hundred fifty thousand yen  
3 ninety-nine dollars and ninety-nine cents; or ninety-nine ninety-nine  
4 three hundred euros  
5 one hundred fifty thousand, two hundred won  
6 four hundred forty baht

## Module 9.6 ● 84

### 3 Conversation 1

- A Good morning. May I help you?  
B Yes, I'm looking for a watch. It's a gift for my husband.  
A I see. Well, this one is very nice.  
B How much is it?  
A 1,200 euros.  
B Yes, that's fine. I'll take it.  
A Thank you. Would you like it gift-wrapped?  
B Yes, please.  
A And how would you like to pay?  
B By credit card. Do you take American Express?  
A Yes, of course.

### Conversation 2

- A Good afternoon, sir. Can I help you?  
B Well, I'm looking for a gift.  
A I see.  
B Yes, it's for my boss. How much is this bottle of whiskey?  
A That one is 55,000 yen, sir.  
B Oh. That's a little expensive.  
A How about this one? It's 16,000 yen.  
B Ah, yes. That's fine. I'll take it.  
A Would you like it gift-wrapped?  
B No, thank you.  
A Very good, sir. And how would you like to pay?  
B Do you take MasterCard?  
A Certainly.

## Module 10.1 ● 88

- 1 A Can I help you?  
B Yes, I'd like to reserve a car for three days.  
A Which class would you like?  
B Compact.  
A Manual or automatic?  
B Automatic, please.  
A Yes, that's fine. May I see your ...
- 2 A Good afternoon. Great Wall Restaurant. May I help you?  
B Yes, I'd like to reserve a table for two for this evening.  
A Certainly, sir. For what time?  
B Eight thirty. And I'd like a quiet table, please.  
A Yes, that's fine. May I have ...
- 3 A Hello. I'd like to make a flight reservation.  
B Certainly. Where from?  
A London Heathrow.  
B And where to?  
A Miami.  
B And which flight class?  
A Economy.  
B And when would you like to ...
- 4 A May I help you?  
B Yes, I'd like to reserve a room.  
A Certainly. For how many nights?  
B For four nights, from August 21st to 25th.  
A Single or double?  
B Double, please.  
A Yes, that's fine. May I have ...

## Module 10.6 ● 94

- A Can I help you?  
B Yes, I'd like to reserve a car for three days, from November 10th to November 13th.  
A Which class would you like?  
B Compact.  
A Manual or automatic?  
B Manual.  
A Yes, that's fine. Do you have any special requests?  
B Yes, I'd like GPS, if possible.  
A May I see your driving licence, please?  
B Yes, here you are.

## Module 11.1 ● 96

- 1 A Could you tell me your new phone number?  
B Sure, it's 743-555-6319.  
A Thanks.
- 2 A Could you e-mail Mr. Suzuki about the catalog?  
B Sorry, I'm busy right now.  
A OK. Could you do it later?  
B Yes, sure.
- 3 A Could you open the door for me?  
B Yes, of course.  
A Great. Thank you.
- 4 A Could you install this new software for me?  
B Sorry, I don't have time right now. Could you ask Joe?  
A OK. Thanks anyway.

## Module 12.1 ● 105

- A OK, Ming-Chun. What would you like to drink?  
B A cappuccino, please.  
A Would you like something to eat?  
B No, thanks.  
A Right. Excuse me? A cappuccino and a caffè latte, please.  
...
- A So, what do you think of San Francisco, Ming-Chun?  
B It's terrific. Very exciting.  
A Good. Listen, would you like to have dinner tomorrow evening?  
B Thank you. That would be great.  
A Do you like Indian food?  
B Well, it's OK.  
A How about Italian?  
B Oh yes, I love Italian food.  
A There's a good Italian restaurant near your hotel.  
B That sounds great.  
A We can meet in the hotel lobby. Is seven o'clock OK?  
B Yes, that's fine.

