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	Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
	Countries, nationalities, jobs	Present simple Possessives	How to spell	Saying hello and goodbye	The introductions game	<ul style="list-style-type: none"> say what you do and where you are from ask about personal information spell say hello and goodbye and introduce yourself and others
	Company types and activities	Present simple	How to say numbers	Making phone calls	Hungary: country profile	<ul style="list-style-type: none"> talk about company types and activities ask about companies say numbers start and end a phone call
	Location and workplace	<i>There is/are</i> <i>Some/any</i>	Saying email and postal addresses	Ordering by phone	What is the best city for your conference?	<ul style="list-style-type: none"> talk about your company location and buildings ask for details about places give addresses order things by phone
Viewpoint 1  VIDEO Places of work 24–25						
	Technology and functions	Adverbs of frequency Questions	How to use sequencing words	Asking for and offering help	Making use of technology	<ul style="list-style-type: none"> talk about technology talk about everyday activities ask questions in the present simple use sequencing words ask for and offer help
	Documents and correspondence	Past simple: <i>be</i> and regular verbs	How to apologize	Solving problems	Money talks	<ul style="list-style-type: none"> deal with documents talk about past events apologize explain and solve a problem
	Social media and networking	Past simple: irregular verbs Time expressions	How to describe a trip	Making conversation	The networking game	<ul style="list-style-type: none"> talk about social media use time expressions to talk about the past describe a trip make general conversation
Viewpoint 2  VIDEO You've got email 44–45						

		Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
7	Departments 46–51	Departments and responsibilities	Prepositions of place and movement	How to use <i>this, that, these</i> and <i>those</i>	Leaving phone messages	Designing the perfect workspace	<ul style="list-style-type: none"> describe departments and responsibilities say where things are and give directions using prepositions leave a phone message
8	Employment 52–57	Employment	Present continuous	How to tell the time	Arranging to meet	The right person for the job	<ul style="list-style-type: none"> talk about professional qualities, skills and experience talk about what you are doing now tell the time arrange a meeting
9	Competition 58–63	Competition	Comparatives	How to say prices	Comparing and choosing	Supermarket competition	<ul style="list-style-type: none"> talk about competition compare products and companies say prices talk about differences and similarities
Viewpoint 3  VIDEO Processes 64–65							
10	Teamwork 66–71	Working in teams	Superlatives	How to respond to news	Giving opinions	Teamwork and personality types	<ul style="list-style-type: none"> talk about teamwork choose the best options respond to news give opinions
11	Travel 72–77	Staying at a hotel	<i>Going to</i> Infinitive of purpose	How to talk about money	Eating out	More efficient business trips	<ul style="list-style-type: none"> book a hotel room and ask about hotel services talk about future plans give reasons for actions talk about money order food in a restaurant
12	Schedules 78–83	Calendars and schedules	Present perfect	How to use prepositions of time	Planning a schedule	The revision game	<ul style="list-style-type: none"> talk about schedules talk about recent past actions say when something happens say dates plan a schedule
Viewpoint 4  VIDEO A business trip 84–85							

Practice files	86–109
Communication activities	110–119
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1

Jobs

Starting point

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

Working with words | Countries, nationalities, jobs

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

Example: Dahlia is from India.

India the UK Japan Poland Brazil the USA Italy South Africa



Dahlia



Raquel



Randy



Lukasz



Tiziana



Charlotte



Yuko



Jacob

2 ▶ 1.1 Say the nationality of the people using words from the list. Then listen and check.

Example: Dahlia is Indian.

Indian British Japanese Polish Brazilian
American Italian South African

3 ▶ 1.2 Listen and underline the stress on these words.

Japan Japanese British Italy Italian
India American Brazilian Polish Africa

4 ▶ 1.3 Look at the people in 1 again. Listen and write their job titles in the table. Use the words from the list.

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

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

5 ▶ 1.3 Listen again and write the nationality of the speakers' companies in the table in 4.

