

BUSINESS UPDATE

1



Workbook

Hans Mol and Joanne Collie

Garnet
EDUCATION

BUSINESS UPDATE

1

Workbook

Hans Mol and Joanne Collie

Garnet
EDUCATION

Credits

Published by

Garnet Publishing Ltd
8 Southern Court
South Street
Reading RG1 4QS, UK

www.garneteducation.com

Copyright © Garnet Publishing Ltd 2012

The right of Hans Mol, Joanne Collie and Gillian Porter Ladousse to be identified as the authors of this work has been asserted in accordance with the Copyright, Designs and Patents Act 1988.

All rights reserved.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior permission of the Publisher. Any person who does any unauthorized act in relation to this publication may be liable to criminal prosecution and civil claims for damages.

ISBN: 978 1 85964 660 1

British Library Cataloguing-in-Publication Data

A catalogue record for this book is available from the British Library.

Production

Project manager:	Kayleigh Buller
Project consultant:	Katie McCann
Editorial team:	Kayleigh Buller, Kate Greig, Kate Kemp, Pippa Mayfield, Anna Samuels
Art director:	Mike Hinks
Design and layout:	Simon Ellway, Ian Lansley
Photography:	iStock, Corbis, Alamy
Audio:	Recorded at Motivation Sound Studios, produced by EFS Television Production Ltd

Every effort has been made to trace copyright holders and we apologize in advance for any unintentional omissions. We will be happy to insert the appropriate acknowledgements in any subsequent editions.

Printed and bound in Lebanon by International Press:
interpress@int-press.com

Acknowledgements

The publishers would like to thank the following for their kind permission to reproduce images and copyright material:

- Page 10: Text reproduced with kind permission of *The Times* © The Times/Ni Syndication, Damian Barr.
- Page 18: Text reproduced with kind permission of *The Guardian* © Guardian News and Media Ltd.
- Page 26: Source unknown.

- Page 36: Text reproduced with kind permission of the *London Evening Standard* © London Evening Standard, David Spittle, 11 July, 2001.
- Page 49: Randy Glasbergen cartoon reproduced with kind permission of Randy Glasbergen (www.glasbergen.com).
- Page 50: Delivery note image reproduced with kind permission of Clear Thinking Software Ltd.
- Page 52: Order form image reproduced with kind permission of Clear Thinking Software Ltd.
- Page 56: Text reproduced with kind permission of *The Guardian* © Guardian News and Media Ltd.
- Page 63: Text reproduced with kind permission of The Economist Newspaper Limited, London 2001.
- Page 66: Text reproduced with kind permission of Brandchannel
- Page 67: © Text from The 2007 ESPAD Report.
- Page 76: 'Armani opens first hotel in Dubai, plans Milan next' article from Reuters. All rights reserved. Republication or redistribution of Thomson Reuters content, including by framing or similar means, is expressly prohibited without the prior written consent of Thomson Reuters. Thomson Reuters and its logo are registered trademarks or trademarks of the Thomson Reuters group of companies around the world. © Thomson Reuters 2011. Thomson Reuters journalists are subject to an Editorial Handbook which requires fair presentation and disclosure of relevant interests.
- Page 86: Dubble bar image reproduced with kind permission of Divine Chocolate Ltd (www.divinechocolate.com).
- Page 87: Text from OECD.
- Page 96: 'Be it G8 or G20, activists say protests to continue' article from Reuters. All rights reserved. Republication or redistribution of Thomson Reuters content, including by framing or similar means, is expressly prohibited without the prior written consent of Thomson Reuters. Thomson Reuters and its logo are registered trademarks or trademarks of the Thomson Reuters group of companies around the world. © Thomson Reuters 2011. Thomson Reuters journalists are subject to an Editorial Handbook which requires fair presentation and disclosure of relevant interests.
- Page 106: Text reproduced with kind permission of *The Guardian* © Guardian News and Media Ltd.
- Page 126: Text reproduced with kind permission of FATF (Financial Action Task Force) © FATF/OECD.
- Page 136: Text reproduced with kind permission of *The Guardian* © Guardian News and Media Ltd.
- Page 146: Text reproduced with kind permission of Euromonitor International.

All website addresses are believed to be correct at the time of publication. The publishers can give no representation or warranty as to the accuracy, completeness or correctness of any website address given in this publication and can accept no liability whatsoever for any loss, damage or distress caused to any person accessing, or being unable to access any material contained on any page found at any of these addresses.

C | Contents

1	First contact	4
2	Starting work	12
3	Consumer power	20
4	At work	28
5	Telephone talk	38
6	Learning the job	48
7	What's in a brand?	58
8	Can I help you?	68
9	It's an order!	78
10	Global reach	88
11	The big sell	98
12	It's in the making!	108
13	Bank it!	118
14	Food for thought	128
15	It's an e-world!	138
	Transcripts	148
	Quiz answer key	156
	Correspondence	160
	Word list	163
	Index	172

1 | First contact

1.A Meeting people

Grammar – questions

1 Write the questions for the answers below using *where, what, who, which, when, how, how many* or *how often*. More than one answer may be possible.

a Where do you live?

Paris.

b _____?

In Zurich.

c _____?

I work in accounts.

d _____?

I'm a secretary.

e _____?

Sixty people work in the company.

f _____?

Mr Pater.

g _____?

At 9 a.m.

h _____?

I go to work by train.

i _____?

I'm fine, thanks.

j _____?

I live in the city centre.

k _____?

I take the No. 7 bus.

l _____?

I go to college two days a week.

m _____?

My boss is OK.

Vocabulary – jobs

2 Name the person you would talk to in each situation. Choose from the box below.

personal assistant	receptionist	courier
security guard	accountant	IT engineer
sales manager	cleaner	secretary

a You arrive at work for the first time.

The receptionist

b You want to see the boss, but he's not in the office.

c There's a mistake in your payslip this month.

d You cannot get into your office. The door is locked.

e You must send some documents to another company.

f You can't find a document you left on your desk last night.

g You cannot open your e-mails.

h You can't answer a sales enquiry.

i You need the address of a client.

1 | First contact

1.B More about people

Grammar – present simple or present progressive tense

- 1 Cross out the incorrect form.
 - a I ~~work~~ / am working in the Sales Department this week.
 - b She gets / 's getting up at six o'clock every morning.
 - c Our trainees study / are studying for two years.
 - d How are you enjoying / do you enjoy your job?
 - e They go / 're going to college on Thursdays and Fridays.
 - f He likes to keep fit so he cycles / 's cycling to work.
 - g We play / 're playing in the local football team each week.
 - h I read / 'm reading a good book at the moment.
 - i I like / 'm liking world music.
 - j What type of computer do you use / are you using at work?
 - k I'm living / live in a big house with some friends at present.
 - l What are you doing / do you do right now?

Listening – likes and dislikes

- 2  CD1 TR4 Listen to the dialogues. Which items in the discussion does each speaker like or dislike? Write likes (L) or dislikes (D) against the activities below. If there is not enough information, write don't know (DK).

	Speaker A	Speaker B
a getting up early	D	L
b getting up late		
c public transport		
d cycling		
e walking		
f sport on TV		
g football		
h basketball		
i reading		
j classical music		
k hip hop		
l world music		



Writing – your lifestyle

- 3 Now write notes about your likes and dislikes under the following headings.
- a habits and routines
I like getting up early. I dislike ...
- b sport
- c leisure activities
- 4 Write a short message to your pen pal saying where you live, what you do in your spare time and what your likes and dislikes are. (Write about 50 words.)

To: Sophie Stotz
CC:
Subject: Internet pen pal chat club
Dear Sophie, I live in ...



P Pronunciation – linking with *do*

- A ● CD1 TR5 Listen to the recording and write in linking marks \smile for words which, when spoken, run together. Then practise saying the questions.
- a How \smile do you \smile do?
- b Do you like your job?
- c Where does he live?
- d Where do they work?
- e What do you know about transport?
- f What does Bob think?
- g Do they play football often?
- h Does the company sell bicycles?
- i What do you do at the weekend?
- j Do we start at nine?
- B ● CD1 TR6 Listen and practise saying the following.
- a Do you ...?
- b Does he ...?
- c Do they ...?
- d Do we ...?

1 | First contact

Quiz – What do I know?

Start here →

What would you say?

What would you say in the following situations? If you can, record your answers and listen to yourself.

a	How would you greet the following:	Points
1	a friend?	___ / <u>1</u>
2	your boss?	___ / <u>1</u>
3	someone you meet for the first time?	___ / <u>1</u>
b	How would you find out the following information:	
1	a person's name?	___ / <u>1</u>
2	his/her address?	___ / <u>1</u>
3	his/her telephone number?	___ / <u>1</u>
4	his/her job?	___ / <u>1</u>
c	Talk about what you are doing now.	___ / <u>2</u>
d	Talk about your spare-time activities.	___ / <u>3</u>
Total		___ / <u>12</u>

Now check your answers on ► p156

If you have scored six or less, go to the **Blue** run. If you have scored seven or more, go to the **Black** run.

Blue run



- 1 A bad connection on the telephone means that you do not hear some of the conversation. Complete the questions that you ask to gain the missing information.

Ana: Hi, Juan. Look, I've got good news. I got that job! I start on ...

Juan: Sorry. When do you start?

Ana: I start on Tuesday. I'm working in the ... Department.

Juan: Pardon. Which _____?

Ana: Transport. The bad news is that I start work at ... in the morning.

Juan: Oh, sorry. What time _____?

Ana: 6 a.m.! But the job is very near my home, in ..., it's not far at all.

Juan: Where _____?

Ana: Stottington. It takes just ... to get there.

Juan: How long _____?

Ana: Fifteen minutes, so very quick. I met ... today.

Juan: Sorry, who _____?

Ana: Maria. She's very ...

Juan: What _____?

Ana: Friendly. She showed me my office. There are ... people in the same office with me.

Juan: Pardon. How many _____?

Ana: Eight. They were all very ...

Juan: What _____?

Ana: I finish work at ... It's quite early, isn't it?

Juan: Sorry. What time _____?

Ana: 2 p.m., so lots of free afternoons!

- 2 Complete the sentences using the verb in brackets. Choose the correct tense. **Note:** More than one answer may be possible and some may not need changing.

a Sam: Where are you going _____? (go)

Betty: I _____ home. (go)

b Stuart: How many people _____ for Migros? (work)

Jane: I _____. (not know)

c Nina: Why are you _____ English? (learn)

Kate: For my job. Everybody _____ English nowadays. (speak)

d Tom: How are you _____ on? (get)

Claire: Fine! I _____ the job! (love)

e Mark: When do you _____ work?
(start)

Emma: I _____ at 9 a.m. and I finish
at 6 p.m. (start)

f Jade: We _____ to college on
Wednesdays. (go)

Neil: What are you _____? (study)

Jade: We are _____ business. (study)

c Miguel: He plays football at the weekends.

Helena: No, he _____
_____.(basketball)

d Alex: She lives in the city centre.

Nuria: No, she _____
_____.(the suburbs)

e Caron: They're studying at college one day
a week.

Felix: No, they _____
_____.(two days)

f Tony: She's sings in a choir.

Lee: No, she _____
_____.(in a jazz trio)

g Simon: He walks to work.

James: No, he _____
_____.(cycles)

h John: The company makes big profits.

Sophie: No, it _____
_____.(small profits)

i Emma: He's playing tennis.

Roger: No, he _____
_____.(badminton)

j June: She likes her boss a lot.

Phillip: No, she _____
_____.(much)



1 Use the prompts to write ten questions that you would ask a new trainee at work.

a Which department are you in? _____

b Where _____?

c How _____?

d How many _____?

e How often _____?

f When _____?

g What _____?

h Who _____?

i Which _____?

j Where _____?

2 Complete the sentences below, adding the information in brackets. Add any additional vocabulary where needed.

a Simon: She goes to work by bus.

Julie: No, she doesn't. She goes by train.
(by train)

b Rachel: He's working in Reception this week.

Steve: No, he _____
_____.(in Personnel)

3 Translate these sentences into your own language in your notebook. Then close this book and translate your sentences back into English.

a She knows a lot about our transport systems.

b I love sport. What about you?

c I live near my work.

1 | First contact

1.C A suitable job

Reading an article

- 1 Read the text quickly and tick (✓) which comment is true.

A Virtual Careers Fair

At a traditional career fairs, employers are trying to find that very special employee, and future employees, dressed in their best suits, are looking for the job of their dreams. The event costs a lot of money and everybody wastes a lot of time. But all that is changing. Recently 6,000 students from across Europe attended the second virtual careers fair in cyberspace. After registering online, students were given a username and a password to access a site. Once logged on, they entered a virtual building with several floors, each dedicated to a different work sector, such as information technology or accounts. The first virtual fair last January was not interactive, but this time the organizers added a chatroom. 'We are thinking of adding a virtual cafe next time,' says Hobsons, 'so that students can chat to each other and network.'

Gus Bradbury, who has a qualification in IT, was delighted. 'There's no way I could take time off to go to a traditional careers fair,' says Gus. 'And logging on from home was cheaper and faster than travelling to a traditional careers fair.' Since chatting online with representatives from Texas Instruments, Gus has been invited to an interview in Munich. He found the virtual fair useful for getting information, but now he's looking forward to meeting real people. 'Talking face-to-face gives you a better impression of the company. It's the difference between walking into a shop and shopping online', he says.

Source: Barr, D (ND). A Virtual Careers Fair. Retrieved from *The Times*.

- a Virtual fairs are a good thing.
- b Virtual fairs are a bad thing.
- c The text doesn't give an opinion about virtual fairs.



- 2 Read the text again and say if the following statements are true (T) or false (F). If there is not enough information, write don't know (DK).

- a A virtual fair costs the organizers less than a traditional careers event. T
- b A virtual fair reaches more future employees.
- c A virtual fair saves time and money.
- d Students can log on to a virtual fair website for free.
- e Students can get all the information they want on the website.
- f You can get a better job at a virtual fair.
- g You can get a job immediately.
- h Chatting on the Internet is better than a face-to-face interview.

Vocabulary building

3 Fill in the gaps, choosing from the box below.

chatroom username online IT network
interview logged on ~~cyberspace~~ password

- a The careers fair isn't real – it happens in cyberspace.
- b To access the Hobsons' website you need a _____ and a _____.
- c To make the website interactive, the organizers added a _____.
- d Next time, there will be a virtual cafe so that students can _____.
- e Gus Bradbury _____ from home and chatted _____ to people from Texas Instruments.
- f Gus has got a qualification in _____.
- g You get a better impression of people at a face-to-face _____.



Leila

Job _____

Leila likes _____

Leila dislikes _____



Nick

Job _____

Nick likes _____

Nick dislikes _____

Listening for information

4  CD1 TR7 Listen to the monologues and write down the information about each person.



Carl

Job _____

Carl likes _____

Carl dislikes _____



Jenna

Job _____

Jenna likes _____

Jenna dislikes _____

2 | Starting work

2.A Contact by phone

Grammar – auxiliary verbs *do, be, have*

1 Change the following sentences into questions using *do, be* or *have*. Pay attention to word order. More than one answer may be possible.

a He likes this design.

Does he like this design?

b You're working till 6 p.m.

c Yes, my appointment is with Mr Dupont.

d They're happy with our products.

e You start at 9 a.m.

f Yes, I use the train every day.

g I live in Paris.

h Yes, I have filed the sales figures.

i They want to change suppliers.

j He's got a new secretary.

k I work in Barcelona.

Vocabulary – phrasal verbs

2 Match the verbs (a–f) to the adverbs in the box to make as many phrasal verbs as you can.

a call back, call up d pick _____

b hold _____ e pass _____

c put _____ f get _____

through	up	back	on
---------	----	------	----

3 Write ten sentences, each containing a different phrasal verb.

a I'll call back later.

b _____

c _____

d _____

e _____

f _____

g _____

h _____

i _____

j _____



- 4 Complete the sentences with the correct form of one of the following verbs: *take, make, hold, speak, see, call, help*. There may be more than one answer.
- Daimler. How can I help you?
 - Hello, who's _____, please?
 - Hello, Sally Smith _____.
 - I'd like to _____ to Mr Brown, please.
 - Can I _____ a message?
 - _____ the line. I'm putting you through.
 - I'd like to _____ an appointment with Ms Smith, please.
 - Fine, _____ you on Tuesday, then.

P Pronunciation – telephone language

- A **CD1 TR8** Listen and underline the word that is stressed.

- How can I help you? 
- Sam Tobin speaking.
- Is that Tom?
- Who's calling, please?
- Hold the line, please.

- I'm putting you through.
- I'm afraid Mr Smith isn't in his office at the moment.
- Is there anyone else you'd like to speak to?
- I'll call back later.
- Try again some time this afternoon.

- B **CD1 TR9** Listen again and put an up arrow  or a down arrow  after each sentence in Activity A above, depending on the intonation. Practise saying each sentence with the right intonation.

Writing a message

- 5 **CD1 TR10** Listen to the dialogue. Write to your boss about the arrangements that you have just heard. Begin like this:

Mr Biosca rang this morning ...

2 | Starting work

2.B The first day

Grammar – modal verbs

1 Decide what concepts the sentences below refer to: *ability, necessity, possibility, future prediction, or polite request.*

a Can you use the fax machine?

ability

b I must call back tomorrow.

c I think he will collect the package later.

d It may be a bit boring at first.

e He can teach you how to use the computer.

f There may be other more interesting duties.

g You must get to know everybody quickly.

h First you must meet everybody.

i I think I can remember everybody's name!

j Can you come back later?

k We must decide now!



2 Write a sentence for each of the situations below. The concepts are shown in brackets.

a You are in a job interview. Tell your interviewer three things you are able to do. (*ability*)

I can type and use Excel and Mac packages.

b You have the afternoon off work. Tell your colleagues three things they need to do. (*necessity*)

c You are planning your weekend. E-mail a friend telling them about three things you may/may not do. (*possibility*)

d You are thinking about the future. Write three things that you think will happen to you in the next six months. (*future prediction*)

e You want to go on a course at work. Write to your boss asking to go. (*polite request*)

Vocabulary – office talk

- 3 Complete the sentences, choosing from the box below.

get to know	give out	expect	file
understand	deals with	print	keep
welcomes		forget	

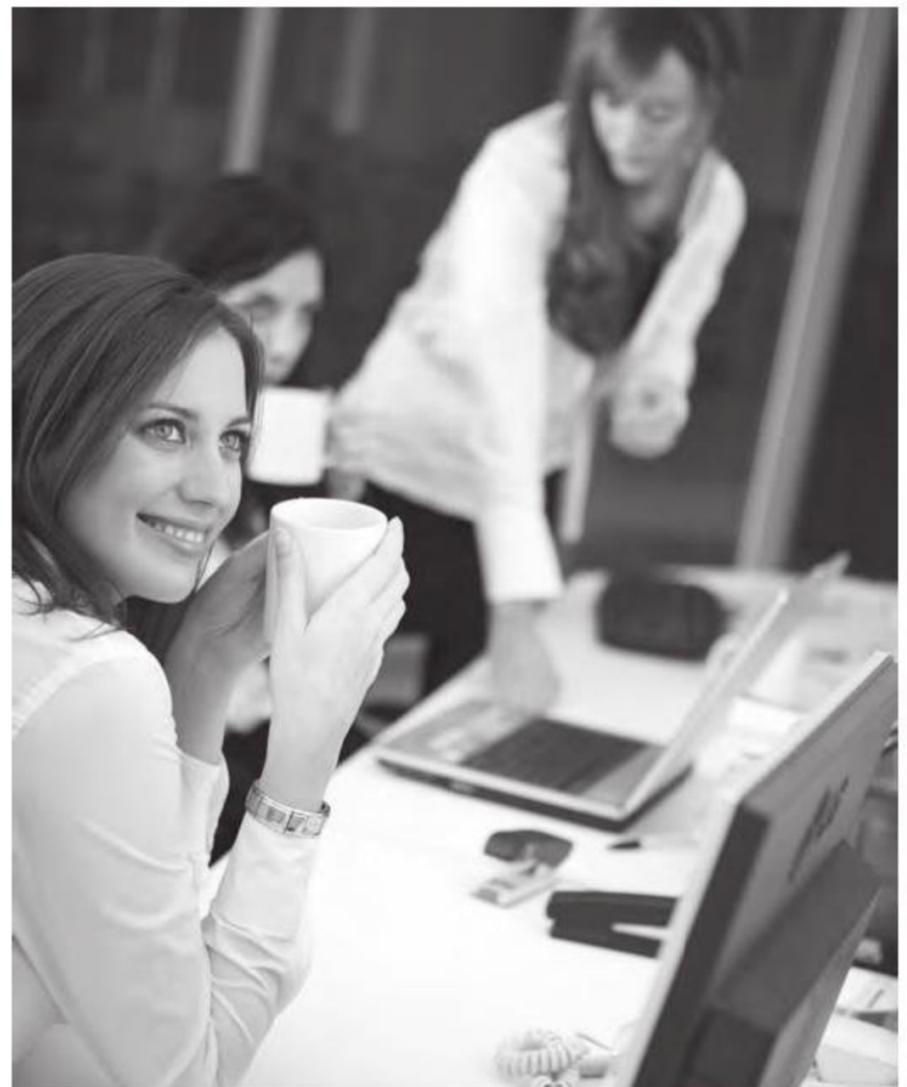
- a I expect _____ you'd like a cup of coffee.
- b I'd like to _____ everyone quickly.
- c I think I _____ how the office works.
- d Our receptionist _____ visitors and answers their questions.
- e At Reception, we _____ information about the company.
- f Wendy _____ the company payroll.
- g You must _____ the mailing list up to date.
- h Can you _____ these documents, please?
- i I must _____ some address labels.
- j I must not _____ to go back and see Wendy.
- 4 Make a list in English of all the things that you do at work. Use your dictionary if necessary.

Filing	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

P Pronunciation – stress

- CD1 TR11 Listen to the recording and underline the stressed words.

- a 1 Can you come at five?
2 I can come at five.
- b 1 I must go now.
2 Must you go now?
- c 1 Will she come?
2 She'll come.
- d 1 We can meet on Thursday.
2 We can meet on Thursday.
- e 1 He'll do it.
2 He will do it.
- f 1 I must call Phil.
2 I must call Phil.
- g 1 She may get the job.
2 She may get the job.
- h 1 Can I help you?
2 I can help you, I know I can.



2 | Starting work

Quiz – What do I know?

Start here →

What would you say?

What would you say in the following situations? If you can, record your answers and listen to yourself.