# Answer key

## MODULE 1.1

- LISTENING 1** **Conversation 1**  
 Amy Gibson ✓ Amanda Gibson  
 IBM ✓ NEC
- Conversation 2**  
 ✓ Nathan Welsh Nathan Woods  
 Apple ✓ Dell
- 2**
- |                 |   |   |
|-----------------|---|---|
| Good morning.   | 1 | 2 |
| Good afternoon. | ✓ | ✓ |
| My name's ...   | ✓ |   |
| I'm ...         | ✓ | ✓ |
| Thank you.      |   | ✓ |
| Thanks.         | ✓ |   |

## MODULE 1.4

- SPEAKING 1** a b c d e f g h i j k l m  
 n o p q r s t u v w x y z
- 3** ANA – All Nippon Airways  
 BMW – Bavarian Motor Works  
 HSBC – Hongkong and Shanghai Banking Corporation  
 BBC – British Broadcasting Corporation  
 JVC – Japan's Victor Company  
 KFC – Kentucky Fried Chicken  
 OUP – Oxford University Press  
 CNN – Cable News Network  
 LG – Lucky Goldstar  
 UPS – United Parcel Service

## MODULE 1.7

- LISTENING 1** a airport check-in counter  
 c restaurant  
 b car rental office
- 2** a 2 b 1 c 3
- 3** 1 Yamada  
 2 Fratelli  
 3 Wilde

## MODULE 1.9

- LISTENING 1** 1 help  
 2 speak  
 3 through  
 4 speaking

## MODULE 1.10

- READING 2** 1 T 2 T 3 F 4 T 5 F

## MODULE 2.1

- LISTENING 1** 1 Booth 19 3 Booth 37 2 Booth 82
- 2** 2 Excuse me. Where's ... ?  
 3 Excuse me. I'm looking for ...  
 1 Pardon me. Where's ... ?

## MODULE 2.2

- LISTENING 4** 21 35 42 59 67 74 86 93

## MODULE 2.3

- SPEAKING 1** 76 across from the stairs.  
 4 on the right, next to the restrooms  
 43 between the stairs and the elevator.  
 22 near the elevator  
 9 on the left, next to the stairs

## MODULE 2.7

- LISTENING 1** 2 Marina Davidoda 3 Jake 1 Steven Roswell
- 2** Message 1 314 791 6654  
 Message 2 657 211 8301  
 Message 3 266 741 3299

## MODULE 2.9

- LISTENING 1** 1 Sorry  
 2 In  
 3 next  
 4 at

## MODULE 2.10

- SPEAKING 3** 1 13 – There are many reasons for people thinking 13 is unlucky. One is that Judas, who betrayed Jesus, was the 13th person to sit at the table at the Last Supper.
- 2 7 – There are many reasons, but according to the Bible, God created the world in six days and rested on the seventh.
- 3 8 – The Chinese pronunciation sounds like *prosper*.
- 4 4 – The Japanese pronunciation sounds like *death*.
- 5 9 – In China, the number 9 sounds like *longlasting*, but in Japanese it sounds like *pain*.

**MODULE 3.1**

- SPEAKING 1**
- a It's a meeting.
  - b It's a conference call.
  - c It's an office party.
  - d It's a presentation.

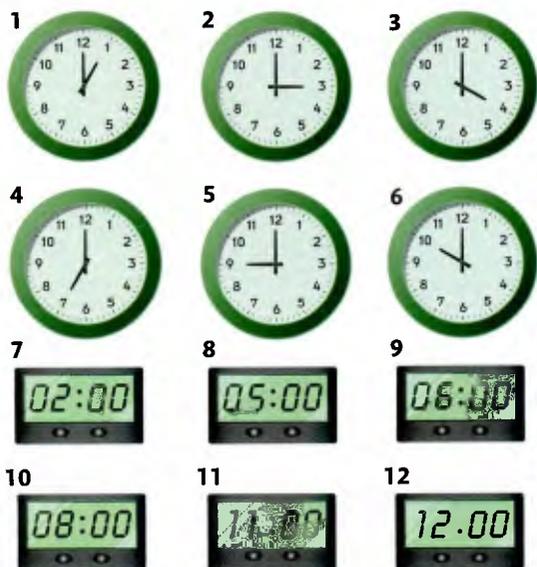
- LISTENING 2/3**
- |                   |                       |
|-------------------|-----------------------|
| Event             | Day and time          |
| 2 office party    | Friday, 5:45 p.m.     |
| 1 presentation    | Thursday, 2:30 p.m.   |
| 4 conference call | Wednesday, 11:15 a.m. |
| 3 meeting         | Tuesday, 10:00 a.m.   |