6 Which jobs in 4 are in your company? Which other jobs are in your company?

7 Work with a partner. Think of other directors, assistants and managers.
marketing director sales assistant technical manager

» For more exercises, go to Practice file 1 on page 86.

8 Complete this information about yourself.

My country: _____
My nationality: _____
My job: _____
Nationality of my company: _____

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

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

10 Now tell the class about your partner.

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

Tip | a/an

Use a/an before a job or company:
I'm **a** receptionist with **an** American company.
Use an before a vowel sound:
an American, **an** Italian.



Language at work | Present simple | Possessives

1 Read about the company Marcegaglia and complete the profile.

Company name: Marcegaglia Head office: _____
Products: _____ CEO: _____

MARCEGAGLIA

Marcegaglia **is** an Italian company and one of its main products **is** steel pipes. The company’s head office **is** in Italy, near Milan, but its customers **aren’t** only Italian. They **are** in countries all over the world. Marcegaglia **is** a family company. Antonio Marcegaglia and his sister Emma **are** the Chief Executive Officers. For Emma, the family company **isn’t** her only job. She **is** also the leader of the oil and gas company Eni.

2 Complete the table in *Language point 1* below. Use the words in **bold** from the text in 1.

LANGUAGE POINT 1				
	Positive	Negative	Questions	Short answers
I	<u>am</u> ...	<u>am not</u> ...	Am I ...?	Yes, I am.
		(<u>'m not</u> ...)		No, I'm not.
You/We/They	_____ ...	_____ ...	Are you/we/they ...?	Yes, you/we/they are.
		(_____ ...)		No, you/we/they aren't.
He/She/It	_____ ...	_____ ...	Is he/she/it ...?	Yes, he/she/it is.
		(_____ ...)		No, he/she/it isn't.

» For more information, go to **Grammar reference** on page 87.

- 3 ▶ 1.4 Read the interview about Marcegaglia. Underline the correct verbs in *italics*. Then listen and check.
- A So, ¹*is* / *are* Marcegaglia a family company?
- B Yes, it ²*is* / *am*. Steno Marcegaglia started the company in 1959, and his children Antonio and Emma ³*is* / *are* the CEOs.
- A ⁴*Is* / *Are* they from a big family?
- B No, they ⁵*'s* / *'re* from a small family, but Marcegaglia ⁶*isn't* / *'m not* a small company. It ⁷*'s* / *'re* a multi-billion euro company with 7,000 employees.
- A And ⁸*is* / *are* all the employees in Italy?
- B They ⁹*is* / *are* in Italy and in many other countries, too, such as Brazil and China.

4 Complete sentences 1–5 with the correct form of the verb *be*. Make the sentence true about you.

Example: *I'm not Spanish. (I'm French.)*

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

Tip | 'm or am?

We use 'm, 's or 're for speaking or for informal writing (e.g. emails to colleagues):

I'm = I am

She's = She is

They're = They are

We use *am*, *is* or *are* for short answers:

Are you at work all the time?

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

Tip | it's or its?

It is = It's:

*My company is Toyota. **It's** a car company.*

Its = possessive:

*My company is Toyota. **Its** CEO is Akio Toyoda.*

- 5 Read the possessive sentences in *Language point 2*. Use the words in **bold** to complete the table.

LANGUAGE POINT 2

Is **your** company American?

My company is Italian.

Our company is a steel company.

Its customers are all over the world.

Emma is CEO. **Her** brother Antonio is also CEO.

Their father started the company. **His** name was Steno.

I → <u>my</u>	you → _____	he → _____	she → _____
	it → _____	we → _____	they → _____

- 6 Work with a partner. Look again at the sentences in 4. Ask and answer questions about the sentences with *Is/Are ...?*
Example: A Are you Spanish? B Yes, I am. / No, I'm not.
- 7 Look at the profile of Sofia Aguilera. Complete the interview with her below. Use words from 5.