- | | | |
|----------|--|---------------------------------|
| a | Say two expressions that you would use on the telephone. | Points
___ / <u>2</u> |
| b | Make an arrangement on the telephone. Cover the following points: who you want to see, the time and date of the appointment. | ___ / <u>4</u> |
| c | Describe an activity that you can do. | ___ / <u>2</u> |
| d | Write about two things that you must do this week. | ___ / <u>4</u> |

Total _____ / 12

Now check your answers on ► p156

If you have scored six or less, go to the **Blue** run. If you have scored seven or more, go to the **Black** run.

Blue run



- 1 Complete the sentences, choosing from the box below.

do (x2)	does (x2)	did (x2)	have (x2)
'm (am)	's (is)	is	're (are)

- a** Who's _____ calling, please?
b _____ you got an appointment?
c I _____ putting you through to Mr Martini.
d _____ he speak Spanish?

e _____ you want an appointment with Mr Marks?

f She _____n't like her job.

g I _____n't seen Cara this morning.

h We _____ having a party.

i They _____n't enjoy the film.

j Greta _____ waiting in Reception.

k Who _____ you speak to yesterday?

l Is he French? How _____ you know?

- 2 The following sentences are incorrect. Rewrite them correctly.

a Do you can use a computer?

Can you use a computer? _____

b We must to go now.

c We do can meet on Friday?

d He'll be to back tomorrow.

e I can to speak three languages.

f I'm not sure I can if come.

g May you help me?

h I can see Ms Bates? I have an appointment.

i I'm going home. You will come with me?

j Must you come back and see me later? Thanks.



1 Using question tags of auxiliary or modal verbs, make the following sentences into questions.

a You live in the city centre, don't you _____?

b He's working for Daimler, _____?

c My appointment's at 7 a.m., _____?

d You can help me, _____?

e She called earlier, _____?

f You got our information pack, _____?

g They are coming with us, _____?

h You will do those e-mails, _____?

i We can't come at 6 p.m., _____?

j You won't forget, _____?

k No one called, _____?

l You aren't busy, _____?

2 Complete the sentences with *can*, *will*, *must* or *may*. More than one answer may be possible.

a We can _____ meet on Wednesday or on Friday. Which is better for you?

b We _____ go now, or we _____ be late.

c I _____ come or I _____ not. It depends if I'm busy.

d He _____ be back tomorrow.

e I _____ speak three languages.

f She _____ speak three languages. I'm not sure.

g _____ I see Ms Bates? I have an appointment.

h I want to go to the gym. _____ you come with me?

i I _____ get hold of Bob. He _____ be away on holiday from tomorrow.

3 Translate these sentences into your own language in your notebook. Then close this book and translate your sentences back into English.

a I must learn the job quickly.

b She can speak four languages.

c They may give me the job.

2 | Starting work

2.C About the company

Reading an article

- 1 How easy is it to access someone's private e-mail? Does your boss have access to your e-mail? Would you mind if he or she did?
- 2 Read the text and check you know the following vocabulary. Write down your definitions. Use your dictionary if necessary.

a monitor

b human rights

c abuse

d protection

e cause harm

f take someone to court

g insults

h sexual harassment

i fines

j a right to privacy

No such thing as a private e-mail

Anyone can monitor your e-mails and voice messages. In many businesses, bosses already do. However, the Human Rights Act gives you a legal right to privacy, and your boss should tell you if he or she is reading your e-mails. E-mail abuse is common, but is it staff or employers who need protection most? Inappropriate or offensive e-mails are common, and can cause a company harm. Employees have been taken to court by their companies for small abuses, such as booking holidays on their company e-mail. But sometimes the abuse is more serious and involves insults to colleagues, or sexual or racial harassment.

International courts have imposed millions of dollars in fines and staff have gone to jail. So is an employee's right to privacy just a myth? Or are the company's business interests more important? In the US, no employee has yet won a case about a right to privacy. Recently, two Californians took their company to court, but the judge told them that they could not expect privacy when they used equipment provided for company business.

In Europe, things are a bit different. In 1998, the European Court of Human Rights said that workers have 'a reasonable right to privacy' when they make and receive phone calls at work. Logically, the same ruling should apply to e-mail. Just because the company owns the equipment and the system, it does not have the right to monitor it. But software houses say that businesses which do not check their employees' e-mails simply do not understand the dangers of e-mail.

Source: Adapted from Boughton, I. (2000, September 4). No such thing as a private e-mail. *The Guardian*. Retrieved from www.guardian.co.uk/media/2000/sep/04/newmedia.madeleinebunting

3 Read the text again and say if the following statements are true (T) or false (F). If there is not enough information, write don't know (DK).

- a It is possible to monitor all employees' e-mails. T
- b Your boss need not inform you if he or she is reading your e-mails.
- c It can be against company rules to book your holiday on company e-mail.
- d The punishment for sending abusive e-mails can be a prison sentence.
- e Employees have taken their employers to court for hassling them.
- f In Europe, employees have a better right to privacy on e-mail than in the US.
- g Companies which sell software say that monitoring e-mails is good business practice.

Call 1

Caller: _____
 1st appointment: _____
 2nd appointment: _____
 Place: _____

Call 2

Caller: _____
 1st appointment: _____
 2nd appointment: _____
 Place: _____

Call 3

Caller: _____
 1st appointment: _____
 2nd appointment: _____
 Place: _____

Listening – changing an appointment

4  CD1 TR12 Listen to the following telephone calls and write down the changes to the appointments.



3 | Consumer power

3.A The right product

Grammar – adjectives in comparisons

1 Write two sentences comparing the laptop with the netbook for each adjective below.

a heavy The laptop is heavier than the netbook.

The netbook isn't as heavy as the laptop.

b light _____

c expensive _____

d cheap _____

e slow _____

f fast _____

g small _____

h big _____

i useful _____

j attractive _____



Vocabulary – products

2 Write the names of the products.



- a MP3 player
- b _____
- c _____
- d _____
- e _____
- f _____
- g _____
- h _____
- i _____
- j _____

3 Write the names of ten objects that you use at work. Use your dictionary if necessary.

- a computer f _____
- b _____ g _____
- c _____ h _____
- d _____ i _____
- e _____ j _____

P Pronunciation – comparative forms

A How do you pronounce the word endings?

🎧 **CD1 TR13** Listen and check.
➡ Now practise saying them correctly.

- a lighter
- b cheaper
- c bigger
- d longer
- e heavier

B How do you pronounce *than* and *as* in the following sentences?

- a This computer isn't as fast as that one.
- b This battery lasts longer than that battery.
- c My mobile phone is more attractive than yours.
- d My phone doesn't store as many phone numbers as yours.
- e The price of phone calls isn't as expensive.
- f I live further from work than you.
- g The laptop is heavier than the netbook.
- h Your mobile isn't as useful as mine.

🎧 **CD1 TR14** Listen and check.
➡ Now practise saying them correctly.

3 | Consumer power

3.B Anyone for e-commerce?

Grammar – conditional sentences

- 1 Match the heads of the sentences (a–j) to the tails (1–10).
There may be more than one answer.

- | | | |
|-------------------------------------|---|---|
| a I'm sorry | → | 1 if you buy them on the Internet. |
| b Call me | → | 2 if I am late. |
| c If you give me your phone number, | | 3 if you take the train. |
| d If you order your CDs today, | | 4 mobile phones are cheap. |
| e Books and CDs are cheaper | | 5 it's cheaper. |
| f If you use a protected site, | | 6 buying on the Internet is quite safe. |
| g If you travel a lot, | | 7 I can call with the information. |
| h If you just use them at weekends, | | 8 you can have them at home tomorrow. |
| i It's much quicker | | 9 if you need any help. |
| j If you take the bus, | | 10 you need a laptop. |



- 2 Decide what plan of action would be necessary in each of the following situations and complete the sentence.
- | | |
|--|--|
| <p>a If an Internet selling site makes a mistake and sends you the wrong product, <u>you can send it back.</u></p> <p>b If you haven't got a phone number which you need, _____</p> <p>_____</p> <p>c If you miss the bus and you are in a hurry, _____</p> <p>_____</p> | <p>d If the price of CDs goes up, _____</p> <p>_____</p> <p>e If you buy a friend a birthday present she has already got, _____</p> <p>_____</p> <p>f If you are in a strange city and you get lost, _____</p> <p>_____</p> <p>_____</p> |
|--|--|

Vocabulary – nouns and verbs

- 3 Match a noun from the box below to a correct verb (a–j). More than one answer may be possible.

a product	sales staff	money	time
the Internet	a CD	a phone number	
a price	a credit card	music	an address

- a order a product
- b waste _____
- c save _____
- d play _____
- e deliver _____
- f use _____
- g buy _____
- h browse _____
- i pay _____
- j leave _____

- 4 Write down two more examples for each of the verbs above. Use your dictionary if necessary.

- a order some software, order a book
- b _____
- c _____
- d _____
- e _____
- f _____
- g _____
- h _____
- i _____
- j _____

P Pronunciation – stress

- A The sentences below can be stressed in different ways. Match the heads (a–c) to the tails of each sentence (1–3).

- a If *you* pay by credit card,
b If you *pay* by credit card,
c If you pay by *credit card*,

- 1 they add two per cent to the bill.
- 2 they bill you at the end of the month.
- 3 I'll repay you later.

🎧 CD1 TR15 Listen and check.

➔ Now practise saying them correctly.

- B 🎧 CD1 TR16 Listen to the following mini-dialogues. In each case, two responses are given which have different stress. Tick (✓) the response you hear.

- a Sue: When did you get here?

- 1 Bill: I *arrived* on Friday.
- 2 Bill: I arrived on *Friday*.

- b Tina: Where did you get that CD?

- 1 Jane: I got it from *Amazon*.
- 2 Jane: I *got* it from Amazon.

- c Susan: What languages can you speak?

- 1 Matt: I can speak *Spanish* and *Japanese*.
- 2 Matt: I *can speak* Spanish and Japanese.

- d Helena: How do you get to work?

- 1 Pol: I *take* a bus.
- 2 Pol: I take a *bus*.

- e Klara: Who did you give the file to?

- 1 Yuri: I gave it to the *boss*.
- 2 Yuri: I *gave* it to the boss.

3 | Consumer power

Quiz – What do I know?

Start here →

What would you say?

What would you say in the following situations? If you can, record your answers and listen to yourself.

- | | Points |
|---|----------------|
| a You ask a shop assistant for some information about computers. Say two different ways you can do this. | ___ / <u>4</u> |
| b Using <i>than</i> and <i>as</i> , say two sentences that compare products. | ___ / <u>4</u> |
| c Write two sentences using adjectives such as <i>cheap</i> to describe a product you bought recently. | ___ / <u>4</u> |

Total _____ / 12

Now check your answers on ► p156

If you have scored six or less, go to the **Blue** run. If you have scored seven or more, go to the **Black** run.

Blue run



- 1 Complete the sentences, choosing from the box below. **Note:** The same word may be used more than once.

as than more less fewer much

- a** I'll do that job tomorrow. I'll have more time then.
- b** I haven't got as many CDs _____ Ben.
- c** My computer has a better keyboard _____ yours.
- d** My office isn't _____ friendly as yours.
- e** Linda works in a very big office. Mine is smaller. There are _____ people.

- f** I have a worse journey to work _____ you do.
- g** Can you pay the bill? I've got _____ money than you have.
- h** This book is _____ interesting than the last one I read.
- i** I'm very busy. I haven't got _____ free time as you have.

- 2 Using *if*, rewrite the two sentences to make one sentence.

- a** You order something on the Internet. You may be disappointed.

If you order something on the Internet, you may be disappointed.

- b** You buy a more expensive computer. You'll get a better deal.
- _____

- c** You want to know the price of the IX 150. Call PC World now.
- _____

- d** Your colleague is going to the photocopier. Ask him to get you some paper.
- _____

- e** Don't buy a laptop. You like a bigger screen.
- _____

- f** Get a mobile phone. You need to keep in touch with the office at all times.
- _____

- g** They need to get a sat nav. They haven't got one.
- _____

- h** He wants better quality pictures on his TV. He must buy an HD set.
- _____

i The office must be more efficient. We need to update our computers.

j You must buy more expensive loudspeakers. You want louder music.

Black run



1 Complete the questions by using the prompts in the answers.

a Megan: How can I help you?

Customer: I'd like to know something about netbooks, please.

b Customer: Which _____?

Megan: The netbook is much faster than the laptop.

c Customer: How _____?

Megan: The XL model costs about \$750.

d Customer: How _____?

Megan: The battery should last about three months.

e Jude: Hi, Paul. I've just bought a new laptop!

Paul: Great. What _____?

f Nicole: Why _____?

Sofia: Because my old one is broken! It's as simple as that.

g Sadie: Can you come round on Tuesday?

Ewan: No, sorry. I can't. What

Wednesday?

h John: I can't find the CD I want anywhere in town.

Sandra: Why _____ on the Internet?

2 Complete the sentences using *do, don't, can, must, will, may* and *should* at least once.

a If you shop on the Internet, you can nearly
always find what you want.

b If you pay by credit card on the Internet, _____

c If you order a book on the Internet, _____

d If you browse the Internet, _____

e If the Internet company makes a mistake, _____

f If you receive an e-mail you do not recognize,

g If the Internet company goes bankrupt, _____

h If you use a secure site, _____

i If the store hasn't got the CD you want in stock, _____

j If you check the prices on the Internet, _____

k If you pay by credit card, _____

3 Translate these sentences into your own language in your notebook. Then close this book and translate your sentences back into English.

a My English is better than yours.

b If I work harder, I may get a better job.

c I need a faster computer.

3 | Consumer power

3.C Testing issues

Listening to a report

- 1  **CD1 TR17** Listen to the short report on labour conditions in San Salvador and answer the questions below.
- What is the price of a T-shirt on a US campus?
\$14.89 _____
 - What is the amount paid to a worker for one T-shirt? _____
 - What is the percentage of the wages against the retail price of a shirt? _____
 - How much is the material cost for each T-shirt? _____
 - What would the cost of labour be if the T-shirts were made under conditions of proper living wages? _____



Reading an article

- 2 Read the text quickly. Why was this testimony given?

Testimony of Lili in San Salvador

My name is Lili. I am a single mother. My daughter is four years old. I worked in the company Apple Tree beginning on February 12, 2007, and ending on June 23, 2009. I worked as a sewing operator. In that factory they make shorts, sports shirts and T-shirts of the labels Anvil, Delta, Fruit of the Loom and others.

At this factory you have to work from 6:40 a.m. to 7 p.m. every day, with a small 15-minute break in the morning, and lunch from 11:45 a.m. to 12.40 p.m. Saturdays you work until 11 a.m. or 4 p.m. When there was lots of work, at times we had to work until 11 p.m. They paid us the minimum wage of \$62 every two weeks and a small bonus for working overtime. I usually could earn \$110, or at the most, working many hours of overtime, \$125.

When you begin working there, they ask for pregnancy, lung, and blood tests, and deduct a total of \$23 out of three paychecks. The bathrooms were dirty and the manual workers had to clean them. They gave us tap water to drink, not purified water like in some other companies. There weren't any fans, and because of the intense heat, it was impossible to work well. If we complained to the general manager, he would tell us that we had to work harder. In June they fired me.

Source: unknown

3 Read the text again and tick (✓) the correct answer.

a Lili's working conditions were:

- 1 decent
 2 very good
 3 very poor

b The factory makes:

- 1 clothes
 2 computer hardware
 3 mobile phones

c Lili worked overtime:

- 1 because she had to
 2 because she needed the money
 3 both 1 and 2

d The workers have a lunch break which is:

- 1 15 minutes
 2 55 minutes
 3 35 minutes

e The workers find it difficult to work because:

- 1 of the heat in the factory
 2 of the radio being too loud
 3 there is no water

f How old is Lili's daughter?

- 1 4
 2 8
 3 18

g What does Lili usually earn?

- 1 less than \$100
 2 \$110
 3 \$125 with overtime

Vocabulary – matching

4 Match the words (a–j) to the definitions (1–10).

- | | | | |
|---|--------------|----|--|
| a | gummed paper | 1 | the hand-held device used with a computer |
| b | mouse | 2 | a person who supervises others' work |
| c | mind-numbing | 3 | short for dormitory – a large room containing several beds |
| d | motion | 4 | earnings before overtime |
| e | monotony | 5 | movement |
| f | to nod off | 6 | sheets with adhesive glue on one side |
| g | foreman | 7 | to be almost asleep |
| h | shift | 8 | relentlessly tedious |
| i | base wages | 9 | dull and boring/routine |
| j | dorm | 10 | the period of time worked by someone |

Writing

5 Use the Internet to research information concerning worker exploitation. Write to a labour organization to find out more about its work and to see how you could help its cause. (Write about 50 words.)



Listening – directions

- 5  **CD1 TR18** Listen and write down the directions in note form.

OK, come ...

- 6 Complete the sentences, choosing a preposition from the box below.

up	at (x3)	outside	in	through
into	inside	out of	on	

Doug said he wanted to buy Sarah a birthday present so she agreed to meet him **a** at the top of the escalator **b** _____ Brent Cross shopping mall. Sarah was often late, but for once she was **c** _____ time. She went **d** _____ the escalator and waited for ten minutes **e** _____ Virgin Megastores.

Doug was never late, so she wondered where he was. She asked a passer-by if there was another escalator in the mall. He told her there were two more, one **f** _____ the other end of the mall, and one **g** _____ the big department store. Sarah walked quickly **h** _____ the mall, but Doug wasn't **i** _____ the other escalator either.

Then she went **j** _____ the department store and found the escalator there. Still no sign of Doug. She pulled her mobile **k** _____ her handbag, and called his number. No reply.

P Pronunciation – prepositions

- A Circle the schwa /ə/ sound.

- a across Paris
- b towards noon
- c along the road
- d in front of the desk
- e into London
- f onto budgets

-  **CD1 TR19** Listen and check.
 ➔ Now practise saying them correctly.

- B Underline the stressed preposition.

- a It's on the table. No, I said on the table, not under it.
- b Walk down the road. No, I said down the road, not up the road.
- c Go up the escalator. No, I said up the escalator, not down the escalator.
- d I'll meet you at the station. No, I said at the station, not opposite the station.
- e See you in the coffee shop. No, I said in the coffee shop, not outside it.

-  **CD1 TR20** Listen and check.
 ➔ Now practise saying them correctly.

4 | At work

4.B Arriving at work

Grammar – verbs

- 1 Read the diary below. Write a sentence using the verbs for each day's entry.

Monday 18 February Bernard Carr - at 4 p.m.	Monday 25 February Kara - 3 p.m.
Tuesday 19 February Plane Zurich 10 a.m.	Tuesday 26 February Meeting on KIT project - 10 a.m.
Wednesday 20 February Computer seminar all day	Wednesday 27 February Help new trainee (all afternoon)
Thursday 21 February Jill - meeting 11:30 a.m.	Thursday 28 February Leave early (judo class)
Friday 22 February Factory visit - 9 a.m.	Friday 1 March Travel to Paris - 5:30 p.m.
Saturday 23 February Tennis with Jim 2 p.m.	Saturday 2 March Weekend in the city
Sunday 24 February Concert - The Phoenix Band	Sunday 3 March

a see

I'm seeing Bernard Carr at 4 p.m. on Monday.

b take

c attend

d meet

e visit

f play

g go

h see

i have

j help

k leave

l travel

m spend

Writing – a diary

- 2 In your notebook, complete your diary for the next week. Think of work commitments, social activities, appointments and meetings that you are going to.

Vocabulary – nouns and verbs

- 3 Match the words from the box to the correct verb. You may use each word or phrase more than once.

a meeting	a visitor	work	directions
a look	a plan	someone	a job
an appointment	a break	a seat	

- a give _____

- b make _____

- c do _____

- d have _____

- e expect _____

- f take _____

- g start _____

- 4 Write two additional words that can go with each verb in Activity 3. Use a dictionary if necessary.

- a *give a speech, give instructions* _____
- b _____

- c _____
- d _____
- e _____
- f _____
- g _____

P Pronunciation – formal or informal?

- A  **CD1 TR21** Listen and mark with an arrow if the intonation goes up  or down  in the expressions below.

- a How do you do?
- b My name's Claire White.
- c Good morning. How can I help you?
- d I've come to see Madame Dupont.
- e Would you like to sign the visitors' book?
- f Would you like to take a seat?

-  **CD1 TR22** Listen again and repeat.

- B  **CD1 TR23** Listen and say how the expressions below are different from those in Activity A.

- a Hi!
- b Great to see you again!
- c How are you doing?
- d Terrific!
- e Take care!
- f See you later!
- g Have fun!
- h Good luck!
- i Hope it goes well!
- j Bye!

-  **CD1 TR24** Listen again and repeat.

4.C In the office



Grammar – prepositions

1 Look at the picture and say where the items are. Use the following expressions: *under, in front of, on (x3), in (x2), opposite, near (x2), on top of, above, next to.*

- a There are large boxes *on* _____ the floor.
- b There are small boxes _____ the large boxes.
- c The radiator is _____ the window.
- d The desk is _____ the middle of the room.
- e There's a light _____ the desk.
- f The cupboard is _____ the corner.
- g The files are _____ the cupboard.
- h The filing cabinet is _____ the window.
- i The map of the city is _____ the wall _____ the window.
- j The computer is _____ the desk.
- k The printer is _____ the computer.
- l A man is standing _____ the desk.

Vocabulary – containers

2 Match the objects (a–h) to what they may contain (1–8). More than one answer may be possible.

- | | | | |
|---|---------------------|---|--------------------------|
| a | filing cabinet | 1 | computer |
| b | desk | 2 | money, normally coins |
| c | purse | 3 | diary |
| d | briefcase | 4 | box of A4 printing paper |
| e | shelf | 5 | files |
| f | stationery cupboard | 6 | make-up |
| g | pencil holder | 7 | archive boxes |
| h | handbag | 8 | pens and pencils |

Writing – likes and dislikes

3 Write to a friend describing your office. Say what you like and dislike about it. (Write about 50 words.)

To: Martin Thomas
CC:
Subject: My new office
<p>Hi,</p> <p>My new office is really ...</p>

P Pronunciation – weak forms and silent letters

A How do you pronounce the endings of the words below?

- a computer
- b paper
- c photocopier
- d scanner
- e printer
- f consumer
- g radiator
- h operator
- i colour

🎧 CD1 TR25 Listen and check.

➡ Now practise saying them correctly.

B Circle the silent letters in the following words.

- a cup**o**u**o**ard
- b bright
- c dark
- d furniture
- e listen

🎧 CD1 TR26 Listen and check.

➡ Now practise saying them correctly.

C Write six other words with *~er*, *~or* or *~our* endings. Use your dictionary if necessary.