**MODULE 3.2**

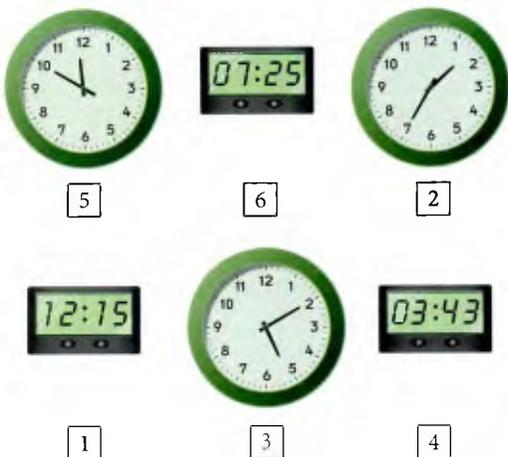
- LISTENING 1**
- 1 section
  - 2 team
  - 3 project
  - 4 weekly
  - 5 client
  - 6 staff

**MODULE 3.4**

**LISTENING 1**



**LISTENING 3**



**MODULE 3.6**

- LISTENING 2/3** Mistakes: 10 a.m., not 9:15 a.m.; Office tour, not Factory tour; Presentation, not Speech; 1:30 p.m., not 1:45 p.m.; Station Hotel, not Grand Hotel

**MODULE 3.8**

- LISTENING 1**
- 1 right
  - 2 back
  - 3 problem
  - 4 then

**MODULE 4.1**

- LISTENING 1**
- c a head office
  - a a motorcycle factory
  - b a solar panel factory
- 2** 3 Suntech 1 Bajaj 2 Samsung
- 3**

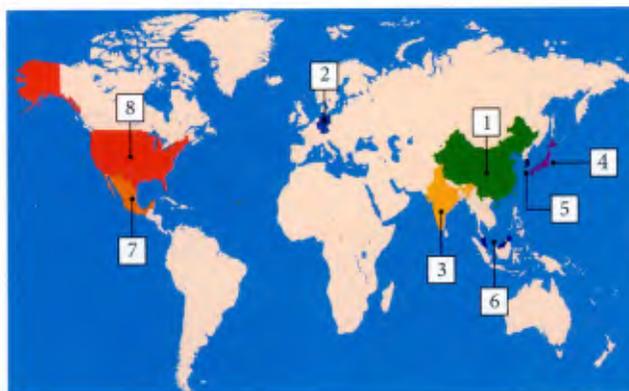
	Bajaj	Samsung	Suntech
It's a motorcycle company.	✓		
It makes solar panels.			✓
The head office is in Seoul.		✓	
It has a factory in Malaysia.		✓	
It's a Chinese company.			✓

**MODULE 4.2**

- SPEAKING 2** 1 d 2 f 3 a 4 c 5 b 6 e

**MODULE 4.3**

**LISTENING 1**



**MODULE 4.8**

- LISTENING 2** 371 802 597 776 150

**MODULE 4.10**

- LISTENING 1**
- 1 This
  - 2 at
  - 3 address
  - 4 soon

**MODULE 4.11**

- READING 1**
- Chile produces wine.
  - Denmark produces wind turbines.
  - Holland produces flowers.
  - Japan produces paper.
  - South Africa produces diamonds.
  - Thailand produces rice.

**MODULE 5.1**

**READING 1** a at a health club  
c in an elevator  
b in a hotel lobby

**2** 1 c 2 a 3 b

**LISTENING 3** 2 friends 1 acquaintances 3 strangers

**4** 3 Nice to meet you.  
2 How's the family?  
1 How are you today?

**MODULE 5.5**

**SPEAKING 3** 5 Can I give you a hand  
6 No, thanks, I can manage  
3 I'd like you to meet  
1 Pretty good, thanks  
4 Right  
2 Not at all

**MODULE 5.6**

**LISTENING 4**

Airline	Flight no.	Destination	Gate	Remark
Olympic Airways	OA 412	Athens	04	boarding
United Airlines	UA 8603	Zurich	02	boarding
Aeroflot Russian Airlines	SU 316	Moscow	06	boarding
Delta Airlines	DL 8581	Paris	11	boarding
United Airlines	UA 8870	Geneva	10	delayed

**MODULE 5.7**

**LISTENING 1** 1 terminal  
2 flight  
3 think  
4 Safe

**MODULE 5.8**

**READING** 1 A good handshake is weak / firm.  
2 Shake hands for about 3 / 10 seconds.  
3 'Pump' the handshake two or three / five or six times.  
4 Never / Always make eye contact when you shake hands.  
5 A woman can / can't offer her hand first.  
6 People never / often shake hands when they say goodbye.