Name: Sofia Aguilera

Country: Mexico

Company name: Webmex Solutions

Job: Managing Director

Customers: Small businesses

Interviewer Is ¹ your business a family company?

Sofia Yes, it is. ² _____ husband is the Technical Manager. ³ _____ name is Oriol. And ⁴ _____ daughter is the Sales Manager. ⁵ _____ name is Martina.

Interviewer Is it an IT company?

Sofia Yes, it is. ⁶ _____ customers are small businesses. We work with ⁷ _____ websites.

» For more exercises, go to **Practice file 1** on page 87.

- 8 Work with a partner. Look at some profiles on a website. **Student A**, turn to page 110. **Student B**, turn to page 115.
- 9 Ask questions to find out about your partner's job. Use the information to write a company profile, similar to Marcegaglia in 1.

Practically speaking | How to spell

- 1 ► 1.5 Listen and repeat the groups of letters. Why are they in these groups?

1 A H J K

4 I Y

6 Q U W

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

5 O

7 R

3 F L M N S X (Z)

- 2 ► 1.6 Listen to two conversations. Write the names.

1 _____

2 _____

- 3 What is the question in each conversation? _____

- 4 Work with a partner. Say and spell:

• your name

• your company's name

• your job title



Business communication | Saying hello and goodbye

- 1 ▶ 1.7** Two visitors are in Reception. Listen and complete this visitor board.

FRIDAY 12TH SEPTEMBER

WELCOME TODAY TO:

MR ALEK ¹_____

MS ²_____ WOZNIAK

VISITING:

MRS ³_____ DA ROCHA

- 2 ▶ 1.7** Match expressions 1–6 to responses a–f. Then listen and check.

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

- 3** Put expressions 1–6 and their responses in **2** into these categories.

- 1 Saying hello and introducing yourself: 1c, ____
- 2 Introducing someone: ____, ____
- 3 Saying hello to someone you know: ____, ____

- 4** Work in groups of three. Practise this conversation.

A Say hello to B (a colleague).

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

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

- 5** Now change roles and practise the conversation again.

- 6** Complete this conversation with the expressions from the list.

Have a good journey See you soon Nice meeting you

- Maria** ¹_____, Alek.
Alek Yes, goodbye, Maria.
Maria ²_____, Elzbieta.
Elzbieta Nice meeting you, too.
Maria Bye. ³_____.
Alek Thanks. Bye.

- 7 ▶ 1.8** Listen and check. Then practise the conversation in **6** in your groups of three.

» For more exercises, go to **Practice file 1** on page 86.

- 8** Repeat the conversation in **4** and then say goodbye to Student A, B or C.

Key expressions

Saying hello and introducing yourself

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

Introducing someone

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

Saying hello to someone you know

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

Saying goodbye

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

TALKING POINT

The introductions game

Play the introductions game with a partner.

Begin on START. Toss a coin.

Heads = move 1 square.

Tails = move 2 squares.


On a white square, follow the instruction.

On a blue square, respond.

The winner arrives on FINISH first.

16 FINISH	Tell your partner about your colleagues – names, jobs, nationalities.	14 Goodbye.	13 Introduce your partner to a customer.
Ask your partner: name? job? nationality?	10 Are you from Japan?	11 Introduce the person on card A to your partner.	12 Tell your partner about your boss – name, job, nationality.
Are you French?	7 Spell your company's name.	6 Hello, my name's Annie Da Silva.	5 Introduce yourself with the information on card B.
1 START	Introduce yourself – give your name, job and nationality.	3 Ask how your partner is.	4 How do you spell your name?

A



NAME **MR STANISLAV BEYER**
JOB **MARKETING ASSISTANT** | **WARSAW, POLAND**

B

NAME
Ms Lesley Johnson
JOB
Technical Engineer
Middlesex, UK