- | | |
|----------------|---------|
| a holder _____ | d _____ |
| b _____ | e _____ |
| c _____ | f _____ |

D What is the pronunciation rule about *~er*, *~or* and *~our* word endings?

Quiz – What do I know?

Start here →

What would you say?

What would you say in the following situations? If you can, record your answers and listen to yourself.

- | a | How would you ask for directions to: | Points |
|--------------|--|-----------------|
| 1 | a local shop? | ___ / 1 |
| 2 | a railway station? | ___ / 1 |
| 3 | the cinema? | ___ / 1 |
| b | Give directions to: | |
| 1 | your home. | ___ / 1 |
| 2 | your work. | ___ / 1 |
| c | Discuss two activities that are in your diary for this week. | ___ / 4 |
| d | Say what you like or dislike about the room that you are in. | ___ / 3 |
| Total | | ___ / 12 |

Now check your answers on ► p156

If you have scored six or less, go to the **Blue** run. If you have scored seven or more, go to the **Black** run.

Blue run



1 Using the prompts, write sentences. Add vocabulary where necessary. More than one answer may be possible.

- a What time/you/come/tomorrow?
 What time can you come tomorrow? _____
- b We/meet/at 6 p.m. this evening.

- c Where/you/work/at the moment?

- d She/go/to work by bus/every day.

- e They/not/like/the colour of the walls.

- f My computer/not/work/today.

- g You/like/your job?

- h I/go/away/this weekend.

- i Mr Parker/expect/you?

- j When/you/go/home?

- k What/you/like/doing in your spare time?

- l Where/you/play tennis?

2 Complete the sentences, choosing from *on*, *at*, *in*, *by* or *to*.

- a We live in _____ Rome.
- b The plane landed _____ 1 p.m.
- c Meet me _____ the station.
- d I live _____ 16 Westlake Rd.
- e She travels to work _____ train.
- f You can find the answer in the book _____ page 3.
- g They went _____ France last year.
- h The plane gets in _____ 3:45 – a quarter _____ four.
- i I left the file _____ my desk.

- j The instruction manual is _____ the left-hand drawer of my desk.
- k Can you come _____ Monday?
- l I'm taking a week's holiday _____ January.


Black run

- 1 Complete the sentences with the verbs in brackets in the correct tense.

Dear Alice,

As you **a** know _____ (know), I **b** _____ (start) work last week, and this is just to tell you how I **c** _____ (get on). I'm **d** _____ (learn) fast, and I **e** _____ (enjoy) myself immensely. Some of the technical stuff **f** _____ (be) a bit difficult, and I **g** _____ (not like) the Accounts Department very much, but I **h** _____ (love) working on the computer.

When nobody **i** _____ (watch), I can even **j** _____ (play) a game or two, such as Crazy Taxi. I have **k** _____ (not meet) my boss yet. She **l** _____ (be) away on holiday at the moment. She is **m** _____ (come) back next week, and I am **n** _____ (look forward) to meeting her then. People **o** _____ (say) she is very nice.

Bye for now,

Love, Greg

- 2 Complete the sentences, choosing from the box below.

about	to (x3)	out of	from
for (x2)	by (x2)	with	

- a I'd like to speak ~~to~~ _____ Mr Brett, please.
- b I'm phoning _____ the meeting tomorrow.
- c She's talking _____ a colleague.
- d He isn't coming _____ train.
- e You come _____ the station and turn right.
- f At Reception, ask _____ the Sales Director.
- g I want _____ see the manager.
- h He asked his boss _____ more money.
- i He can't come to the phone. He's dealing _____ a customer.
- j I ordered a CD _____ Amazon.com.
- k They sent it to me _____ post.

- 3 Translate these sentences into your own language in your notebook. Then close this book and translate your sentences back into English.

- a The appointment is on Monday.
- b Meet me at the cinema.
- c The exercise is about prepositions.

4.D Office talk



Reading an article

1 Read the text quickly and choose one of the following titles for it.

- a Art increases profits
- b More colour, more work
- c Art and the office environment

Companies have always used artwork in the public areas of their offices in order to promote their image. They usually choose abstract art, which is more neutral and open to interpretation than traditional paintings, but they tend to avoid controversial works, because they do not know how people might react and they don't want to upset their staff or their customers. However, nowadays, companies are no longer investing their profits in art just to project a distinctive, go-ahead image. Psychologists have discovered that carefully chosen artwork can reduce employee stress. With more people spending longer hours in the office looking at their computers, art is a stimulating alternative focus. It is the 'new caffeine' according to one leading psychologist – providing stimulation in dull and boring offices.

The trouble with many new open-plan offices, with rows and rows of computers, is that they are sterile or bland. Art gives splashes of colour, though colour itself can be a problem. There is no doubt that colours are very powerful and can reduce or raise stress levels, says consultant Theo Gimbel. Bright reds and oranges make people work faster. But if colour can increase output, it can also exhaust workers so that they start to make errors. He recommends an office scheme that is mainly blue, to promote calm, with some pastel orange colours to raise creative energy levels. So does putting art on the walls work just like a pay rise? Deutsche Bank, which employs about 10,000 people in the City, certainly thinks so. It has 2,500 works by well-known contemporary artists at its London Wall offices. The collection is worth about £2.5 million.

Source: Spittle, D (2001, July 11). Art for work's sake. *The London Evening Standard*.

2 Read the text again and tick (✓) the correct answer.

- a** Companies use art to:
- 1 project a positive image
 - 2 make employees more productive
 - 3 do both 1 and 2
- b** Companies like:
- 1 traditional prints
 - 2 modern controversial art
 - 3 abstract art
- c** Art is called the 'new caffeine' because:
- 1 it makes people work better
 - 2 it increases stress
 - 3 people like it
- d** Open-plan offices are:
- 1 uninteresting
 - 2 friendly
 - 3 noisy
- e** The best office colour scheme is:
- 1 bright orange and dark blue
 - 2 blue and pale orange
 - 3 bright red and pale orange
- f** Deutsche Bank has:
- 1 its own art collection
 - 2 a virtual art collection
 - 3 an art collection in its offices

Vocabulary – collocation

3 Match the verbs (a–j) to their partners (1–10). More than one answer may be possible.

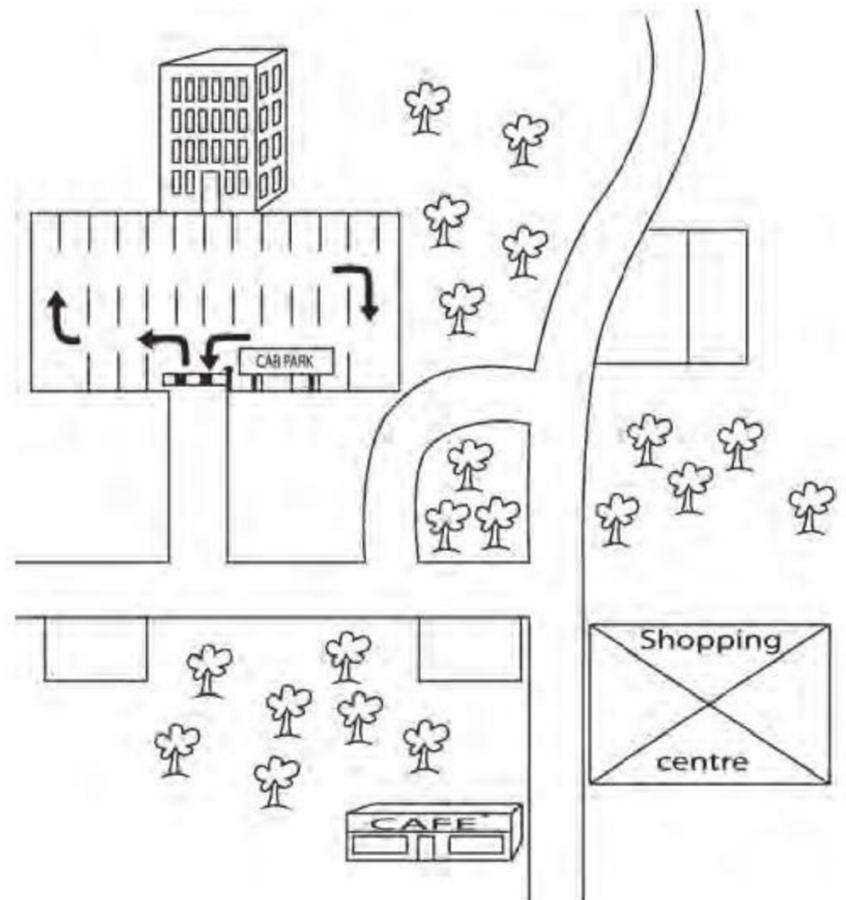
- | | |
|-------------------|------------------------------|
| a project | 1 controversial works |
| b avoid | 2 energy levels |
| c help | 3 profits |
| d invest | 4 output |
| e reduce | 5 stress |
| f spend | 6 customers |
| g provide | 7 longer hours |
| h increase | 8 errors |
| i make | 9 an image |
| j raise | 10 stimulation |

4 Find another word or expression to go with (a–j) in Activity 3. Use your dictionary if necessary.

- a** project a profit growth _____
- b** _____
- c** _____
- d** _____
- e** _____
- f** _____
- g** _____
- h** _____
- i** _____
- j** _____

Directions

5 Using the directions that you wrote down in Activity 5, page 29, mark the answers to the questions below on the map.



- a** Which building is the woman going to?
- b** Where is the woman at the moment?
- c** Mark on the map the directions she needs to take.

5 | Telephone talk

5.A How does it work?

Grammar – using the *-ing* form

1 Rewrite the sentences using the prompts. Choose from the following words: *for, by, instead of or without*, and use the *-ing* form.

- a** You use the display screen to check the numbers of incoming calls.

The display screen is for checking the
numbers of incoming calls.

- b** With this key, you can see who's calling and can filter your calls.

This key is _____

- c** To store numbers you call regularly, use the memory function.

The memory function is _____

- d** When you use the loudspeaker you don't have to hold the phone to your ear.

With the loudspeaker, you can talk to someone

- e** You press the transfer key to put a call through to someone else.

You can put a call through to someone else

- f** You can talk to more than one person at the same time with the conference function.

The conference function is _____



- g** You use the redial function to save time when you can't get through to someone.

You can save time when you can't get through to someone _____

- h** You can pick up the phone immediately, or wait to see who is calling on the display screen when the phone rings.

You can see who's calling on the display screen

- i** If you are on hold and the music is too loud, this key is to control the volume.

If you are on hold and the music is too loud,

this key is _____

- j** You use the voicemail to receive messages.

The voicemail is _____

k To pick up your messages, dial the voicemail number 7801.

You can pick up your messages _____

_____.

l You use the call transfer function to forward your calls to another extension.

You can forward your calls to another extension

_____.

Vocabulary – verbs

2 Complete the sentences, choosing a verb from the box below. Use each verb only once.

get on	hear	arrange	means	shows
send	take	lend	bring	forgot
				pick up

a Can you take _____ these files to the Accounts Department, please?

b The meeting has been cancelled. That _____ we can go home early.

c Can you _____ me that file, please?

d Oh dear, I _____ to tell Kim about the meeting.

e Could you speak a little louder? I can't _____ you very well.

f We need to talk about our sales figures. Can we _____ a meeting?

g Stop disturbing me! I must _____ with my work.

h Don't _____ the phone immediately. People will think you aren't very busy!

i The display screen _____ the number of the person calling.

j Give me your e-mail address and I'll _____ you the figures.

k Oh no! My pen isn't working. Can you _____ me yours?

P Pronunciation – intonation

A **CD1 TR27** Listen to this conversation, then practise reading it with a partner.

Eric: What's this for?

Malcolm: It's for diverting calls to another phone.

Eric: What happens if I press this key?

Malcolm: The display screen shows the number of the person calling.

Eric: Is there a conference call function? How does it work?

Malcolm: You need to press this so you can talk to two people at the same time.

B Ask your partner five *wh~* questions. Once they have answered, swap roles.

5 | Telephone talk

5.B The line's engaged



Grammar – future tenses

- 1 Complete the sentences using the verb in brackets and either the future or the present progressive tenses. More than one answer may be possible.
- a** We'll have (have) a break at 11 a.m. to get a cup of coffee.
- b** Mr Fowler _____ (leave) this week.
- c** I _____ (start) work on Monday.
- d** Don't worry. I _____ (find) a solution to the problem.
- e** Bill isn't here yet. We _____ (start) without him.
- f** I _____ (not go) to college next week as my boss needs me in the office.
- g** I _____ (wait) for a hospital appointment.
- h** These figures look wrong, so I _____ (not work) with them.
- i** I think there's a mistake in these figures. I _____ (check) them again.
- j** I've explained the problem twice. I _____ (not do) it again.
- k** I _____ (call) back later.

5 | Telephone talk

5.C You're in charge!

Language – preferences

- 1 Complete the sentences to express your preference. Choose from the box below.

I prefer I'd rather I'd prefer is/are better for me

- a small office/large office

I'd rather work in a small office.

- b a meeting on Thursday/Friday

- c learning at college/learning on the job

- d tea/coffee

- e leave now/leave later

- f to go to work by train/to go to work by bus

- g getting up late/getting up early

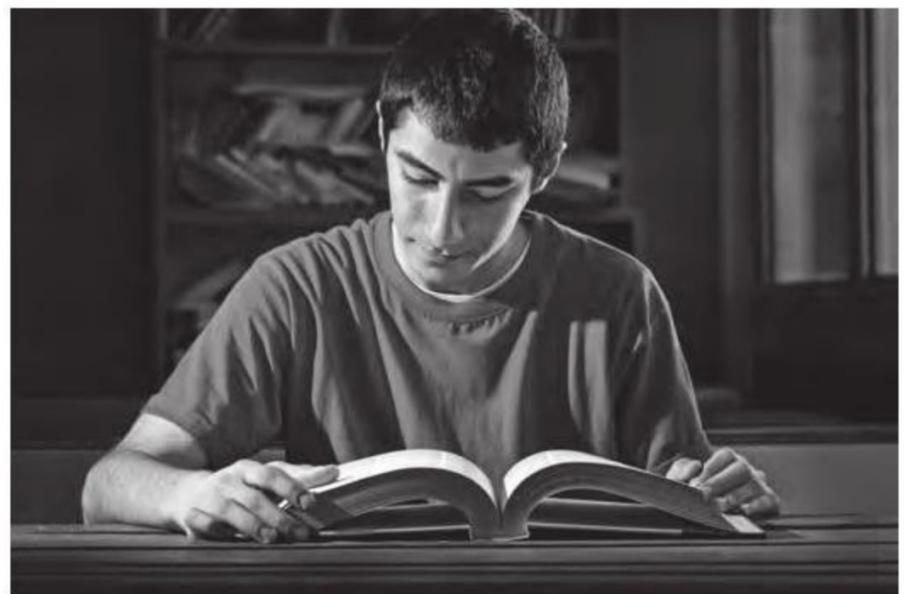
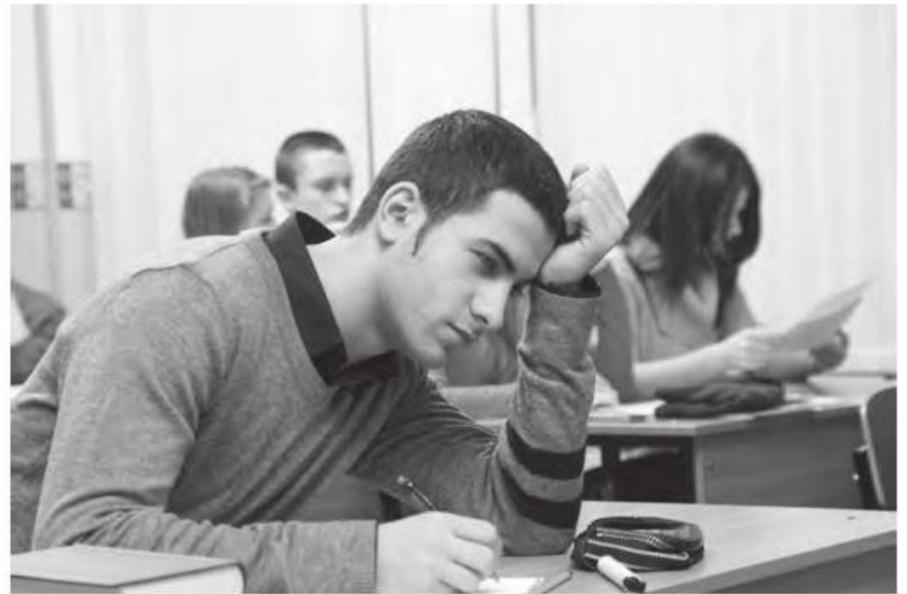
- h go to the cinema/go to a cafe this evening

- i study in groups/study by myself

- j reading a book/watching television

- k holidays in the mountains/holidays by the sea

- l do sport/watch sport on TV



Vocabulary – dialogues

2 Complete the sentences, choosing from the box below.

out ~~in~~ back (x2) again up (x2)
around away on (x2) ahead

- a** Phillip: Are you going out this evening?
Susan: No, I'm staying in _____.
- b** Assistant: Can I help you?
Customer: No, I'm just looking _____, thank you.
- c** Miguel: Do you want to leave a message?
Nuria: No, I'll try _____ later, thanks.
- d** Sophia: Can I ask a question?
Vanessa: Yes, of course, go _____.
- e** Customer: Can I have a size 12?
Assistant: I'm afraid we have sold _____ of that size.
- f** Chloe: Is Sara coming on Wednesday?
Sophie: No, she gets _____ from Paris on Friday.
- g** Brad: What is the meaning of this word?
Jennifer: If you don't know the meaning, look it _____ in the dictionary.
- h** Jason: I must set my alarm as I have to get _____ at 6 a.m.
Clare: Oh, that is really early.
- i** PA: I am afraid Mr Kent is busy at the moment.
Caller: This is the third time I have called _____. I must speak to Mr Kent now!

- j** Nasser: Can I speak to Bob, please?
Gregor: Bob doesn't live here any more. He's moved _____.
- k** Caller: Can I call him directly _____ this line?
Secretary: Yes, that is his new number.
- l** Carol: How are you getting _____?
Lee: Well, I have been very busy.

P Pronunciation – consonants

Say the following words and put them into the right category below.

	Category 1 /tʃ/	Category 2 /dʒ/
China	China	
message		message
June		
edge		
general		
catch		
geography		
chip		
cheap		
badge		
manage		
job		
genius		
college		

- 🎧 **CD1 TR29** Listen to the recording and check.
➔ Now practise saying them correctly.

5 | Telephone talk

Quiz – What do I know?

Start here →

What would you say?

What would you say in the following situations? If you can, record your answers and listen to yourself.

a	Give answers to:	Points
1	Can I speak to Peter Brown, please?	___ / <u>1</u>
2	Thanks a lot.	___ / <u>1</u>
b	Say the names of two objects on your desk and what they are for.	___ / <u>4</u>
c	Write down two things that you like.	___ / <u>2</u>
d	Now use your two items to write sentences expressing a preference that start with one of the following, <i>I'd rather, I prefer or I'd prefer.</i>	___ / <u>4</u>
Total		___ / <u>12</u>

Now check your answers on ► p157

If you have scored six or less, go to the **Blue** run. If you have scored seven or more, go to the **Black** run.

Blue run



1 Complete the sentences, choosing a contracted form from the box below.

'd(x2)	're(x2)	's(x4)	isn't
haven't	doesn't(x2)	don't	

- a Hurry up. We're late.
- b I _____ like a cappuccino, please.
- c No, Mr Bell _____ here. He _____ away at the moment.
- d We can't stop for a coffee. We _____ got time.

- e Sam _____ come into the office on Fridays. He _____ at college.
- f This function is for filtering calls. It _____ really useful.
- g _____ they like our new design?
- h No, it _____ matter. I can manage without it.
- i What _____ Ken like?
- j I can't decide which phone to buy. What _____ the differences?
- k I _____ like to know more people.

2 The following telephone conversation is mixed up. Number the conversation in the correct order.

- a I'm sorry, I didn't quite get that name. Could you repeat it, please?
- b My name's Elizabeth Grimshaw. Put me through. I need to speak to Mr Clark at once.
- c But I need to speak to him right now.
- d Of course. Please hold the line. I'll put you through.
- e Hello. I need to speak to Mr Clark. Right now. It's urgent.
- f Thank you. I'll make sure he calls you back.
- g Grimshaw. Elizabeth Grimshaw.
- h Er, Ms Grimshaw, I'm afraid he's busy at the moment. He can't take your call.
- i I know, I'm sorry. Can I take your name and number? I'll get him to call right back as soon as he's free.
- j Yes, of course. Now, your name is ...?
- k I told you – Elizabeth Grimshaw. The number is 08431 48282.
- l SBG Holdings. How can I help you?


Black run

- 1 Unscramble the words in the box below to find office objects and write a sentence saying what they are used for.

eprap ipel	aelptsr
cenpil rapsheren	luge kistc
rymemo scikt	sorsiscs

- a A paper clip is used for holding paper together.
- b _____
- c _____
- d _____
- e _____
- f _____



- 2 Write sentences expressing which is your preference and why. Use *I prefer, I'd prefer or ... are better/... are more convenient for me as appropriate.*

a tea/coffee

I prefer tea. Coffee keeps me awake.

b pizzas/burgers

c a glass of beer/a glass of lemonade

d early nights/early mornings

e science fiction/crime stories

f dinner in a Mexican restaurant/dinner in an Italian restaurant

g an evening with some friends/an evening in front of the TV

h world music/rap music

i a motorbike/a car

- 3 Translate these sentences into your own language in your notebook. Then close this book and translate your sentences back into English.

a I'm busy on Saturday. I'd rather come on Sunday.

b I'm putting you through to Charles Hurst.

c I'll call back later.

5 | Telephone talk

5.D A mobile solution

Reading

1 Complete the quiz.

Are you a mobile phone freak or a technophobe?

Do this quiz and find out.