**MODULE 6.1**

**LISTENING 1** 2 calculator 3 push pins 1 flash drive  
**2** Could I borrow your ... ? 1 2 3  
Could I use your ... ? ✓ ✓ ✓  
**3** calculator flash drive

**MODULE 6.2**

**SPEAKING 2**



**LISTENING 4** 1 use 2 borrow 3 it 4 any

**MODULE 6.3**

**READING 1** 1 coffee mug  
2 pencils  
3 plant  
4 calendar  
5 files  
6 wastebasket  
7 swivel chair  
8 envelopes

**MODULE 6.4**

**SPEAKING 2** a It's a game console.  
b It's a watch.  
c It's an alarm clock  
d It's an electronic dictionary.  
e It's a camera.  
f It's an MP3 player.  
g It's a cell phone.  
h It's a camcorder

**MODULE 6.5**

**LISTENING 1** 2 XNet 3 Surfari 1 Vigo  
**2** Price Weight Battery life  
2 cheap 1 very light 3 excellent  
3 medium-priced 3 a bit heavy 1 good  
1 expensive 2 heavy 2 average  
**3** No.

**MODULE 6.7**

**LISTENING 1** 1 borrow  
2 problem  
3 pick  
4 Terrific

**MODULE 7.1****LISTENING****Job**

H an engineer K an office worker  
C a receptionist N a telemarketer

**Company**

C a small boutique hotel  
H a large construction company  
K a medium-sized electronics company  
N a large call center

**Duties**

K writes reports C deals with customers  
N sells insurance H designs buildings

**MODULE 7.2**

**LISTENING 2** 1 call 2 run 3 attend 4 deal with  
5 write 6 read 7 visit 8 give 9 operate

**MODULE 7.3**

**READING 3/4** 5 make parts for electronic products, check the machines  
4 hire staff, deal with staff problems  
6 visit customers, give presentations  
3 make appointments for my boss, deal with correspondence  
2 run the restaurant, train new staff  
1 run the Sales Department, attend meetings

**MODULE 7.5**

**LISTENING 1** 5 check 4 connect 1 e-mail 2 make  
3 set up  
**2** 3 the projector and screen  
4 the laptop to the Internet  
2 ten copies of the agenda  
1 everyone about the time and place  
5 the air conditioner

**MODULE 7.6**

**READING 1** a turn on the air conditioner  
b open the window  
c unlock the safe  
d copy the price list  
e close the door  
f shred the documents  
g print the price list  
h lock the door  
i delete the old files  
j call Ms. Fujitani  
k turn off the lights  
l recycle the old newspapers

**MODULE 7.7**

**LISTENING 1** 1 moment  
2 leave  
3 course  
4 give

**MODULE 8.1**

<b>LISTENING 1</b>		1	2
	The meeting is about ...		
	the new product.	✓	
	the new contract.		✓
	The meeting is on ...		
	August 12th.	✓	
	August 20th.		✓
	The meeting is at ...		
	10:30 a.m.		✓
	2:00 p.m.	✓	
	The meeting is at ...		
	John's office.	✓	
	his client's office.		✓

**MODULE 8.2**

**READING 1** 3 March 6 June 8 August 10 October  
12 December

**MODULE 8.5**

**LISTENING 3** 1 Four fifteen; Four twelve  
2 One thirty; One twenty-five  
3 Ten o'clock; Ten oh one

**MODULE 8.8**

**LISTENING 1** 1 make  
2 too  
3 check  
4 really

**MODULE 8.9**

<b>READING 1</b>	Christmas day	December 25th
	Father's Day	the third Sunday in June
	Halloween	October 31st
	Independence Day	July 4th
	Mother's Day	the second Sunday in May
	Valentine's Day	February 14th
	Thanksgiving	the fourth Thursday in November

**MODULE 9.1**

**LISTENING 1**



**MODULE 9.2**

- LISTENING 1**
- 1 along
  - 2 right; first
  - 3 left; second

**MODULE 9.5**

- READING 1**
- f China d France c Japan  
 b South Korea e Thailand  
 a the United States