- a** Your mobile is:
- i** your best friend
 - ii** an essential means of communication
 - iii** an attractive object
 - iv** a necessary evil
- b** Your mobile phone bill is:
- i** less than £16 a month
 - ii** between £16 and £32 a month
 - iii** between £32 and £65 a month
 - iv** more than £65 a month
- c** You have lost your bag with all your personal objects. Which one are you missing the most?
- i** your MP3 player
 - ii** your mobile phone
 - iii** your files with your class notes
 - iv** your diary
- d** How long do you spend on your mobile every day?
- i** less than ten minutes
 - ii** up to one hour
 - iii** up to two hours
 - iv** more than two hours
- e** Do you ever walk out of the house without your mobile?
- i** never
 - ii** sometimes
 - iii** often
 - iv** I haven't got a mobile
- f** Do you switch off your mobile phone
- i** in trains?
 - ii** in a restaurant?
 - iii** in cinema queues?
 - iv** in bed?
- g** When your mobile is switched off, how often do you check your voicemail or text messages?
- i** every five minutes
 - ii** every time you switch it on because you need to use the phone
 - iii** once a day, even if you are not using your mobile
 - iv** not often – when you remember
- h** Has your mobile phone ever rung in the cinema or in an exam?
- i** never
 - ii** once
 - iii** often
 - iv** every time
- Marking**
- | | |
|---------------------------------|----------------------------------|
| a i 4; ii 2; iii 1; iv 2 | e i 4; ii 2; iii 1; iv 0 |
| b i 1; ii 2; iii 3; iv 4 | f i 1; ii 1; iii 2; iv 4 |
| c i 3; ii 4; iii 1; iv 1 | g i 4; ii 3; iii 2; iv 1 |
| d i 0; ii 1; iii 3; iv 6 | h i 1; ii 2; iii 3; iv 4; |
- Once you have worked out your results, check to see if you are a technophobe or a phone freak. See the analysis below.
- Scores**
- Less than 8:** Beware – you may miss some fun if you do not move into the 21st century and start participating in the modern world.
- Between 8 and 16:** No worries. You simply use your phone to make your life more pleasant. You are in no danger of becoming addicted.
- Between 17 and 25:** Your phone takes up a large place in your life. Try people sometimes for a change.
- 25+:** Your phone is your life! Do you ever talk directly to people? Maybe you should switch your phone off once in a while and get a REAL life.



Listening – dealing with messages

2 CD1 TR30 Listen to the instructions and write down the number that you must press on the telephone keypad to activate each function.

Function	Key
a repeat the message	<input type="text" value="4"/>
b delete the message	<input type="text"/>
c save the message	<input type="text"/>
d go back a step	<input type="text"/>
e pause during a message	<input type="text"/>
f resume the message	<input type="text"/>
g return to the beginning of a message	<input type="text"/>
h fast forward a few seconds	<input type="text"/>
i skip to the end of the message	<input type="text"/>
j end the call	<input type="text"/>
k put a call on hold	<input type="text"/>
l connect to your answer machine	<input type="text"/>
m listen to a message	<input type="text"/>

Writing – text messages

3 Match the text messages (a–i) to the standard English equivalents (1–9).

- | | |
|-----------------------|---------------------------------------|
| a CU at 5 | 1 See you later |
| b I GoNa BL8 – NOTB46 | 2 Are you free to talk? |
| c RUF2T? | 3 No! No! No! |
| d -!-!-! | 4 Get busy |
| e CU L8R | 5 I'm going to be late – not before 6 |
| f ATB | 6 Relax |
| g Go4lt | 7 All the best |
| h GtBZ | 8 Go for it |
| i Rlx | 9 See you at 5 |

4 Write a text message to a friend. Decide on something you would like to do, a date and a place. Ask your friend if he/she is free.



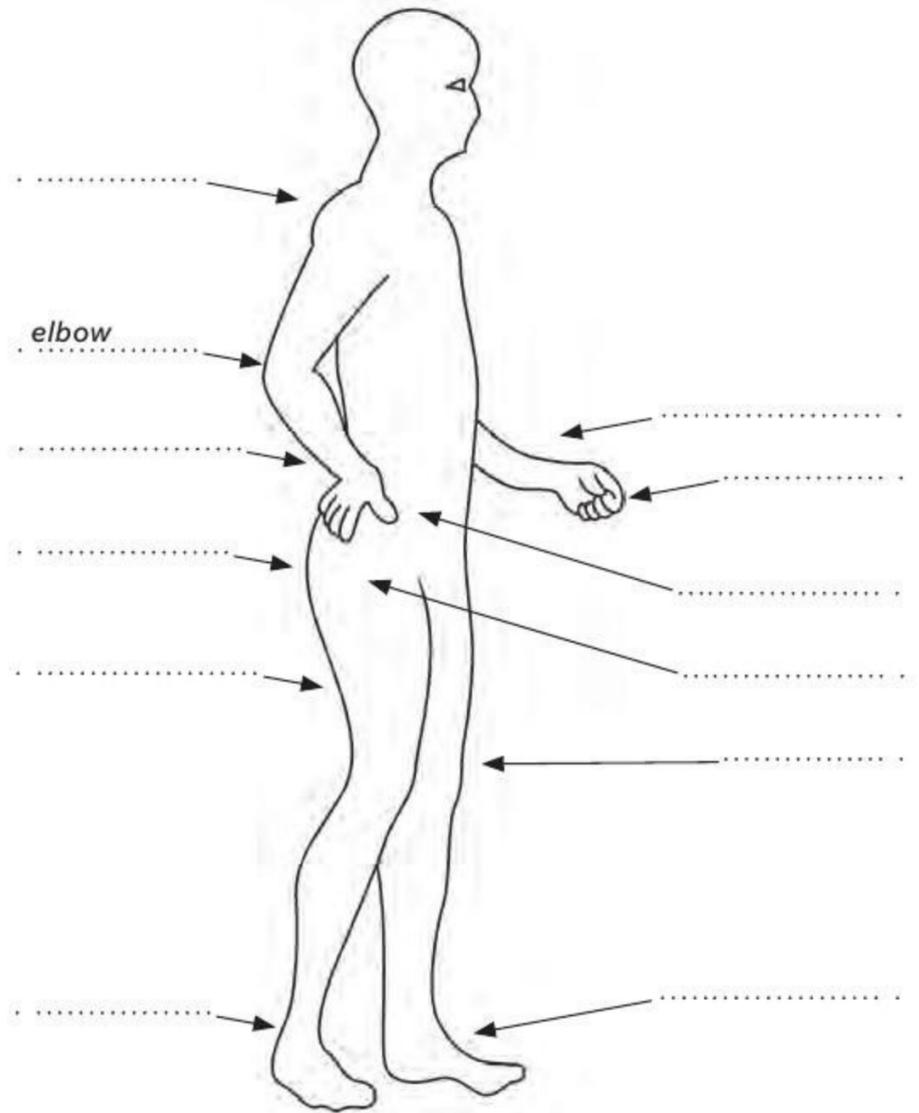
6 | Learning the job

6.A The feel-good factor

Grammar – giving advice

1 Complete the sentences using *should*, *shouldn't* or *need*.

- a I need _____ to take regular breaks.
- b You _____ sit for long periods without moving.
- c You _____ make sure you sit in a good position.
- d When you sit at your desk, the angle of your knees _____ be less than 60°.
- e Your desk _____ be at the right height.
- f Your chair _____ be too low.
- g You _____ to vary your tasks.
- h I _____ to work at my own speed.
- i If your office furniture is uncomfortable, you _____ ask your boss to change it.
- j You _____ to work in a stress-free environment.
- k You _____ check that the office temperature is about 20° Celsius.
- l Your screen _____ be higher than your eyes.



Vocabulary

2 Unscramble the words below to find the different parts of the body. Then label the drawing above.

- a bwole elbow _____
- b lduosher _____
- c ofto _____
- d klane _____
- e siwtr _____
- f keen _____
- g hitgh _____
- h owler acbk _____
- i tobtom _____
- j pih _____
- k bumth _____
- l ginfres _____

3 Write the word *enough* before or after the following words, depending on the correct word order.

- a _____ fast enough
- b _____ bright _____
- c _____ money _____
- d _____ time _____
- e _____ big _____
- f _____ staff _____
- g _____ work _____
- h _____ pleasant _____
- i _____ furniture _____
- j _____ useful _____
- k _____ light _____
- l _____ space _____

Writing – advice

4 Write five sentences to a new trainee at work advising him/her of good working practices. Use *should*, *shouldn't* or *need*.

- a You need to make sure that your desk is set up to your requirements.
- b _____
- c _____
- d _____
- e _____



© 1998 Randy Glasbergen. www.glasbergen.com

P Pronunciation – stress in modal verbs

CD1 TR31 Listen and underline the stressed word in each pair of sentences.

- a 1 You should check your position.
2 You should check your position.
- b 1 I need a break every two hours.
2 I need a break every two hours.
- c 1 The office shouldn't be too warm.
2 The office shouldn't be too warm.
- d 1 You shouldn't work more than two hours without a break.
2 You shouldn't work more than two hours without a break.
- e 1 You should keep your feet on the floor.
2 You should keep your feet on the floor.
- f 1 There shouldn't be too much noise.
2 There shouldn't be too much noise.

Practise saying the sentences both ways.

6 | Learning the job

6.B Just checking!

Grammar – present perfect or past simple tense?

- 1 Complete the dialogue with either the present perfect or the past simple. More than one answer may be possible.

Pete: Hello, Dan. I haven't seen (have) you around. Where _____ (have) you _____ (be)?

Dan: Hi, Pete. I _____ (be) on holiday. We _____ (visit) Greece for two weeks.

Pete: Sounds great. _____ (have) a nice time?

Dan: Yeah, great. I _____ (need) a break!
But I _____ (not stop) working since I _____ (get) back to the office.

Pete: Busy, are you?

Dan: Yes, we _____ (have) 600 orders from China. It _____ (be) mad. How's your department?

Pete: Fine. We _____ (be) not too busy. In fact, it _____ (be) a bit boring! Six months ago, I never _____ (go) home on time, but this week I _____ (leave) work half an hour early every day.

Dan: Well, I don't think you need a holiday then!

Clearly Better Units						DELIVERY NOTE																			
18 Smith St. Brighton East Sussex BN21 3LA						000089																			
Wooden Windows 21 Woodrow Rd London E12 8NF						Tel: 01273 555123 Fax: 01273 555455																			
Delivery Address 20a Woodrow Road London E12 8NF				Order No. 002462		Page 1 of 1																			
				Order Date 29/11/2011																					
				Delivery Date 29/11/2011																					
				Account No. GDD																					
Order Ref: Smith																									
Line	Reference	Make-up	Qty	Width	Height	Description																			
1		CALL	1			Attend Site - Daytime																			
2		BOAS	1			Board Lip & Make Secura																			
3	Shop 1	10T	1	2025	1890	10mm Tgn Float Shaped Hackout & Register - Timber																			
					E: 1000																				
4	Panel 2	10T	1	2124	1899	10mm Tgn Float Shaped Hackout & Register - Timber																			
					E: 550, E: 500																				
5	Panel 3	10T	1	1880	1780	10mm Tgn Float Shaped Hackout & Register - Timber																			
					E: 550, C: 500, E: 1500, F: 1500																				
6	Panel 4	10T	1	1680	1780	10mm Tgn Float Hackout & Register - Timber																			
<table border="0"> <tr> <td>Number of items:</td> <td>0</td> <td>Please acknowledge goods received in good condition</td> </tr> <tr> <td>Order Notes:</td> <td>Emergency job</td> <td>Receipt Date: _____</td> </tr> <tr> <td>Dispatch method:</td> <td>Delivery</td> <td>Received by: _____</td> </tr> <tr> <td>Del instructions:</td> <td>Place 17, London A5 9 9 9 9 9 9</td> <td>Print Name: _____</td> </tr> <tr> <td>Delivery Area:</td> <td>M1 South London</td> <td></td> </tr> <tr> <td>Order Weight:</td> <td>170kg</td> <td></td> </tr> </table>								Number of items:	0	Please acknowledge goods received in good condition	Order Notes:	Emergency job	Receipt Date: _____	Dispatch method:	Delivery	Received by: _____	Del instructions:	Place 17, London A5 9 9 9 9 9 9	Print Name: _____	Delivery Area:	M1 South London		Order Weight:	170kg	
Number of items:	0	Please acknowledge goods received in good condition																							
Order Notes:	Emergency job	Receipt Date: _____																							
Dispatch method:	Delivery	Received by: _____																							
Del instructions:	Place 17, London A5 9 9 9 9 9 9	Print Name: _____																							
Delivery Area:	M1 South London																								
Order Weight:	170kg																								

Vocabulary – the ordering process

- 2 Match a verb from the box to the procedures that can happen in a Sales Department. More than one answer is possible.

answer send out receive provide have
deal with check send ~~prepare~~

- a prepare an invoice
- b _____ the merchandise
- c _____ questions about delivery costs
- d _____ a catalogue
- e _____ import restrictions
- f _____ an enquiry
- g _____ an order

3 Complete the sequence of events below, using the examples and the vocabulary from Activity 2 to help you.

a receive an enquiry

b

c

d

e

f

g send the merchandise

P Pronunciation – intonation

CD1 TR32 Listen to the dialogues. Mark which questions have rising intonation  and which have falling intonation .

a Lisa: Have you checked the invoice?

Grant: Yes, I have.

Lisa: When did you check it?

Grant: This morning.

b Vanessa: Did you send the catalogue?

Malcolm: No, I didn't.

Vanessa: Why not?

Malcolm: I didn't have time.

c Safran: Are you sure you can come?

Jens: Yes, of course.

Safran: Really?

Jens: Yes, really.

d Manfred: Is it urgent?

Phillipe: Yes, very urgent.

Manfred: Will tomorrow be OK?

Phillipe: I suppose so.

e Natalie: Are we up to date with our orders?

Bernard: Not quite.

Natalie: How many more are there?

Bernard: About ten.

f Hugo: Have we dealt with all the enquiries?

Tara: Yes, most of them.

Hugo: How many are left?

Tara: Three or four.

Practise saying the questions.

6 | Learning the job

6.C All in a day's work

Grammar – present perfect simple or progressive?

- 1 Cross out the incorrect form. On some occasions, both answers may be correct.
 - a I've ~~printed~~ / been printing these address labels for half an hour.
 - b I've never liked / been liking filing.
 - c Sue's learnt / been learning to use the computer.
 - d I've checked / been checking invoices all day.
 - e Everybody's been / been being very friendly.
 - f I've got to know / been getting to know everybody.
 - g We haven't had / haven't been having any real challenges up till now.
 - h Have you seen / been seeing the accounts file?
 - i I've looked / been looking for it everywhere.
 - j Have you ever won / been winning the lottery?
 - k Good, the Granta order has finally arrived / been arriving.
 - l Hang on a minute. I've almost done / been doing everything.
 - m I've been reading / read these reports all afternoon.
 - n The workmen are painting / have been painting the new showroom all week.

Vocabulary

- 2 Write down the correct pairs of words and phrases from the box that have the same or a similar meaning.

client/customer _____

Clearly Better Units		TOUGHENED PURCHASE ORDER				
18 Smith St Brighton East Sussex BN21 9LA		2				
		Tel: 01273 555123 Fax: 01273 555456				
Amazing Glass Suppliers Unit 3a City Industrial Estate Cityshire CW1 1WB		Page 1 of 1 Printed at 15:20:56 on the 28/11/2011				
		Req'd by: 25/11/2011				
Glass Type	Qty	Width	Height	Job	Job Ref	Line Ref
10mm Toughened Float	1	1876	1230	002400/1	Mr & Mrs Bloggs	Table Top
10mm Toughened Float Shaped	1	2095	1990	002405/1	Smith	Shop 1
 10mm Toughened Float Shaped	1	2134	1895	002405/2	Smith	Pane 2
 10mm Toughened Float Shaped	1	1890	1789	002405/3	Smith	Pane 3
10mm Toughened Float	1	1890	1789	002405/4	Smith	Pane 4
4mm Toughened Float	2	890	789	002403/2	Mr & Mrs Bloggs	Lounge
4mm Toughened Float	2	890	789	002403/3	Mr & Mrs Bloggs	Lounge
4mm Toughened Float	2	1000	1000	002404/1	Plot 30	
4mm Toughened Float	2	1000	1000	002404/2	Plot 30	
4mm Toughened Float	2	1000	1000	002404/3	Plot 30	
4mm Toughened Float	2	1000	1000	002404/4	Plot 30	
4mm Toughened Float	2	1000	1000	002404/5	Plot 30	
4mm Toughened Float	2	1000	1000	002404/6	Plot 30	
4mm Toughened Float	2	1000	1000	002404/7	Plot 30	
4mm Toughened Float	2	1000	1000	002404/8	Plot 30	
4mm Toughened Float	2	1000	1000	002404/9	Plot 30	
4mm Toughened Float	10	1026	1224	002406/1	Mrs Franks	gh31
4mm Toughened Float	2	1284	1536	002406/2	Mrs Franks	gh31
4mm Toughened Float Cotswold	2	234	878	002403/4	Mr & Mrs Bloggs	Lounge
4mm Toughened Float Low E	2	890	789	002403/5	Mr & Mrs Bloggs	Lounge
Total Quantity: 43 panes						

~~client~~ phoned problem deal with
~~customer~~ query difficulty quick
 tasks invoice work fast enquiry
 handle hard billing rang up difficult

- 3 Complete each sentence, choosing one word from your list in Activity 2. Pay attention, because sometimes you can only use one word from a pair.
- a I'm afraid I can't answer your query, _____ madam. I'll have to ask a colleague.
- b There's a mistake on this _____. VAT is 20 per cent, not 12 per cent.
- c A _____ called this morning to ask about her delivery.
- d I have a _____ with this order. The reference numbers are wrong.
- e I've almost finished. This computer is really _____!
- f I _____ ten times, but the line was always engaged.
- g Learning English is quite easy, but learning Japanese is really _____.
- h No, I can't come out to lunch. I've far too much _____.
- i Netie, can you _____ this as I do not have enough time today?

P Pronunciation – stress

A Underline the syllable which is stressed.

- | | |
|-------------------|-----------|
| a <u>despatch</u> | g design |
| b office | h easy |
| c software | i problem |
| d arrive | j address |
| e basic | k apply |
| f helpful | l process |

🎧 **CD1 TR33** Listen and check.

➔ Now practise saying the words with the correct stress.

- B Write ten additional words which are stressed on the first syllable and ten that are stressed on the second syllable. Look back through Units 1–6 to find your words, or use your dictionary if necessary.

First syllable stress



query

Second syllable stress



campaign

6 | Learning the job

Quiz – What do I know?

Start here →

What would you say?

What would you say in the following situations? If you can, record your answers and listen to yourself.

a	Say what you did:	Points
1	yesterday.	___ / <u>2</u>
2	last week.	___ / <u>2</u>
3	at the weekend.	___ / <u>2</u>
b	Give your colleague two pieces of work advice.	___ / <u>2</u>
c	Talk for one to two minutes and describe your office, making suggestions for improvements.	___ / <u>4</u>
Total		___ / <u>12</u>

Now check your answers on ► p157

If you have scored six or less, go to the **Blue** run. If you have scored seven or more, go to the **Black** run.

Blue run



1 Using the prompts below, rewrite the sentences using the present perfect simple or progressive, or both forms where possible.

a do/filing

I've done the filing.

I've been doing the filing.

b not deal with/all the queries/yet

c arrange/some appointments

d already/arrange/transportation

e do/basic jobs

f still/send out/invoices

g so far/make contact/with six new clients

h check/the import restrictions

i deal with/the Miller order/for half an hour

j send out/all the sales orders

k learn how to/deal with international payments

- 2 Complete the sentences, changing the verb in brackets to the correct tense.

To: Zena@hotmail.com
From: Alexander@yahoo.com
<p>I've a <u>taken</u> (take) five minutes out to write this e-mail to you because b _____ (be) so bored all day. My boss has just c _____ (come) back from holiday, and d _____ (give) me all the filing to do. Last week, when she e _____ (be) away, I f _____ (have) a much better time. I g _____ (answer) the phone and h _____ (talk) to customers, and i _____ (chat) to everyone in the office. Since she j _____ (be) back, nobody k _____ (talk) anymore, everyone l _____ (work) very hard and the office m _____ (be) very quiet. Write me an e-mail soon to cheer me up!</p> <p>Love Al</p>

Black run



- 1 Write a sentence about something you did, have done or, have been doing at the times that appear below. Pay attention to the tense/tenses that you use for each one.

a today

Today I have dealt with ten orders, sent out six invoices and finished the filing.

b the day you started work

c up till yesterday

d five minutes ago

e last month

f this week

g on Monday

h yesterday

i for the past three days

j recently

- 2 Write sentences using the present perfect progressive and the name of a person you know.

a Ed, my boss, has been teaching me the job for two weeks now.

b _____

c _____

d _____

e _____

f _____

- 3 Translate these sentences into your own language in your notebook. Then close this book and translate your sentences back into English.

a She's been working for this company for six months.

b I went to Morocco for my holiday last year.

c We never have enough time.

6.D How are you getting on?

Reading an article

- 1 Read the text quickly. Is it for or against the four-day week?

On the fifth day it was time off

Flexible working practices are becoming more popular, and many of us daydream about an extra day every weekend. How different life would feel! Less stressful, more balanced and more fun. But could the four-day working week really happen? How can you convince your employer that a shorter week would WORK in your office? You can do it if you have an excuse, for example, if you have a baby. But if you just want to combine your job with another interest, you can easily be labelled a shirker, someone who's just not interested in their job.

And working fewer hours could mean someone else getting those future promotions – a colleague who is putting in longer hours and who is always around.

In some jobs, a four-day week is easier than others. If your work is project-type, it's not so difficult, but if your job is client-based, there's often a problem. 'Clients expect you to be there,' says Elaine Howe, one of the founders of Working Options, a consultancy specializing in part-time professional recruitment.

So will the four-day working week ever become a reality? 'Yes, definitely, within the next ten to fifteen years,' says Angela Ishmael, Head of Dignity at Work, at the Industrial Society. 'I've seen it work really effectively in small organizations, and I've seen it work well in the public sector.' Of course we might just end up doing five days, work in four. But would that be such a bad thing? If we worked harder, we could play harder.

Source: Adapted from Deeble, S (2000, August 26). On the fifth day it was time off. *The Guardian*. Retrieved from www.guardian.co.uk/theguardian/2000/aug/26/features.jobsmoney7

- 2 Read the text again and say if the following statements are true (T) or false (F). If there is not enough information, write don't know (DK).
- a More and more people like the idea of a four-day week.
 - b It is very easy to introduce flexible working practices into most offices.
 - c Bosses are happy to give a four-day week to most of their employees.
 - d You have a legal right to work a four-day week if you have a baby.
 - e A four-day week is more of a problem for people who work with clients.
 - f Colleagues often think badly of someone who only works four days.
 - g If you work a four-day week, you have the same opportunity for promotion as any other worker.
 - h In the future, more people will probably work a four-day week.



Vocabulary – opposites

- 3 Write down the pairs of words and phrases from the box that are opposites of one another.

easy	fixed	employer	daydream
project-based work	part-time	solution	
public	employee	client-based work	
difficult	full-time	private	
flexible	problem	reality	

- a easy/difficult
- b _____
- c _____
- d _____
- e _____
- f _____
- g _____
- h _____

Writing

- 4 Write to your boss asking if you can work a four-day week. Give your reasons, and tell your boss how you will organize your four days so that the work gets done. (Write 60–80 words.)

To:
From:
Subject: Four-day week
Dear

Listening – working week

- 5 In Europe, the working week varies enormously from country to country.

🎧 **CD1 TR34** Listen to the information and complete the chart below.

Country	Hours worked
United Kingdom	
Spain	
Poland	42.2
Austria	
Germany	
France	
Netherlands	
Italy	
Belgium	
Czech Republic	

Now answer these questions.

- a Which country has the highest number of working hours per week? _____
- b Which country has the lowest number of working hours per week? _____
- c What is the most common number of hours worked? _____
- d Which country would you prefer to work in, the United Kingdom or Italy? _____

7 | What's in a brand?

7.A A success story

Grammar – linking with conjunctions

1 Link the sentences using the conjunction in brackets, to make one complete sentence. Make any other changes that are necessary.

a First you check the order. Then you send the invoice. (after)

After you have checked the order, you send the invoice.

b You receive an order. You pass it on to the Sales Department. (as soon as)

c I called the client. But first I found out the answer to her enquiry. (before)

d Solve the Tring transport problem. Then you can go home. (when)

e Check the export orders. But first, finish the filing. (after)

f I went to IKEA for a meeting. Mr Olsen met me in Reception. (when)

g I adjusted the screen on my computer. I felt more comfortable. (as soon as)

h We advertised in the national newspapers. The orders came in very fast. (when)

i They started a mail-order business. They weren't very well known. (before)

2 Insert conjunctions from the box below into the text so that the story reads naturally, and make any other changes where needed. You may use the conjunctions more than once or not at all.

as soon as	when	before	but
and	after	as	where

I left work at 8 p.m. I went to Sarah's party. I got home. It was very late. So I set my alarm clock. I went to bed. The alarm went off. I fell asleep again. I woke up an hour later. I jumped out of bed. I got dressed. I grabbed a quick cup of coffee. I ran out of the house. I saw a bus at the end of the street. I ran for the bus. I missed it. So I ran to the station. I caught a train. The train arrived. I checked my watch. It was 10 a.m. I was an hour late for work.

After I left work,



5 Write the names of four other items of furniture that you know. Use a dictionary if necessary.

- a bookcase c _____
 b _____ d _____

P Pronunciation – past simple endings

A **CD1 TR35** Listen to the verbs and place them in the correct column, A, B or C, according to their sound.

- a He *started* the company ten years ago.
- b We *looked* at the catalogue.
- c I *showed* them the new design.
- d They *liked* the BK model a lot.
- e They *wanted* a cheaper product.
- f We *opened* another store.
- g She *asked* a lot of questions.
- h They *provided* an excellent service.
- i The price *included* packaging and transport.
- j We *finished* at 6 p.m.
- k They *discussed* a new idea.
- l We *developed* a new product.

Vocabulary

3 Write the names of the items pictured above.

- a office chair f _____
- b _____ g _____
- c _____ h _____
- d _____ i _____
- e _____

4 Describe five of the objects above with one of the following adjectives.

- a wooden table
- b useful _____
- c huge _____
- d tall _____
- e comfortable _____

A /d/	B /t/	C /ɪd/
showed	looked	started

B Write the following words in the past tense in the correct column, A, B or C above, according to their sound.

visit assemble transport control collect
 deliver phone restrict check address

7 | What's in a brand?

7.B That's our product!

Grammar – modal verbs *must* and *have to*

- 1 Complete the sentences with *must*, *mustn't*, *have to* or *don't have to*.



- a** You're late! You must get to work on time.
- b** It's a public holiday on Monday, so we _____ go to work.
- c** _____ I stay longer? I _____ be in the city centre for an appointment at 6 p.m.
- d** You _____ finish the invoices before you go home.
- e** You _____ smoke in the office. It's company policy, and it's bad for my health!
- f** We _____ be too polite to our customers, but we _____ never be rude to them.

- g** Do I _____ learn how to use this computer?
- h** To succeed in business, you _____ take risks, but you _____ take too many!
- i** We _____ finish the new design soon if we want it in this year's catalogue.
- j** We _____ reach our sales targets. We _____ try harder.
- k** I _____ speak to Mr Smith now! It's urgent.
- l** You _____ smoke outside.

Vocabulary – sales and marketing

- 2 Match the words (a–j) with the words (1–10) to make noun groups. More than one answer may be possible.

- | | |
|--------------------|-----------------------|
| a product | 1 research |
| b market | 2 building |
| c web | 3 page |
| d media | 4 cost |
| e marketing | 5 process |
| f despatch | 6 satisfaction |
| g transport | 7 exposure |
| h customer | 8 strategy |
| i brand | 9 design |
| j computer | 10 range |

3 Match the heads of the sentences (a–h) to the tails (1–8) to make complete sentences.

- a We do market research ...
- b We need to make sure ...
- c Our marketing strategies are ...
- d Our customers are aware of our brand ...
- e Our product identity is strong, ...
- f Communication is very important, ...
- g We use our catalogues and our website ...
- h We also find out about customer needs ...

- 1 to make sure our customers know about all our products.
- 2 and most people recognize our products immediately.
- 3 by stopping them in the street and asking them questions.
- 4 product identity and brand building.
- 5 to find out customer needs.
- 6 so we make sure we talk to our customers.
- 7 that our customers like our products.
- 8 because we have active marketing strategies.

4 Write ten sentences using a different noun group from Activity 2 in each.

- a We pride ourselves on a good product range.
- b _____
- c _____
- d _____
- e _____
- f _____
- g _____
- h _____
- i _____
- j _____

P Pronunciation – vowel sounds

A Write down the pairs of words which rhyme.

here	hot	how	know
buy	do	clear	so
now	what	blue	eye

- 1 here/clear _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____

CD1 TR36 Listen and check.
 ➔ Now practise saying them correctly.

B Add two more words which rhyme to each pair. Use your dictionary if necessary.

- tear/dear _____
- _____
- _____
- _____
- _____
- _____



7 | What's in a brand?

7.C Sales trends

Grammar – words ending in *-ing*

- 1 Rewrite the sentences, using the prompts and changing the verbs in italics to the *-ing* form.
 - a A stockbroker *buys* and *sells* shares.
A stockbroker deals with buying and selling shares.
 - b We *purchase* mostly in SE Asia.
_____ is mostly in SE Asia.
 - c We do not *import* much.
We don't do much _____.
 - d We plan to *open* the store on 5th July.
The store is _____.
 - e We *control* quality in Sweden.
_____ the quality is still done in Sweden.
 - f It is important to *find* new customers.
_____ new customers is important.
 - g We *try* out new ideas. It's an important part of company policy.
_____ new ideas is an important part of company policy.
 - h It is cheaper to *transport* flat packs.
_____ flat packs is cheaper.
 - i We *communicate* with our customers – it's a top priority.
A top priority with our customers is _____.
 - j We *reach* our sales targets easily.
_____ our sales targets is easy.

Vocabulary – forming nouns and verbs

- 2 Complete the following table, either changing the ending of the verb to form a noun or finding the verb from the noun. Use a dictionary if necessary. More than one answer may be possible.

Verb	Noun
introduce	introduction
compete	
	decision
suggest	
create	
	examination
explain	
develop	
	recognition
expand	
employ	
	information
produce	
deliver	

- 3 Write five other verb and noun pairs. Use your dictionary if necessary.
 - a communicate/communication
 - b _____
 - c _____
 - d _____
 - e _____

Listening – brand power

- 4  CD1 TR37 Read the text. Then listen to the recording and complete the gaps.

In the past, the annual table of the top ten brands changed very little from year to year. Names such as Kellogg's, Kodak, Marlboro and Nescafé appeared again and again. Now none of these names are in the top ten. Kellogg's, **a** second more than a **b** _____ ago, is now **c** _____ in the latest league table by Interbrand, a brand consultancy. Of the **d** _____ brands that appeared in the top **e** _____ this year and last year, **f** _____ declined in value. The combined value of these brands fell by almost **g** _____. Customers are less loyal to brands these days, particularly in light of the recent **h** _____. According to Catalina Marketing Corp's Pointer Media Network, only four out of **i** _____ US brands managed to keep their highly loyal customers from 2007 to 2008.

Source: Adapted from *Who's wearing the trousers?* (2001, September 6). *The Economist*. © The Economist Newspaper Limited, London 2001.

P Pronunciation – numbers

-  CD1 TR38 Listen to the numbers. Circle the ones you hear.

a	13	30
b	16	60
c	19	90
d	46	4–6
e	79	7–9
f	97	9–7
g	3,801	3,821
h	8,483,597	8,403,597
i	8–2	82
j	15	50
k	120	121
l	14	40



7 | What's in a brand?

Quiz – What do I know?

Start here →

What would you say?

What would you say in the following situations? If you can, record your answers and listen to yourself.

- | a | Say something that you: | Points |
|--|-------------------------|---------|
| 1 | must do this week. | ___ / 2 |
| 2 | have to do this week. | ___ / 2 |
| 3 | mustn't do this week. | ___ / 2 |
| b Say the following figures aloud: | | |
| 1 | 51 | ___ / 1 |
| 2 | 936 | ___ / 1 |
| 3 | 123,984 | ___ / 1 |
| c Say three activities that you enjoy using nouns and verbs ending in <i>-ing</i> . | | |
| | | ___ / 3 |

Total _____ / **12**

Now check your answers on ► p157

If you have scored six or less, go to the **Blue** run. If you have scored seven or more, go to the **Black** run.

Blue run



- 1 Complete the sentences, choosing from the box below. More than one answer may be possible and not all words will be used.

can can't need to should shouldn't
must mustn't have to don't have to

Company policy

- a We have to be at work at 9 a.m.
- b We _____ have an hour lunch break, but if we only have half an hour we _____ go home half an hour earlier.

- c We _____ take all our five weeks' holiday in the summer. The offices are closed.
- d We _____ wear jeans. They are forbidden.
- e We _____ look neat and tidy.
- f We _____ complete a detailed report for our bosses every month.
- g We _____ use the phone for personal calls, except in an emergency.

- 2 Complete the sentences, choosing linking words from the box below. There may be more than one answer.

finally afterwards as soon as immediately
next then before(x2) when (x2) first

This morning Nick was late. **a** first _____ he didn't hear his alarm clock, and **b** _____ he missed the train. **c** _____ he got to the office, but **d** _____ he could get to his desk, his boss called him in to tell him it just wasn't good enough. He would have to make more of an effort to be on time. **e** _____ he got to his desk, he managed to spill coffee all over himself. **f** _____ he sat down the telephone started ringing. **g** _____ he picked it up, the line was dead. Was this some kind of a joke? **h** _____ he tried to switch on his computer, but the screen was blank. He **i** _____ picked up the phone to call the technician, but the line was still dead. He ran out of the room towards the technician's office but in the corridor, he slid, fell over and banged his head. **j** _____ when he came to, he was in hospital and he thought about his day. There really were days **k** _____ we should never get out of bed.


Black run

- 1 Complete the sentences, choosing from the box below. **Note:** You will not use all of the words and phrases.

one	once	twice as much/many
three times as much/many	doubled	
half	third	quarter
most	both	
any	none	either
		trebled

- a** Last year our profits were \$400,000. This year they are \$200,000. That's half.
- b** Our sales are up, and our profits are up. Yes, _____ our profits and our sales have improved.
- c** We only have 100 catalogues left, _____ of them have been sent out.
- d** We can send _____ Ken or Emma to Japan.
- e** We sold the new model to an Italian company _____, but it never ordered again.
- f** Production has _____ – it was two million last year and it's six million this year.
- g** We have 100 staff. A _____ of them – that's 25, only work part-time.
- h** Last year we sold 20 million items. This year we sold 40 million. That means we sold _____.
- i** We have five new product designs, but I don't like _____ of them.

- 2 Change the endings of the following verbs to make nouns and then write a sentence for each. Use your dictionary if necessary.

- a** market We must invest more in marketing.
- b** sell _____
- c** work _____
- d** purchase _____
- e** open _____
- f** advertise _____
- g** produce _____
- h** satisfy _____
- i** explain _____
- j** communicate _____

- 3 Translate these sentences into your own language in your notebook. Then close this book and translate your sentences back into English.

- a** The telephone rang as soon as I sat down.
- b** We mustn't waste money on advertising.
- c** Our markets in SE Asia are twice as big as our markets in Europe.

7 | What's in a brand?

7.D Branding matters

Reading an article

- 1 Make a list of well-known products in your country. Think of a brand value for each of them.

For example: Swatch watch - brand value is its stylish design.



- 2 Read the text and tick (✓) the correct answers to the following questions.

- a The strategies which built up the Muji brand were:

- 1 sophisticated and dramatic
- 2 simple and honest
- 3 dynamic and aggressive

Muji commonly unique

Muji is short for Mujirushi Ryohin. Translated, this means 'no label, quality goods', and this sums up the brand's approach and has made it one of the leading brands in Japan. What you see is what you get. You won't see a flashing neon sign with prices slashed. What you will find is a tranquil, peaceful environment with pleasingly functional products wrapped in spare recycled packaging.

Muji started out in 1980, opening its first store in Tokyo in 1983. After successfully branching out in Asia, Muji spread to Europe in 1991, and is currently trading in France and the UK.

Despite Muji's lack of labels its core brand values are apparent, from the simple packaging and the basic organic colours, to the functionality of the product. And since nothing comes without a label these days, not having one is an effective way to distinguish a product.

How does Muji live up to its strict regimen of brand values? From inside to out:

- The manufacturing process is streamlined for efficiency to eliminate waste and reduce costs.
- Packaging is minimal and natural; packing literature is informational only.
- Materials are chosen for their natural fibres and quality; food is healthy; clothes come in organic colours and are comfortable and unadorned; appliances are simple and functional.

Source: Rusch, D (2001, April 30). Muji commonly unique. *Brandchannel.com*. Retrieved from www.brandchannel.com/features_profile.asp?pr_id=14

- b The experience of going into a Muji shop is:

- 1 tranquil
- 2 novel
- 3 exciting

- c Muji products are:

- 1 useful
- 2 decorative
- 3 exotic

- d** The packaging of a Muji product is:
- 1 plain and economic
 - 2 minimal and ecological
 - 3 brightly designed
- e** Mujirushi Ryohin translated means:
- 1 labelled, cheap goods
 - 2 no label, quality goods
 - 3 average goods
- f** Muji sells:
- 1 clothes
 - 2 things for the home
 - 3 both 1 and 2
- g** The key brand values of Muji are:
- 1 value for money
 - 2 cheap and cheerful
 - 3 organically produced

Vocabulary building

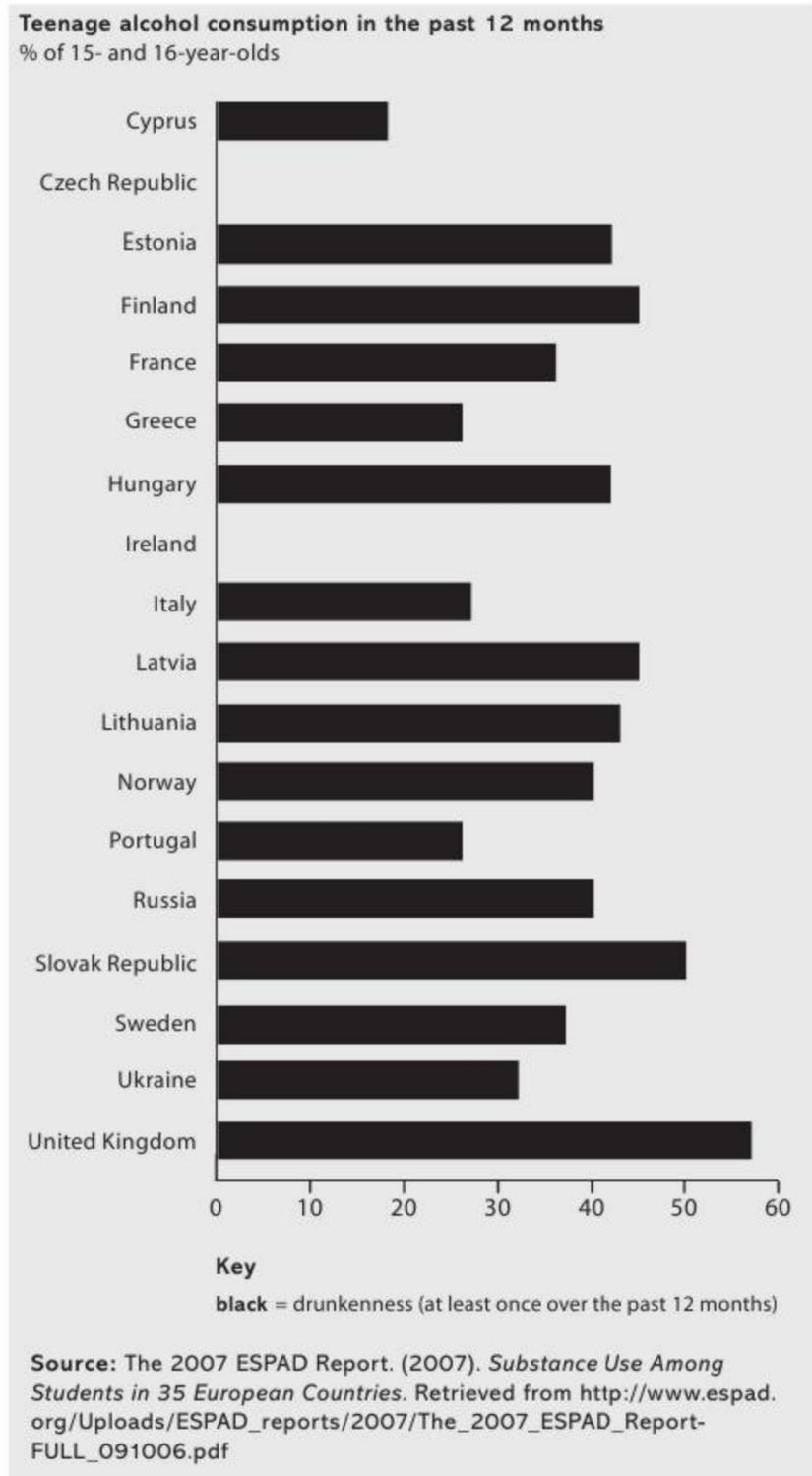
3 Look at the text again and match the words in the box to the nouns and noun phrases below.

minimal	comfortable	simple
informational	streamlined	functional
unadorned	natural	healthy

- a The manufacturing process is streamlined.
- b Packaging _____
- c Packing literature _____
- d Materials _____
- e Food _____
- f Clothes _____
- h Appliances _____

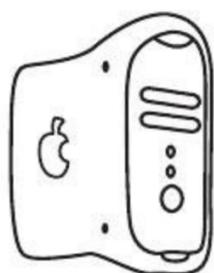
Listening for facts

- 4 **CD1 TR39** Listen to the report and answer the questions.
- a What was the age group of the adolescents surveyed? _____
 - b How many countries participated in the 2007 data collection? _____
 - c In which country did teenagers drink the most? _____
 - d According to the report, which country drank the least over the past 12 months? _____
 - e Do boys drink more than girls? _____
- 5 **CD1 TR40** Listen again and fill in the missing bars on the bar chart.



8 | Can I help you?

8.A Booking a hotel



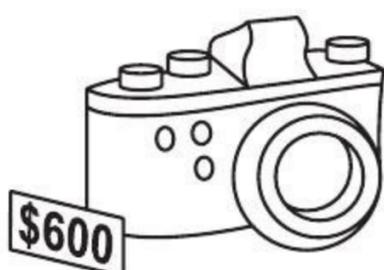
a 1



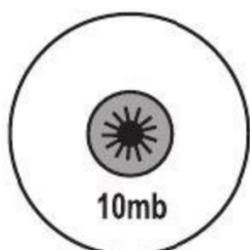
2



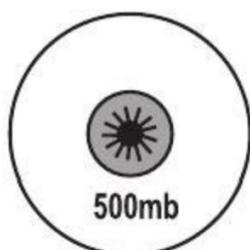
b 1



2



c 1



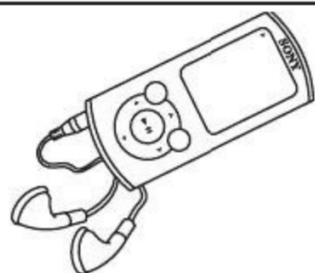
2



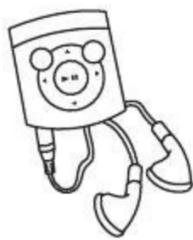
d 1



2



e 1



2



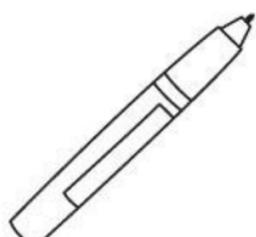
f 1



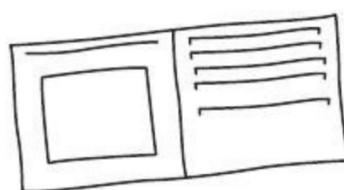
2



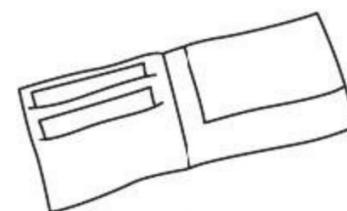
g 1



2



h 1



2



i 1



2

Grammar – comparisons

1 Using the modifiers *much more*, *a lot* or *slightly*, write a sentence comparing each of the items using the prompts below.

a computer/big

Computer 1 is slightly bigger than computer 2.

b camera/expensive

c DVDs/long

d watch/attractive

e MP3 player/compact

f dictionary/thick

g pen/slim

h wallet/old

i backpack/smaller

Vocabulary – missing information

- 2 Complete the sentences, choosing from the box below.

booking	double	early	available	late
single	facilities	rate	confirm	
salon	taxes	nights	per	

From: Karel Schmidt, ITN Electronix

To: Sally Lind at Hotel Schweizerhof

Subject: Booking for Mr & Mrs Martin

Dear Ms Lind,

I would like to **a** ~~confirm~~ _____ the **b** _____

made for Mr and Mrs Martin by phone this

morning for a **c** _____ room for three

d _____ from 4th June to 6th June at a

e _____ of \$62 **f** _____ night,

including **g** _____. May I remind you

that they need the following **h** _____:

an Internet connection and a US adapter?

I hope these will be **i** _____. Mr and Mrs

Martin will arrive **j** _____, at about

11:30 p.m.