**MODULE 9.6**

- LISTENING 3**
- Conversation 1**
- 1 The woman wants to buy a gift for her son / husband.
  - 2 She buys an MP3 player / a watch.
  - 3 The price is €1,200 / €1,250.
  - 4 She wants / doesn't want it gift-wrapped.
  - 5 She uses her American Express card / Visa credit card.
- Conversation 2**
- 1 The man wants to buy a gift for his boss / co-worker.
  - 2 He buys a bottle of whiskey / wine.
  - 3 The price is ¥16,000 / ¥60,000.
  - 4 He wants / doesn't want it gift-wrapped.
  - 5 He pays by Diners Club card / MasterCard.

**MODULE 9.8**

- LISTENING 1**
- 1 Certainly
  - 2 moment
  - 3 name
  - 4 security

**MODULE 9.9**

- LISTENING 1**
- a cash
  - b debit card
  - c Paypal
  - d credit card
  - e train card
  - f checks

**MODULE 10.1**

- LISTENING 2** a 3 b 1 c 4 d 2
- 3**
- |                   |                   |
|-------------------|-------------------|
| 2 reserve a table | 3 economy         |
| 1 compact         | 1 automatic       |
| 4 for four nights | 2 a quiet table   |
| 4 double          | 3 London Heathrow |

**MODULE 10.2**

- LISTENING 1**
- 1 help
  - 2 reserve
  - 3 for
  - 4 what
  - 5 have
  - 6 near
  - 7 that

**MODULE 10.4**

- SPEAKING 3**
- |                    |                            |
|--------------------|----------------------------|
| 3 January 6th–13th | 1 February 14th –March 7th |
| 4 April 3rd–8th    | 2 June 23rd, 24th          |

**MODULE 10.6**

- LISTENING**
- Period**  
**From:** November 10th **To:** November 13th
- Type of car**
- Mini  Economy  Compact  
 Premium  
 manual  automatic
- Options**
- child seat  GPS  
 air conditioning  diesel

**MODULE 10.7**

- LISTENING 1**
- 1 for
  - 2 table
  - 3 change
  - 4 So

**MODULE 11.1**

- LISTENING 1** a 4 b 3 c 1 d 2  
**2** 3 open 1 tell 2 e-mail 4 install  
**4** 1 Sure 2 busy 3 course 4 time

**MODULE 11.2**

- LISTENING 2** g write to Mr. Valdez  
 a make some coffee  
 e check these figures  
 h close the window  
 d answer the phone  
 f get me a sandwich  
 i mail these letters  
 c replace the printer cartridge  
 b turn off the air conditioner

**MODULE 11.4**

- LISTENING 3** 2 morning  
 3 after  
 4 lunchtime  
 5 this  
 6 Wednesday  
 7 morning  
 8 next  
 9 the

**MODULE 11.5**

- LISTENING 1** 1 Should  
 2 good  
 3 I  
 4 anyway

**MODULE 11.7**

- LISTENING 1** 1 up  
 2 problem  
 3 moment  
 4 appreciate

**MODULE 11.8**

- READING 1** Possible answers:  
 1 junior co-worker  
 2 co-worker and friend  
 3 sales clerk  
 4 senior co-worker

**MODULE 12.1**

- LISTENING 1** 1 F 2 F 3 T 4 F 5 T 6 F  
**2** 5 There's a good Chinese restaurant near your hotel.  
 2 What do you think of San Francisco?  
 1 Would you like something to eat?  
 3 Would you like to have dinner tomorrow evening?  
 6 We can meet in the hotel lobby.  
 4 Do you like Indian food?

**MODULE 12.3**

- LISTENING 1** 1 fascinating  
 2 interesting  
 3 exciting  
 4 fantastic

**MODULE 12.5**

- SPEAKING 1** a It's Italian food.  
 b It's Mexican food.  
 c It's Chinese food.  
 d It's Thai food.  
 e It's Japanese food.  
 f It's French food.  
 g It's Korean food.  
 h It's Indian food.

**MODULE 12.9**

- LISTENING 1** 1 everything  
 2 pleasure  
 3 regards  
 4 again

# BUSINESS VENTURE BEGINNER

## STUDENT BOOK

Business Venture is a **short course** for professional people who need to:

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