Yours sincerely,

Karel Schmidt

Karel Schmidt
ITN Electronix

Writing

- 3 Write to a hotel. Ask about availability on dates of your choice, rates and facilities. (Write 60–80 words.) Begin like this:

Dear Herr Amos,

I would like to know if you have a room ...

P Pronunciation – linking words

- A Write in the linking marks on the following sentences.

a I'd like to book a room, please.

b A single or a double?

c What's the difference?

d Do you have a suite available?

e The daily rate is \$60 a night.

🎧 CD1 TR41 Listen and check.

➔ Now practise saying them correctly.

- B 🎧 CD1 TR42 Listen to the following sentences and mark with a P where the natural pauses are.

a A single^P please.

b I need one single, on June 11th.

c The room has a jacuzzi, shower and WC.

d Is that a single, or a double?

e Yes, we do have a suite available.

🎧 CD1 TR43 Listen and check.

➔ Now practise saying them correctly.

- C Linked words that end and start with a consonant can make the two sounds change. One may even disappear.

🎧 CD1 TR44 Practise saying the following pairs as two words and then listen to see how the middle consonants change.

a twin beds

b in price

c superior suite

d just for

e what facilities

8 | Can I help you?

8.B Getting together

Grammar – possibility or probability

- 1 Complete the sentences using *can*, *could*, *may*, *might* or *should*. More than one answer may be possible.
- a He could stay three nights, or he _____ stay four. He hasn't made up his mind yet.
 - b Yes, we _____ have a double room available. There's a provisional booking, but the client hasn't confirmed.
 - c We _____ arrive at 10 a.m. if there isn't much traffic.
 - d They _____ arrive after midnight if their plane is late.
 - e She _____ speak four languages. I know for a fact.
 - f We _____ have the conference in May. It's a difficult decision.
 - g I'm so hungry, I _____ eat a horse.
 - h The weather _____ be good this weekend. The forecast was good!
 - i I _____ go to the meeting. I just have to cancel my other appointment.
 - j We _____ be able to reach our sales target. We have an excellent sales staff.
 - k \$520? That _____ be the right figure. I'm not quite sure.
 - l I don't think I'll go to the Paris meeting, but I _____ just change my mind.

Vocabulary – hotel language

- 2 Match the words (a–l) to the definitions (1–12).

- | | | | |
|---|---------------|----|--|
| a | guest | 1 | a place for someone to stay |
| b | accommodation | 2 | a person who is invited, or a person staying at a hotel or similar |
| c | conference | 3 | a small group meeting to study or talk about a particular topic |
| d | reception | 4 | a person who represents another person or a company |
| e | catering | 5 | large formal meeting where people get together and discuss important matters |
| f | discussion | 6 | country or countries somewhere across the sea |
| g | seminar | 7 | something that happens, especially something important, interesting or unusual |
| h | overseas | 8 | a planned professional or social occasion to welcome or celebrate |
| i | event | 9 | a formal dinner |
| j | agent | 10 | people talking about something |
| k | banquet | 11 | providing food and drink |
| l | meeting | 12 | where people meet to talk and decide things |

- 3 Complete the sentences, choosing from the words (a–l) in Activity 2. More than one answer may be possible.

Greta: Hello, conference services.
Can I help you?

Marcel: Hello, I'd like to talk to you about the _____ we're holding in your hotel next week.

Greta: Yes, of course, your annual sales conference. You're having a _____ the first evening to welcome people, aren't you?

Marcel: That's right.

Greta: How many _____ are you expecting?

Marcel: Oh, about 400, I think. Can your _____ facilities cope with that?

Greta: Of course. But we can only provide _____ for 200.

Marcel: That's OK. Lots of them will be local and will go home afterwards. We'll need rooms for about 80 of our _____ who are coming from _____.

Greta: Right. And then are you having a formal _____ on the second evening?

Marcel: Yes, I also wanted to confirm how many _____ rooms we've booked for the _____ groups during the day.

Greta: You have ten rooms booked for various _____.

Marcel: Excellent. I think that's all.

Greta: Fine, but don't hesitate to call back if you have any other worries.

- 4 Write the definitions for the following words. Use your dictionary if necessary.

a room service

A service allowing guests to order food and drink to be brought to their room.

b en suite

c hotelier

d lounge

e porter

P Pronunciation – intonation patterns

- A Your intonation should sound interested in the conversation. If your intonation is flat, you sound bored or rude.

CD1 TR45 Listen to the phrases spoken twice. Tick (✓) the appropriate box each time.

		Interested	Bored	
a	1	Can I help you?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	2	Can I help you?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b	1	I'd like to know something about your conference facilities.	<input type="checkbox"/>	<input type="checkbox"/>
	2	I'd like to know something about your conference facilities.	<input type="checkbox"/>	<input type="checkbox"/>
c	1	How many people are you expecting?	<input type="checkbox"/>	<input type="checkbox"/>
	2	How many people are you expecting?	<input type="checkbox"/>	<input type="checkbox"/>
d	1	I see.	<input type="checkbox"/>	<input type="checkbox"/>
	2	I see.	<input type="checkbox"/>	<input type="checkbox"/>
e	1	Right.	<input type="checkbox"/>	<input type="checkbox"/>
	2	Right.	<input type="checkbox"/>	<input type="checkbox"/>
f	1	That should be fine.	<input type="checkbox"/>	<input type="checkbox"/>
	2	That should be fine.	<input type="checkbox"/>	<input type="checkbox"/>

- B Practise saying the phrases with interested intonation.

8 | Can I help you?

8.C A good idea

Grammar – modal auxiliary *would*

- 1 Write the response to the following sentences using the expressions *would*, *would you like* or *would you mind*. More than one answer may be possible.
 - a Would you like tea or coffee?
 I would like a cup of coffee, please.
 - b You offer someone some help with a computer problem.

 - c A colleague asks you which date is the best for a meeting; 17th May is best for you.

 - d You ask a colleague to help you move your desk.

 - e A friend asks what you want to do at the weekend.

 - f You are having lunch with a colleague. She asks if you want to go out or stay in and eat at the staff cafeteria.

 - g A friend suggests going to see a film that you really want to see.

 - h You see a colleague leaving work in his car and heading for the city centre. You want to go to the city centre too. Ask him to take you.

 - i You are in the middle of your work when the telephone rings. You are busy, so you ask a colleague to answer the phone.

Vocabulary – gifts

- 2 Match the words in the box below to the gifts pictured. Use your dictionary if necessary.

watch clock pen rucksack car
 snowboard leather jacket stereo system



a _____



b _____



c _____



d _____



e _____



f _____



g _____



h _____

- 3 Write down six more objects which make good gifts. Use your dictionary if necessary.

- | | |
|-----------------|---------|
| a perfume _____ | d _____ |
| b _____ | e _____ |
| c _____ | f _____ |

8 | Can I help you?

Quiz – What do I know?

Start here →

What would you say?

What would you say in the following situations? If you can, record your answers and listen to yourself.

- | | | |
|--------------|--|---------------|
| a | How would you ask: | Points |
| 1 | about daily rates in a hotel? | ___ / 1 |
| 2 | what kind of en suite facilities are available? | ___ / 1 |
| 3 | if the room has a view? | ___ / 1 |
| b | Answer queries about your conference centre; describe what facilities are available. | ___ / 5 |
| c | Suggest appropriate hospitality gifts. | ___ / 2 |
| d | Write down two things that you would like to do in the coming year. | ___ / 2 |
| Total | | ___ / 12 |

Now check your answers on ► p157

If you have scored six or less, go to the **Blue** run. If you have scored seven or more, go to the **Black** run.



- 1 The telephone conversation for booking a hotel room has become mixed up. Number the sentences so they are in the correct order.

- | | | |
|----------|---|--------------------------|
| a | Of course, from what date? | <input type="checkbox"/> |
| b | A double is €75 and a single is €45. | <input type="checkbox"/> |
| c | Four nights. 11 th August to 14 th August, inclusive. | <input type="checkbox"/> |
| d | Single or double? | <input type="checkbox"/> |
| e | What's the difference in price? | <input type="checkbox"/> |
| f | I'd like to book a room, please. | <input type="checkbox"/> |
| g | Erm, OK, I'll have a double room for all four nights. | <input type="checkbox"/> |

- | | | |
|----------|--|--------------------------|
| h | For how many nights? | <input type="checkbox"/> |
| i | How can I help you? | <input type="checkbox"/> |
| j | A single, please. | <input type="checkbox"/> |
| k | I am sorry. I'm afraid we only have a double available on 11 th August. | <input type="checkbox"/> |
| l | 11 th August. | <input type="checkbox"/> |

- 2 Use the table and the prompt to write a sentence comparing salaries with the national average. Also use one of the following modifiers: *much*, *far*, *slightly* or *quite a lot*.

Factors affecting salaries – UK

Figures represent the amount below or above the national average

	less than the national average	more than the national average
Working in or near a capital city		
Near a capital city		12%
Small towns	5%	
Industry worked in		
Computer industry		up to 40%
Pharmaceutical industry		10%
Catering industry	15%	
Tourism	2%	
Size of company		
More than 500 employees		12%
Fewer than 100 employees	13%	

- | | |
|----------|---|
| a | Capital cities: <u>People who work in or near a capital city earn quite a lot more than the national average.</u> |
| b | Small towns:
_____ |
| c | Computer industry:
_____ |
| d | Pharmaceutical industry:
_____ |

e Catering industry:

f Tourism:

g Company with more than 500 employees:

h Companies with fewer than 100 employees:

Black run



1 Write a sentence about the probability of the prompts below, using *may*, *might*, *should* or *could*.

a Internet in every home.

As technology is now cheaper, we should soon find the Internet in every home.

b Domestic robots in the home.

c Two months' holiday a year for everyone.

d Air travel for everyone.

e Traffic-free city centres.

f Everybody working at home, rather than in the office.

g Cars which don't pollute.

2 Write suggestions for the following situations with the prompts below.

a You are going to buy a present for a colleague who has just had a baby.

A good idea might be to buy a toy or baby clothes.

b You are deciding on a holiday with your family.

A safe bet _____

c You are deciding on a surprise outing for your parents on their wedding anniversary.

We could _____

d You are deciding on an idea for an evening out for a client who doesn't know your town.

I would suggest _____

e Your boss asks you whether she should take a client to the theatre or the opera.

It's better _____

f A colleague cannot decide what to cook for a dinner party on Friday.

A good idea _____

3 Translate these sentences into your own language in your notebook. Then close this book and translate your sentences back into English.

a The Grand Hotel is slightly more expensive than the Meridian.

b We could cater for at least 500 people.

c I would suggest we begin at 5 p.m.

8.D Attracting visitors

Reading an article

- 1 Read the text and say where Armani plans to open his next hotel.

Armani opens first hotel in Dubai

Italian designer Giorgio Armani opened his first hotel at the world's tallest tower in Dubai on Tuesday, giving a boost to the Emirate's bid to recover from a debt crisis.

The designer brought his trademark minimalist style to a city famous for excess, with the Armani Hotel Dubai designed with an understated palette of cream and earth colours.

Armani – whose business is worth around \$2.4 billion a year in sales – partnered with Emaar Properties, the Arab world's largest listed developer, in 2005 to develop a series of hotels, resorts and residences in key cities around the world.

From man-made islands shaped like palm trees to an indoor ski slope in the desert, Dubai has marketed itself as the city of bling, putting itself on the map with a bigger is better policy.

Armani said Emaar Chairman Mohamed Alabbar described the city as 'Las Vegas in the desert'.

'I am a minimalist, less is more ... and when I looked at what was happening here it was the opposite,' he said at the hotel launch. 'But he wanted me and I wanted him.'

Emaar and Armani plan to open the next hotel, Armani Hotel Milano, in the Italian city in 2011.

Other projects include Armani's first resort, to be located in Marrakech, and Armani residences villas in Marassi, Egypt.

A standard room in the hotel, which does not have a single picture on its walls, will cost 4,000 dirhams (\$1,089) a night, while the best suite has a price tag of 40,000 dirhams.

A table at the Prive lounge, which is home to the world's largest LCD screen, will cost at least 3,000 dirhams a visit, as guests can feast their eyes on Armani shows and videos.

The 160-room Armani hotel occupies six floors in the Burj Khalifa tower, which opened on Jan. 4, in addition to eight floors dedicated to 144 Armani luxurious residences.

The two parties declined to reveal the cost of the hotel.



Source: Walid, T (2010, April 27). Armani opens first hotel in Dubai, plans Milan next. *Reuters*. Retrieved from www.reuters.com/article/2010/04/27/emirates-armanihotel-idUSLDE63Q1EK20100427

2 Read the text again and say if the following statements are true (T) or false (F). If there is not enough information, write don't know (DK).

- a The Armani Hotel Dubai is the first of several Armani hotels.
- b The hotel is decorated in a minimalist style.
- c Armani joined forces with Emaar Properties in 2006.
- d Armani compared Dubai with Las Vegas.
- e No expense was spared for the hotel launch.
- f The Armani Hotel Pompeii; will open in 2011.
- g Emaar and Armani are also branching into luxury modes of transport.
- h Guests can view Armani shows and videos on the world's largest LCD screen.
- i The Armani Hotel Dubai takes up six floors in Dubai's tallest tower, the Burj Khalifa.

Vocabulary

3 Put the words from the box into the correct category in the table depending on whether they are used to talk about business, hotels or both.

~~four-star~~ ~~profits~~ branding diversification
 lobby bar area company logo check-in
 room service ~~boardroom~~ recent acquisitions
 branding customers bookings
 production line guests price

Business	Hotels	Both
boardroom	four-star	profits

Writing

4 Write to your boss describing three hotels in your town which are suitable for visitors. Compare some of the following: the size, the cost, the service, the convenience and the facilities. (Write about 100 words.)

Listening – dates and events

5 CD1 TR47 Listen to the answering service at the Zurich Visitors Bureau and complete the calendar of events below.

<p>May 16 – May 21 Swiss Art Antiques Fair</p>	<p>August World _____ Cup Championship</p>
<p>_____ – June 1 Kin Circus</p>	<p>September _____ Switzerland's largest funfair</p>
<p>June – _____ The Corso Theatre _____</p>	<p>October Swisscom Challenge</p>
<p>July 14 – August _____ Open-air _____ at the lake</p>	

9 | It's an order!

9.A On our records

Grammar – linking with relative pronouns

1 Use *which*, *in which*, *who* or *whom* to make the two sentences below into one. Add any additional vocabulary where needed.

a I'm dealing with the enquiries. They came in this morning.

I'm dealing with the enquiries which came in this morning.

b This is the office. I moved into it on Monday.

c My colleagues are flexible. I work with them.

d I'm sure this is the file. I saved the letter in it.

e He's a customer. I've never met him before.

f What's the name of the new accounts assistant? He is standing over there.

g The customer asked for our price list. He phoned five minutes ago.

h I want to see the report. They sent the report this morning.

i We've ordered a machine. It's very efficient.

j The brochures didn't arrive. I sent them yesterday.

k This is the document. It gives the customer all the details.

2 Read the sentences that you have written in Activity 1. Can you replace the relative pronouns that you have used with *that*? List below which ones can change.

a, _____

Vocabulary – ordering

3 Complete the sentences, choosing from the box below.

invoice	request	advice	note	copy
documents	statement	enquiry		
despatch note	order	quotation	receive	

These are all the a documents which you deal

with. First of all, customers may b _____

information or they may send a letter of

c _____, or ask for a d _____,

in which we tell them how much they will pay for

their e _____. When we actually

f _____ the order, we send the

customer an g _____, and we send a

h _____ with the order itself. Our regular

customers get a monthly i _____ and the

others receive an j _____. You must keep

a k _____ of everything you send out.

4 Write definitions for the following, using a relative clause with each of the prompts.

a an iPod (an object which ...)

An iPod is an object which plays music
and which you can carry around with you.

b a department store (a place where ...)

c a customer (a person who ...)

d an office (a place where ...)

e a CD-ROM (an object which ...)

f a catalogue (an object which ...)

g a competitor (a person who ...)

h a portable hard drive (a device where ...)

i a warehouse (a place where ...)

j a colleague (a person who ...)

k a diary (a book where ...)

l a personal assistant (a person who ...)

Writing – responding to a customer

5 Write to a customer who wants to know the price of your product and the possible delivery date. (Write about 80 words.)

To: Terry Roach

CC: Sally Lind at Hotel Schweizerhof

Subject: Price Enquiry

Dear Mr Roach,

With regards to your enquiry dated ...

P Pronunciation – consonants and consonant clusters

Practise saying the following sentences.

- a We want to order a vat of valuable wine for next Wednesday.
- b If you check your tongue and change your manner, you can charm the customer, Charlie.
- c A quick quotation would keep the customer quite quiet.

🎧 CD1 TR48 Listen and check.

➡ Now practise saying the sounds correctly.

9 | It's an order!

9.B Customer enquiries

Grammar – the passive

1 Change the following sentences into the passive, leaving out the person whenever you can.

a We received an order yesterday.

An order was received yesterday.

b I am sending out 600 catalogues this week.

c Jane asked me to call you back, Mr Kent.

d The office has given me the wrong address.

e The Sales Department promised me delivery within a week.

f The secretary is preparing your invoice right now.

g The company doesn't allow smoking at work.

h The technician is repairing my computer this morning.

i I'm sorry, sir. We have just sold the last available XHT model.

j If we add the figures together, we can see what profits we made this year.

k They've turned the main office into an IT room.

2 Which response is more likely to be said when answering the question? Tick (✓) either 1 or 2.

a What's the matter with Bob?

1 He's been hurt in an accident.

2 Someone hurt him in an accident.

b Where's your watch?

1 It's being repaired.

2 Someone is repairing it.

c Where's Alice?

1 She was just seen in the cafeteria.

2 Someone just saw her in the cafeteria.

d Can I smoke?

1 We do not allow you to smoke.

2 Smoking is not allowed.

e Have you finished the sales orders yet?

1 Yes, I finished them half an hour ago.

2 Yes, they were finished half an hour ago.

f Where's your motorbike?

1 It's been stolen.

2 Someone has stolen it.

g How did you learn English?

1 I was taught it at school.

2 Someone taught me it at school.

h Where are you from?

1 I was born in Oxford, but I was brought up in Manchester.

2 I was born in Oxford, but someone brought me up in Manchester.

i When can I expect the parcel?

1 The parcel will be posted today.

2 I'll post the parcel today.

j What was the meal like?

1 The food was delicious, and it was eaten in five minutes.

2 The food was delicious and gone in five minutes.

Vocabulary – dialogue

3 Complete the sentences, choosing from the box below.

worry	exact	appropriate	else
of course		matter	bother
straight away		idea	wrong

- a** Marcel: What's the time? About 5 p.m.,
I think.
Daniel: No, what's the exact time?
- b** Peter: Do you need anything _____,
Madam Rigauld?
Madam
Rigauld: No thanks, that's all.
- c** Jane: Look at all this traffic. We're going to
be late.
Paul: Don't _____ – they'll wait
for us.
- d** Ana: Have you finished those e-mails yet?
Julia: Yes, _____. It was the first
thing I did.
- e** Tamsin: Look, this package has been
returned to us. Did you send it to the
_____ address?
Shakira: Oh no, I must have made a mistake.
- f** Ferrat: I can't find that document anywhere.
Saul: It doesn't _____. I've got a
copy here.
- g** Miguel: Would you like me to call Mr Grant?
Alex: No, don't _____. I'll do it myself.
- h** Christina: Do you know where Karim is?
Leo: Sorry, I've got no _____.

- i** Ben: Have you checked that address yet?
Kate: No, but I'll do it _____.
- j** Sarah: Would you like a closer look?
Claire: Yes please, but do you think this is
an _____ gift for a young man
of 18?

P Pronunciation – word endings

A Practise the pronunciation of word endings with the words below.

- a** useful
b employer
c flexible
d hopeless
e arrival
f productive

🎧 **CD1 TR49** Listen and check.
➡ Now practise saying them correctly.

B Write five other words which have similar word endings. Check you know how to pronounce them. Use your dictionary if necessary.

- a** manager _____
- b** _____
- c** _____
- d** _____
- e** _____

9 | It's an order!

9.C Orders and invoices

Grammar – imperatives

- 1 Write the expressions you would use in the following situations, using either *let* or *let's* and the verb in brackets. More than one answer may be possible.
 - a You suggest having a cup of coffee to a friend. (have)
Let's have a cup of coffee.
 - b A trainee is having a problem with something you can do easily. (do)

 - c In a morning meeting, the boss decides that Sue must work in Reception today. (work)

 - d You see a colleague carrying a pile of heavy boxes. (help)

 - e A friend wants to decide which film you are seeing this evening. You don't want to decide right now. (decide)

 - f You need to check some information for a customer. (check)

 - g A customer has phoned to ask lots of questions about prices. You want to send him a price list. (send)

 - h A colleague wants to talk about a work-related problem. You are busy now. (not talk)

 - i You and another trainee have a problem. You decide to ask the boss for help. (ask)

Vocabulary – prepositions

- 2 Complete the sentences, choosing from the box below.

about	at	up	to	out	for
on	of	out of	with		

- a I'd like to set up _____ an account, please.
 - b Would you like to pay _____ the order by credit card or bank transfer?
 - c I'm sorry, we've sold _____ that type of chocolate. Would you like to replace it with another?
 - d I'm sorry, I didn't hear you. I was speaking _____ Kim.
 - e Would you pass _____ the message to Anna Grant, please?
 - f I'm not busy at the moment. Let me deal _____ those orders.
 - g The company is trying _____ new office equipment. We want to know what you think _____ it.
 - h I've been looking _____ these figures all morning, but I can't see any mistakes.
 - i What happened at the meeting? I haven't heard _____ it yet.
- 3 Complete the sentences after the verb *look*, using *at*, *after*, *in*, *around*, *up*, *out*, *out of*, *for*, *up to* or *into*.
 - a I'm not sure what this word means, I'll have to look it up _____ in the dictionary.
 - b Look _____ the mess! Please tidy up the office a bit.
 - c I've lost my diary. Can you help me look _____ it?

- d** He looked _____ the shop, but he didn't find anything he liked.
- e** If you're going to arrive at 9 p.m. I'll look _____ for you.
- f** She looked _____ the window and saw that it was snowing.
- g** OK, I'll look _____ on you in your office this afternoon to discuss it.
- h** I'm changing my job as I want a better boss. Someone I can look _____.
- i** David, this is our new trainee, Claire. Can you look _____ her until she gets to know a few people?
- j** Tanya, there's a problem with the computer connection. Can you look _____ it and see what's wrong?

4 Write sentences using the phrasal verbs below. Make sure you have understood their meanings. Use your dictionary if necessary.

a take away

Can you take away my computer. It's broken.

b take in

c take up

d come into

e come across

f come up with

g get on with

h get over

i get round to

j put off

P Pronunciation – intonation in question tags

A  **CD1 TR50** Listen to the intonation in the questions. Put an up arrow  or a down arrow  after each question, depending on the intonation.

a 1 You're a regular customer, aren't you? 

2 You're a regular customer, aren't you?

b 1 He has an account, doesn't he?

2 He has an account, doesn't he?

c 1 She'll pay by debit card, won't she?

2 She'll pay by debit card, won't she?

B  **CD1 TR51** Now listen again to the questions. Put a Y, next to the questions where the speaker expects the answer yes and a question mark (?) where the speaker is not sure. Practise saying the questions both ways.

9 | It's an order!

Quiz – What do I know?

Start here →

What would you say?

What would you say in the following situations? If you can, record your answers and listen to yourself.

- | | | |
|--------------|--|-----------------|
| a | Say what the following documents do: | Points |
| 1 | an invoice | ___ / <u>2</u> |
| 2 | a quotation | ___ / <u>2</u> |
| b | Explain to a colleague about two different deliveries using the passive form. | ___ / <u>4</u> |
| c | You are placing an order over the phone. Ask about availability and payment details. | ___ / <u>2</u> |
| d | Write two different kinds of sentence using <i>let</i> . | ___ / <u>2</u> |
| Total | | ___ / <u>12</u> |

Now check your answers on ► p158

If you have scored six or less, go to the **Blue** run. If you have scored seven or more, go to the **Black** run.

Blue run



- 1 Complete the passage, choosing either *which*, *in which*, *who* or *that*. More than one answer may be possible.

My colleagues nearly always give chocolates to people in our office who have birthdays or **a** who are leaving. The chocolates are usually from Chocolat Jensen, **b** _____ is the best chocolate manufacturer in town! The chocolates are often left on the table **c** _____ is just by reception. The office **d** _____ I am working in at the moment happens to be just by reception too! When

there are chocolates around, I spend the morning, **e** _____ I always find very long, thinking of excuses to get up and walk out of my office. I head for the loo, **f** _____ is down the corridor, or find something else to do, picking up a chocolate discreetly as I go. I give a very odd look to anyone **g** _____ asks me why I am in and out of my office all the time. They usually think **h** _____ I'm sick. In fact, before the end of the morning I usually am sick – and the box of chocolates is empty.

- 2 Correct the passive sentences below. Where necessary, take out surplus information and add any additional vocabulary where needed.
- a** The bill was received from someone on 7th December.

 The bill was received on 7th December.
- b** The enquiry was pass on to me.

- c** The information has sent last week.

- d** The delivery note was sent at the same time with as the package.

- e** The file was checked by someone this morning.

- f** An invoice is be sent to the customer.

- g** The samples were damage on arrival.

- h** The statement will sent as usual.


Black run

1 Read the sentences below. Some of the sentences contain a relative pronoun that is unnecessary.

Cross out the unnecessary relative pronoun.

- a** The people ~~who~~ we met at the conference are coming to visit the factory next week.
- b** This is the new chocolate which we are promoting this month.
- c** The fax which arrived this morning is a query about an order.
- d** The hotel where they stayed was very expensive.
- e** The colleague who I asked about career prospects gave me some good advice.
- f** The goods which are damaged are refunded in full.
- g** That's the customer who ordered 24 cartons last week.
- h** The supplier who we used last month is not very reliable.
- i** The person who I learnt the job from left the company last week.
- j** The clients whose accounts are settled on time get a discount.
- k** The head offices which I visited in Berlin are very luxurious.

2 Rewrite these sentences using the *-ing* form. Make any other necessary changes.

- a** Before you learn to use this software, you must learn the basic steps.

Before learning to use this software, you must learn the basic steps.

- b** After she agreed to work late, a friend phoned and asked her out.

- c** After I have finished the invoices, can I go home?

- d** Before we take a break, we should look at the new models.

- e** When you work at your computer, make sure you sit in a comfortable position.

- f** When I worked in Reception, I got to know a lot of the clients.

- g** After I had booked a hotel for Mr Grim, he changed his mind about the trip.

- h** Before I came to work for this company, I was at college full-time.

- i** After Sarah sent the e-mail, she realized she had forgotten the attachment.

- j** Before you say no, you should listen to all the arguments.

3 Translate these sentences into your own language in your notebook. Then close this book and translate your sentences back into English.

- a** I made a mistake in the report I sent you yesterday.
- b** I have a friend who works in your company.
- c** This is the office I work in most of the time.

9 | It's an order!

9.D Fair trade

Reading – matching pictures and text

1 Match the sentences below to the pictures.



- a** Here is the final product – a creamy Dubble bar.
- b** After a week, the beans are removed from the banana leaves and spread out on a bamboo table to dry. The farmer must turn them over now and again to make sure they dry evenly and don't stick together.
- c** The sacks are loaded onto a truck and transported to the Ghanaian port of Tema. They are then shipped to Europe.
- d** Chocolate flavour comes from cocoa beans which grow in pods on cocoa trees. Cocoa trees grow in hot, damp climates, near the equator, for example in Ghana or Brazil.
- e** The selected beans are packed into sacks and weighed. The farmer is paid a fair wage as he is working for a fair trade organization. He will get the other half when Cocobod, the government cocoa board, accepts the cocoa.
- f** To get their rich flavour, the beans must lie out in the heat. They are wrapped in huge banana leaves.

Vocabulary – prepositions and adverbs

- 2 Complete the sentences, choosing from the box below.

into in (x2) to from over near out (x2)

- a Cocoa beans grow in Ghana, which is _____ the equator.
- b The beans lie _____ in the heat, wrapped _____ huge banana leaves.
- c The farmer turns the beans _____.
- d The beans are removed _____ the banana leaves and spread _____ on a bamboo table.
- e The beans are packed _____ sacks.
- f The sacks are loaded _____ a truck and taken _____ the port.

Writing

- 3 Write sentences about the products you eat which come from other countries. Use the passive form as much as you can.

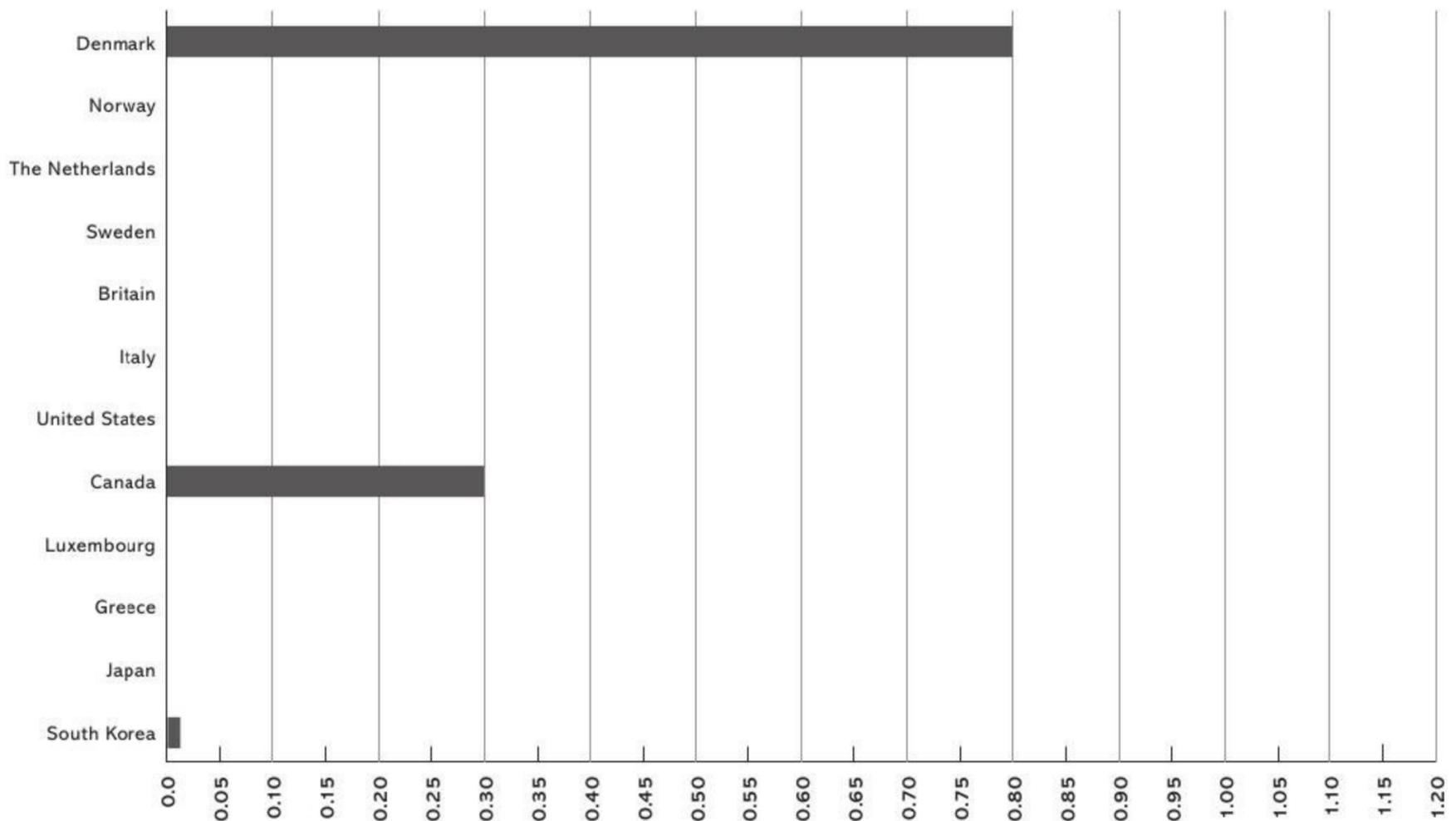
Bananas are grown in the West Indies. They are picked before they are ripe, and packaged carefully because they are fragile. They are then shipped to Europe.

Listening to a report

- 4  CD1 TR52 Listen to details of the financial aid given by rich countries to poor countries. Complete the missing bars on the chart.

Miserly by comparison

Aid as % of GNI



Source: OECD. (2010). *Development aid rose in 2009 and most donors will meet 2010 aid targets*. Retrieved from http://www.oecd.org/document/11/0,3746,en_2649_34447_44981579_1_1_1_1,00.html

10 | Global reach

10.A International transport



a The product gets checked for quality.

b _____

c _____

d _____

e _____

f _____

g _____

h _____

i _____

j _____

Grammar – passive with *get*

- 1 Choose a word or phrase from the box below and write a sentence with the word *get* to explain stages in a shipment.

weigh damage take by air take by van
 clear through customs
 deliver to the customer package collect
 sort ~~check for quality~~

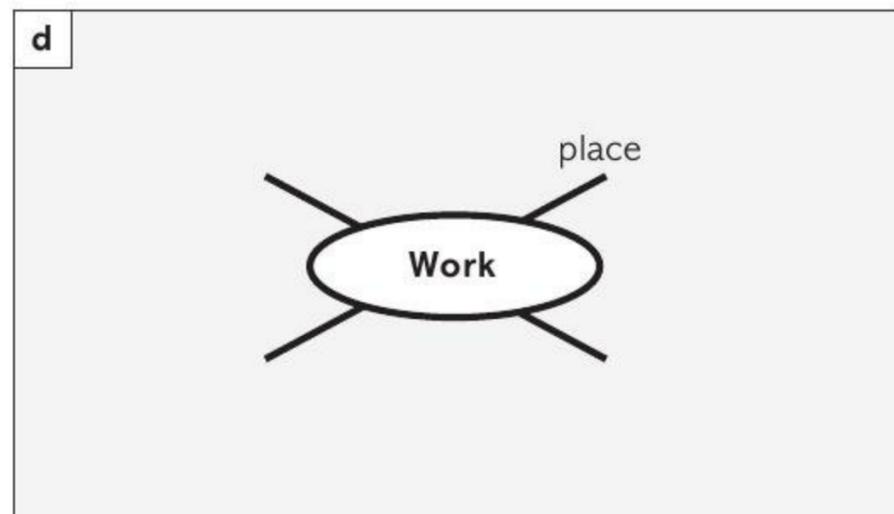
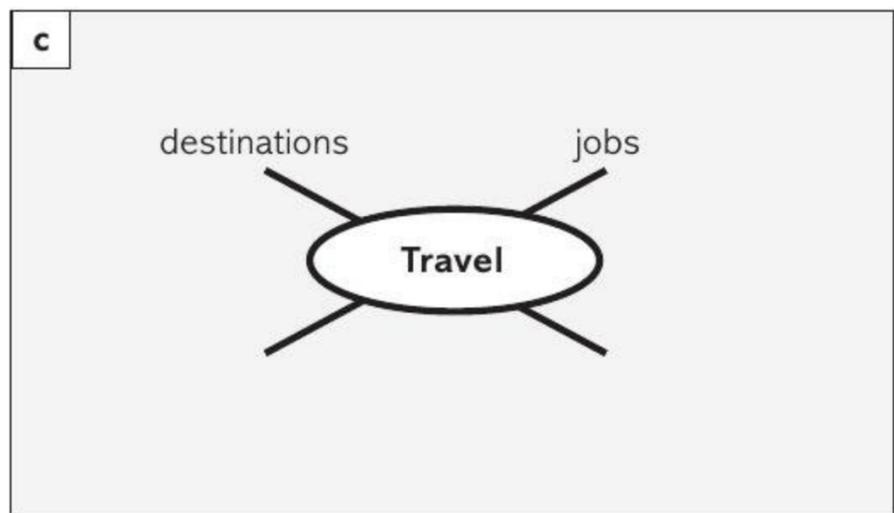
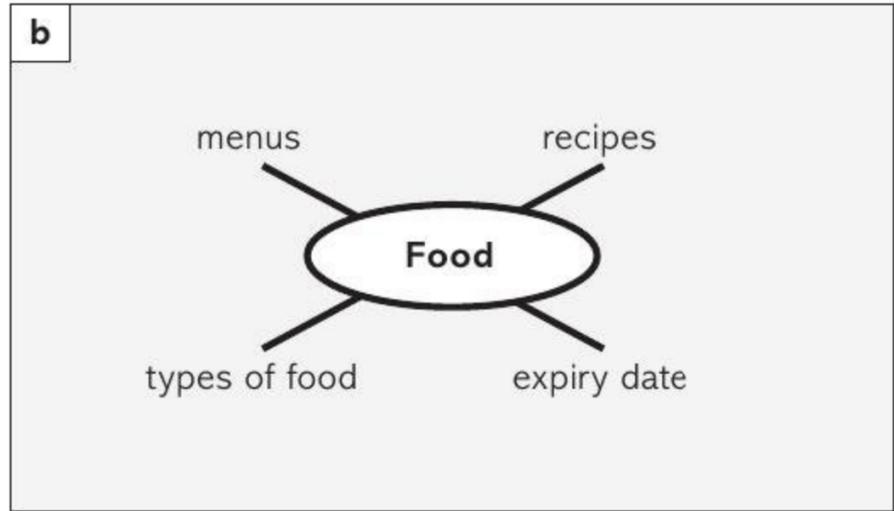
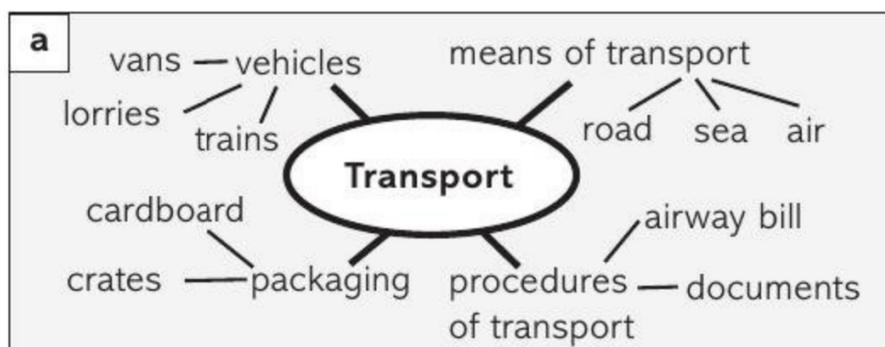
Vocabulary – money

2 Complete the sentences, choosing from the box below.

- | | | |
|-------------------|----------|-------|
| price | valuable | bill |
| wallet | cash | notes |
| change | costs | safe |
| coin | | |

- a Have you got change for 20 euros, please? I need it for the parking meter.
- b The Federal Bank is issuing new \$100 bank _____ at the end of the year.
- c Diamonds are very _____. My grandmother keeps hers in a _____ at the bank!
- d The _____ of petrol is going up again next month.
- e Buying on the Internet _____ less than buying at a city centre retailer.
- f Can I pay with a credit card? I haven't got much _____ left.
- g Hey, I've lost my _____! Or someone's stolen it.
- h There's something wrong with this 50 cent _____ – it won't go in the machine.
- i Hey, give that to me. It's my turn to pay the _____.

3 Study the spidergram on transport and then add your own details to the other categories: food, travel and work. Use a dictionary if necessary.



P Pronunciation – difficult words

Underline the word in each group which has a different vowel sound to the rest.

- a clear, bread, fear, rear
- b type, tight, tint, tiny
- c check, said, spread, break
- d fair, fail, main, weigh
- e sure, tour, poor, loop

🎧 **CD1 TR53** Listen and check.
➔ Now practise saying the difficult words.

10.B Frequently Asked Questions (FAQs)

Grammar – phrasal verbs

- 1 Rewrite the sentences and separate the verb from its preposition or adverb wherever possible. Some sentences cannot be changed.

a We sent out the invoice on Friday.

We sent the invoice out on Friday.

b The cost of the transport depends on the weight of the package.

c I asked for some more money.

d The transport company is picking up the shipment at 5 p.m.

e Can you fill in this form, please?

f I'm looking for Mr Smith.

g You'd better look up that word in the dictionary.

h I forgot to switch off my computer.

i I need to ring up my bank manager.

j We've run out of paper for the printer.

k You can count on Bill. He's always ready to help.

l Sales are down, so we need to cut back production.

Vocabulary – time expressions

- 2 Complete the sentences, choosing from the box below.

how long	during	for	up till now	so far
four days' time	in time	on time		
ago	since	fortnight	anniversary	

Piers: Hi! Good to see you again. When did you arrive in Zurich?

Martin: Ten days ago.

Piers: And _____ are you staying?

Martin: Only _____ a _____ this time.

Piers: So you're leaving in _____. And have you been enjoying yourself _____?

Martin: Yes, _____ I've had a good time.

Piers: What have you been doing _____ your stay?

Martin: I was just _____ to catch the trade fair last week.

Piers: That's terrific! And you can come to our _____ party tomorrow night. It's just one year _____ we set up our company.

Martin: That'll be nice. I'd love to come. What time?

Piers: 6 p.m. – but don't worry if you're a bit late. These things never start _____.

3 Fill in the gaps below. Use your dictionary if necessary.

Nouns	Adjectives	Inhabitants
France	French	The French
	German	
Holland		
Sweden		
	Norwegian	
	Finnish	
Israel		
Turkey		
	Lebanese	
	Irish	
Colombia		
Denmark		
Belgium		
Greece		
	Japanese	

P Pronunciation – countries

A Put the country names from the box below into the table, according to their stress pattern.

🎧 CD1 TR54 Listen and check.

➔ Now practise saying them.

Japan	Canada	Mexico	China	India	Kuwait	Zimbabwe	Brazil
Italy	Korea	Switzerland		Ukraine	Australia	Egypt	Eire

● ●	● ●	● ● ●	● ● ●	● ● ●
China				

B Add the names of two more countries for each category. Use your dictionary if necessary.

10.C Another form to fill in!

Grammar – countable and uncountable nouns

- 1 Read the text below. Remove the unnecessary words.



Travel today is very different to the travel ten years ago. More and more the people go some long distances to work. But the transport systems they use nowadays are better and faster than before. The most people now have a car, and use it for a leisure. People travel further for some holidays, and spend a large part of the family budget on this. Transport has improved for the businesses too. The business people can travel to the other side of the world by the plane in a very short time. And they can send some products by the freight faster than ever before.

- 2 Read the sentences and tick (✓) the correct answer.

- a** 1 My boss is going to a Middle East on business next week.
- 2 My boss is going to the Middle East on business next week.
- b** 1 Disney World is in the USA.
- 2 Disney World is in USA.
- c** 1 We often go skiing in Alps.
- 2 We often go skiing in the Alps.
- d** 1 I have travelled to many countries in Europe.
- 2 I have travelled to many countries in the Europe.
- e** 1 Sherlock Holmes lived in the Baker St.
- 2 Sherlock Holmes lived in Baker St.

- f** 1 During the summer, they climbed the Mont Blanc.
- 2 During the summer, they climbed Mont Blanc.
- g** 1 The Ireland has an economy which is developing fast.
- 2 Ireland has an economy which is developing fast.
- h** 1 Many countries in the world speak English as a first or second language.
- 2 Many countries in the world speak the English as a first or second language.
- i** 1 The Spain has a lot of tourists.
- 2 Spain has a lot of tourists.
- j** 1 Not many Europeans learn Japanese.
- 2 Not many Europeans learn the Japanese.

Quiz – What do I know?

Start here →

What would you say?

What would you say in the following situations? If you can, record your answers and listen to yourself.

a	Give examples of:	Points
1	two countable nouns.	___ / <u>2</u>
2	two uncountable nouns.	___ / <u>2</u>
b	Explain to a colleague about two different deliveries, using the passive form.	___ / <u>4</u>
c	Write two sentences using different countable or uncountable nouns.	___ / <u>4</u>
Total		___ / <u>12</u>

Now check your answers on ► p158

If you have scored six or less, go to the **Blue** run. If you have scored seven or more, go to the **Black** run.

Blue run



- 1 Complete the gaps using *a*, *an*, *the*, *some* or *any*, or leave a gap if nothing is required.
 - a Sarah is a computer operator.
 - b I like _____ people I work with.
 - c There's _____ file on my desk. Can you get it for me?
 - d _____ personal phone calls are not allowed at work.
 - e Can you give me _____ advice about careers in sales and marketing?
 - f We have introduced _____ new production system into the factory.
 - g Can you pick up _____ shipment this afternoon, please?

- h Have you received _____ catalogue which KLG promised to send?
- i I can't find _____ information about the new software package.
- j Can you give me _____ answer tomorrow?

2 Write a passive sentence responding to the remarks. Use the prompt and a phrasal verb in each answer.

- a The customers need the catalogues. (send/them)
 I'll send them out immediately.

- b It's dark in here! (switch/light)

- c I haven't heard from Ken for a long time. (let's call/him)

- d Can you take me to the party tonight? (what time/pick/you?)

- e I get to work late every day. (should get/earlier)

- f I've been standing up for an hour! (sit)

- g I don't know what this word means. (look/dictionary)


Black run

1 Make sentences from the word lists below, adding *get* or part of the verb *to be*.

- a The parcel/picked up/courier

 The parcel gets picked up by a courier.
- b The courier/takes package/to local DHL station

- c The details/transferred/radio printer

- d Shipments/given quality check

- e Shipments/taken to Hubs

- f A Hub/linked smaller sorting stations

- g Information about shipment/held on a computer/from the beginning

- h The local courier/records time/date

- i The shipment cleared/through customs

- j The documents/filled in by/client

- k The dimensions of package/recorded on form

2 Make sentences from the prompts. Add any other vocabulary that you need and pay attention to word order.

- a Yesterday/I/ask/information about Paris

 Yesterday I asked for information about Paris.
- b She/look/price in the catalogue/half an hour ago

- c She/send/catalogues/yet?

- d Can/you/sort/the problem?

- e Can/you/switch/TV?

- f Why/not/you/look/information/Internet?

- g We/pick/them/at 9 p.m.

- h We/look/market researcher

- i Can/you/carry/it/us?

- j You/must/make/your mind

3 Translate these sentences into your own language in your notebook. Then close this book and translate your sentences back into English.

- a I need some advice.
- b What's the news?
- c There wasn't a lot of damage.

10.D Customer relations

Reading an article

- 1 Before you read the article, answer the following questions.
 - a What is the group of countries known as the G8?
 - b What does this group do?
 - c Which of the following countries are not members of the G8: United States, Canada, France, Great Britain, Italy, Spain, Russia, Japan, Germany, China?



Be it G8 or G20, activists say protests to continue

The Group of 8 rich nations may have become the Group of 20 to be more inclusive of emerging economies, but activists vow to go on decrying capitalism no matter how many leaders attend the summits.

At its summit here in Pittsburgh, the G20 said it will become the forum for global economic management, giving rising powers such as China more clout and including countries such as Mexico, Indonesia and South Africa, who are not in the G8.

About 10,000 protesters marched against capitalism and the G20's summit agenda on Friday, in what organizers called the biggest protest in this western Pennsylvania city since Vietnam war demonstrations.

Protests – usually against some aspect of capitalism – have often marked summits since trade talks in Seattle in 1999, when demonstrators ransacked

the center of the city, targeting businesses seen as symbols of U.S. corporate power. Such summits are often held within a ring of security.

John Lipsky, the deputy managing director of the IMF, told Reuters Television, 'This movement to the G20 and away from the G7 is recognizing economic realities. You can't talk about the global economy without having the major dynamic emerging economies at the table.'

But the change from such summits just being for the G8 – the world's seven richest nations (the United States, Britain, Germany, Japan, Canada, France, Italy) and Russia, failed to impress protesters on Pittsburgh's streets.

'Our objective does not change whether there's 8 or 20 voices, we protest for the voices that are excluded,' said Noah Williams, spokesman for the Pittsburgh G20 Resistance Project.

Source: Egan, M (2009, September 25). Be it G8 or G20, activists say protests to continue. *Reuters*. Retrieved from www.reuters.com/article/idUSTRE5805Z420090925

2 Read the text again and tick (✓) the correct answers to the following questions.

- a The demonstrations in Seattle were:
- 1 the first of its kind
 - 2 the worst of its kind
 - 3 the last of its kind
- b The protest is against:
- 1 rich countries
 - 2 summits
 - 3 capitalism
- c The G8 has become the G20 because:
- 1 rising powers are included
 - 2 emerging economies are included
 - 3 both 1 and 2
- d The G20 summit took place in:
- 1 Pittsburgh
 - 2 Seattle
 - 3 China
- e Which country was included in the G8?
- 1 China
 - 2 Russia
 - 3 Mexico
- f As the G8 changed into the G20, the protest movement:
- 1 changed its objectives
 - 2 became stronger
 - 3 remained the same

- b rising power

- c an emerging economy

- d a rich nation

- e a summit

- f US corporate power



Listening – the cost of living

4 CD1 TR56 Listen and number the cities from 1 to 10, according to how expensive they are to live in (1 being the most expensive and 10 being the least expensive).

- a Shanghai 10
- b Paris
- c Chicago
- d Dublin
- e London
- f Frankfurt
- g Oslo
- h Milan
- i Tokyo
- j Sydney

Vocabulary – explanations

3 Explain the following terms, giving an example if necessary. Use your dictionary if necessary.

- a activist
- an activist is a person taking direct and often militant action to achieve an end that is often political or social.

Writing

5 Write to a G8 country leader, saying why you think globalization of the world economy is a good thing or a bad thing. For example, think about how world trade affects your country or other countries that you know about. (Write about 200 words.)

11 | The big sell

11.A Let's promote it!

Grammar – *will, may, could*

- 1 Complete the sentences using the words in brackets and one of the following: *will, will not, may, may not* or *could*. More than one answer may be possible.
 - a If the company promotes its products well, (sell/more) it could sell more.
 - b If we improve our ads, (customers/buy/more products)

 - c If we go on discussing this problem any longer, (fall asleep)

 - d If we don't agree on a marketing strategy, (never/decide on/promotion campaign)

 - e If you don't finish those letters soon, (miss/the post)

 - f If we don't start to sell more soon, (go out of/business)

 - g If we sell more of our Orange range, (sell less/Green range)

 - h If we push our more sophisticated products, (attract/new customers)

 - i If we don't send the goods now, (arrive/late)

 - j If we decide now, (start/marketing campaign/tomorrow)



Vocabulary – toiletries

- 2 Choosing from the box below, answer the questions.

shaving gel	exfoliating face scrub
aftershave balm	moisturizing cream
refreshing wipes	anti-ageing cream
suncream	deodorant
	hand cream

- a What do you use to keep your hands soft?
hand cream
- b What do you use to prevent body odour?

- c What do you use to prevent skin from losing its youthful look?

- d What do you put on to protect yourself from ultraviolet rays?

- e What helps you to shave more easily?

- f What soothes your skin after shaving?

- g** What keeps your skin soft?

- h** What do you use to remove dead skin?

- i** What do you use to cleanse your face and hands and make them feel good?

3 Write the names of five toiletry products that you use. Use your dictionary if necessary.

- a** soap _____
- b** _____
- c** _____
- d** _____
- e** _____

4 The dialogue below has been mixed up. Number the sentences in the correct order.

- a** I think the men's range is the priority.
- b** I'm not sure. I think that we already have our maximum share of the female market.
- c** Yes, that could be the best use of our resources.
- d** I'm sure we can do some attractive ads for some of the men's products.
- e** Well, we aren't very well placed in the men's market.
- f** OK. What about the men's range then?
- g** Only if we make sure the ads are exciting.
- h** OK. We'll put our resources into promoting the men's range and making sure the ads are attractive!
- i** I think our women's range is our strong point in the market.
- j** What do we need to promote this year? 1
- k** So do you think we should push that?

P Pronunciation – intonation in agreeing and disagreeing

A ● **CD1 TR57** Listen to the dialogues and show with an arrow if the intonation goes up  or down  in the responses.

- a** I think we should push our women's range.

I'm not sure I agree. 

- b** The moisturizing creams are doing very well at the moment.

Yes, that's true.

- c** We aren't very well placed with men's products.

Good point.

- d** We should promote the men's range.

Hang on a minute ...

- e** Sun products would be a terrific campaign.

OK. That's agreed.

- f** The advertising campaign is going very well.

That's wonderful.

B ● **CD1 TR58** Listen again to the dialogues. ➔ Now practise them using the intonation patterns.

11 | The big sell

11.B What did they say?

Grammar – reported speech

1 Rewrite the sentences below in reported speech, using the prompt and one of the following verbs: *say, agree or decide*.

a 'The products are excellent.'

The Managing Director said that the products were excellent.

b 'The sun products have a very good level of protection.'

She _____
_____.

c 'We'll put most of our resources into the women's range.'

They _____
_____.

d 'The kids' sun spray is an innovative product.'

They _____
_____.

e 'We are losing our position in the market.'

They _____
_____.

f 'Good! We'll promote the moisturizers this year.'

They _____
_____.

g 'That's not a good idea.'

She _____
_____.

h 'We haven't got our market share with the men's range.'

He _____
_____.

i 'The profits are falling at the moment.'

She _____
_____.

j 'Sales are increasing in South East Asia.'

They _____
_____.

k 'I am leaving the company at the end of the month.'

She _____
_____.

l 'We have lost an excellent employee.'

He _____
_____.

Vocabulary – adjectives

2 Read the list of adjectives below and say if they carry a positive (P) or negative (N) meaning. For those that have both positive and negative meanings, put a B for *both*.

a attractive

 P

b traditional

c new

d old-fashioned

e innovative

f useful

g convenient

h exciting

i classic

j established

k boring

- 3 Write down ten more adjectives, five that have positive meanings and five that have negative meanings. Use your dictionary if necessary.

Positive

- 1 cheap
2 _____
3 _____
4 _____
5 _____

Negative

- 1 awkward
2 _____
3 _____
4 _____
5 _____

- 4 Use five of the words from Activity 2 to write a sentence describing a product.

- a Lulu is an attractive perfume. It has a very well-designed bottle.
b _____
c _____
d _____
e _____

- 5 Write the opposite of the word below, using one of the following prefixes: *un~*, *im~*, *in~* or *dis~*. Use your dictionary if necessary.

- a interesting uninteresting
b convenient _____
c exciting _____
d similar _____
e efficient _____
f patient _____
g employed _____
h probable _____
i obedient _____

- j loyal _____
k grateful _____
l polite _____

P Pronunciation – responding to information

- A **CD1 TR59** Listen to the intonation in the remarks. Put an up arrow  or down arrow  after each remark, depending on the intonation.

- a That's good news. 
b And then?
c What happened next?
d That doesn't make sense.
e So?
f That's true.
g That's not true.
h Anything else?

- B Complete the sentences below.

- a Intonation goes _____ when your response indicates that you want the other person to continue speaking.
b Intonation goes _____ when your response expresses a point of view or an emotion.

11.C Packaging magic



Glass bottles for recycling

Grammar – adjective + infinitive pattern

1 Rewrite the sentences below using the prompt, the word in brackets and one of the following adjectives: *easy, difficult, cheap, expensive, convenient, inconvenient* or *important*. More than one answer is possible.

a Glass is cheap. (make)

Glass is easy to make, so it is cheap.

b It's attractive. (sell)

c That packaging is very bulky! (transport)

d It's got a safety cap! (open)

e We can use recycled glass. (produce)

f Our packaging is very attractive. (market)

g Blister packs are very convenient. (carry around)

h The sun spray is very practical. (use)

i The men's range is our strong point. (promote)

j The men's products are boring. (advertise)

2 Make adjectives from the following nouns, adding one of the following suffixes: *~ful, ~less, ~ive, ~y* or *~en*. More than one answer may be possible.

a expense expensive

b help _____

c truth _____

d wood _____

e product _____

f excess _____

g hope _____

h use _____

i gold _____

Vocabulary – prepositions

3 Match one of the following prepositions, *to, in, on, of* or *for*, to an adjective below. Use your dictionary if necessary.

- a tired of _____
- b near _____
- c grateful _____
- d keen _____
- e aware _____
- f capable _____
- g fit _____
- h equal _____
- i afraid _____
- j born _____
- k kind _____
- l helpful _____
- m fond _____
- n thankful _____
- o good _____
- p friendly _____

4 Now write sentences using some of the words from Activity 3 and the prompts below. Write both affirmative and negative sentences.

- a your boss
I'm not keen on my boss. I'm afraid of her!
- b your work

- c Japan

- d your parents

- e animals

- f colleagues

- g the city centre

- h your health

- i your friends

P Pronunciation – stress patterns in giving information

A **CD1 TR60** Listen and underline the word that gives the key information.

- a Capsules are easier to take.
- b Bottles with safety caps are better for children.
- c They are difficult to open.
- d Bottles are cheaper to make.
- e Plastic is impossible to market in Africa.

CD1 TR61 Listen again and practise saying the sentences.

B **CD1 TR62** Listen and underline the stressed words in the questions.

- a Would you like capsules or tablets?
- b Have you got bottles or cans?
- c Do you want the green file or the red one?
- d Are you going out tonight or tomorrow night?
- e Is it Wednesday or Thursday?
- f Do you prefer football or rugby?
- g Do you like soft ice cream or hard?
- h Would you like still water or sparkling?

Practise the questions. Be careful to stress them correctly.

Quiz – What do I know?

Start here →

What would you say?

What would you say in the following situations? If you can, record your answers and listen to yourself.

- | | |
|--|---|
| <p>a Report a remark that you heard at work recently. Use <i>say</i>, <i>decide</i> or <i>agree</i>.</p> <p>b Agree with the following sentence in three different ways.</p> <p>I think we should feature the kids' sun spray in the advertising campaign.</p> <p>c Disagree with the following sentence in three different ways.</p> <p><i>Let's put all of our resources into the baby-care range.</i></p> <p>d Write two sentences about your company or your job using the adjective + infinitive pattern.</p> | <p>Points</p> <p>___ / <u>2</u></p> <p>___ / <u>3</u></p> <p>___ / <u>3</u></p> <p>___ / <u>4</u></p> <hr/> <p>Total ___ / <u>12</u></p> |
|--|---|

Now check your answers on ► p158

If you have scored six or less, go to the **Blue** run. If you have scored seven or more, go to the **Black** run.



Blue run

- 1 Complete the sentences with the correct tense of the verb in brackets and *will*, *may*, *could*, *can* or *must*, where necessary.
- a**
- 1 Can I borrow the car this evening?
 - 2 If you take (take) the car, you may need (need) to put some petrol in it.
- b**
- 1 Can you tell Rob I won't be here tomorrow?
 - 2 OK. I _____ (tell) him if I _____ (see) him.

- c**
- 1 Kari's not here at the moment. She's due back in half an hour.
 - 2 If she _____ (come) back in half an hour, I _____ wait.
- d**
- 1 Our profits are down this year.
 - 2 If we _____ (sell) more of our sun products, we _____ (make) better profits.
- e**
- 1 I need some more money!
 - 2 If you _____ (work) harder, you _____ (get) a promotion and a pay rise. It's not certain though!
- f**
- 1 I cannot come, as I have to stay and finish this job.
 - 2 If you _____ (be) the last to leave the office, you _____ (lock) up.
- g**
- 1 Can we sell any more of our women's range?
 - 2 If we _____ (advertise) widely, we _____ (sell) more.
- h**
- 1 Come on! If we don't hurry, we will be late.
 - 2 If I _____ (not finish) my coffee, I _____ (will) never wake up!

2 Write a contradictory sentence to each of the comments below, using the word in brackets.

- a** The Managing Director said our sales were increasing. (falling)
- No, she didn't. She said they were falling.
- b** The Sales Director said we needed to promote the kids' products. (women's range)
- _____
- c** Human Resources said we have recruited fewer staff this year. (more staff)
- _____
- d** The Finance Director said our salaries were too high. (too low)
- _____

- e** The Sales Director said our transporters were efficient. (inefficient)

- f** The survey said customers thought our products were attractive. (unattractive)

- g** The Managing Director said we spent too much on advertising. (not enough)

- h** The boss said we needed new printers. (monitors)


Black run

- 1** Using the prompts, write sentences to express ways of agreeing or disagreeing. Use a different expression each time.
- a** Our products are the best.
That's ~~true~~. _____
- b** We can do better with our sun products.
I'm not sure _____.
- c** We have our maximum market share already.
I don't _____.
- d** We must promote all our products!
Hang on _____.
- e** Our men's products are difficult to sell.
Good _____.
- f** Our women's products are our strongest selling point.
But don't _____.
- g** We'll go for promoting the body spray. OK, everyone?
That's _____.
- h** Our sales have increased by 25 per cent.
Yes, that's _____.

- 2** Write sentences with *if + 'll, will, won't, may and could* for the following situations.

- a** You are probably going to be late for work.
If I'm late for work, my boss'll be angry.

- b** You've applied for a new job.

- c** Your boss wants to send you on a training course for three weeks.

- d** You have asked your boss for a pay rise.

- e** You have asked your boss for a day off.

- f** You don't like your office and have asked to change.

- g** You think your mobile phone may not work properly anymore.

- h** Your landlady is talking about increasing the rent for your room.

- 3** Translate these sentences into your own language in your notebook. Then close this book and translate your sentences back into English.
- a** If we lower our prices, we could sell a lot more.
- b** We agreed that the new advertising campaign was excellent.
- c** This safety cap is impossible to open.

11.D Affordable drugs

Reading an article

1 Before you read the text, tick (✓) your answers to the following questions.

a Does your company give money to charities?

1 yes

2 no

3 don't know

b Do companies in your country generally support charities?

1 yes

2 no

3 don't know

c Would you like to work for a company which does charity work?

1 yes

2 no

3 don't mind

d If you knew a company was involved in charity work, would you be more likely to shop there?

1 yes

2 no

3 don't know

The volunteer culture

How much does your company care? Not about you, about the wider world? More employees are putting value on working for a boss who gives them time to spread a little happiness. We are seeing the rise of the ethical employee. People are more aware of their company's reputation. The workplace is increasingly where people want to exercise their social conscience.

Two studies, one in the US and one in Europe, both reported a loyalty rate of 87 per cent from staff at companies committed to solving social problems. Companies are shouting about their fundraising and volunteer schemes, from supermarkets such as Tesco and Sainsbury's to couriers such as DHL. At DHL, staff were invited to choose a charity they wanted to help. The Managing Director visited each of the 50 offices nationwide, gathering pledges. Fundraising events have been organized for different workers. For example, couriers are sponsored to have their heads shaved or contribute by selling raffle tickets. DHL allowed staff to participate during their working hours and pledged to match pound-for-pound the funds raised by employees.

Iceland, the supermarket chain, has just completed a scheme to involve its customers. They have been invited to use its website to choose the charities the company will support next year. There is, of course, a clear benefit. Potential new customers are introduced to the company's web selling point. But it marks a definite attempt to involve customers as well. The customer feels happier, staff feel appreciated and the company benefits from the general glow.

Source: Adapted from Ryle, S (2001, July 8). Voting with your vocation. *The Guardian*. Retrieved from www.guardian.co.uk/business/2001/jul/08/theobserver.observerbusiness22



2 Read the text and tick (✓) the correct response to the following. If more than one response is correct, tick both.

a Workers today have:

- 1 more of a social conscience
- 2 less of a social conscience
- 3 no social conscience at all

b When companies do charity work, the effect on employees is that:

- 1 they stay longer
- 2 they leave to work for companies more concerned with profits
- 3 it makes no difference to them

c The attitude of companies to fundraising is to:

- 1 keep their commitment a secret
- 2 publicize it
- 3 recruit staff more easily because of it

d The DHL charity project involved:

- 1 the staff and managing director being involved in fundraising events
- 2 staff organizing fundraising events
- 3 the customers contributing money

e DHL couriers had their heads shaved because:

- 1 they could do their job more easily
- 2 it was funny
- 3 people agreed to give money if they did

f After the fundraising event, DHL gave to the chosen charity:

- 1 more money than the employees raised
- 2 the same amount of money
- 3 less money

g DHL employees raised funds:

- 1 after working hours
- 2 during working hours
- 3 before working hours

h Iceland's charity project involved:

- 1 voting on the web
- 2 giving donations
- 3 giving a large percentage of its profits

Vocabulary

3 Complete the sentences, choosing from the box below.

a social conscience a web sales point
 fundraising a general glow a sponsor
 a pledge ~~a volunteer~~ a raffle ticket
 the loyalty rate an ethical employee

- a A volunteer is someone who works for no money.
- b _____ is a worker who cares about social problems.
- c _____ describes how committed staff or customers are to a company.
- d _____ tells you to help people less well-off than you.
- e _____ is how you make money for charities.
- f _____ is a promise to give money to a charity.
- g _____ is the person who says they'll give money to a charity if you do something like shaving your head, running, swimming, etc.
- h _____ is a good atmosphere.
- i _____ is something you buy which may enable you to win a prize.
- j _____ is a page on the Internet where you can buy something.

Writing

4 Think of an idea for a fundraising event for your company and write to the Managing Director, describing your idea and asking him to sponsor it. (Write about 120 words.)

12 | It's in the making!

12.A About the company

Grammar – question tags

1 Add a question tag to the sentences below using the verbs *be*, *have* or *do*.

- a He doesn't work here, does he?
- b You only make soft drinks, _____?
- c We are visiting the factory tomorrow, _____?
- d He is coming with us, _____?
- e We haven't got time, _____?
- f She has done the report, _____?
- g They sell most of their products in Europe, _____?
- h Our sales meeting is tomorrow, _____?
- i We have got the sales figures right, _____?
- j I go to Berlin on Friday, _____?
- k You don't like Coca-Cola, _____?
- l You make 51 per cent of the world's soft drinks, _____?

Vocabulary – *do* or *make*?

2 Complete the sentences with the correct tense of the verbs *do* or *make*.

- a We do _____ business with many countries round the world.
- b We have three exercises to _____ for homework.

- c The company _____ soft drinks and fruit juices.
- d I'm sorry, I _____ a mistake.
- e We haven't got enough information. It's difficult to _____ a decision.
- f The new trainee _____ very well. Her work is excellent.
- g OK! I _____ my best, but there are a lot of them!
- h I didn't want to go to Adam's party, so I _____ an excuse.
- i Can you _____ me a favour?
- j She _____ very well in the exams – came top, I think.
- k The company _____ a lot of money in the computer software business.
- l By using too much energy, we _____ a lot of harm to the environment.

3 Match the phrasal verbs (a–e) to their meanings (1–5).

- | | | | | |
|---|-----------------------|---|---|------------------|
| a | make way | → | 1 | move to one side |
| b | make something up | | 2 | escape |
| c | make up for something | | 3 | invent |
| d | make something out | | 4 | understand |
| e | make off | | 5 | compensate for |

- 4 Complete the sentences using one of the following: *out, up or off*.
- He made _____ a mad story to explain why he was so late.
 - Can I have the afternoon off? I'll make _____ the time next week.
 - I don't know! She made _____ in a hurry as soon as she saw you coming. What did you say to her?
 - The boss is making _____ that I didn't do the work, but I finished everything this morning.
 - The office budget is very complicated. I can't make it _____.

P Pronunciation – voiced and unvoiced consonants

Read the words below and ~~practise~~ practise saying voiced and unvoiced consonants.

- | | |
|----------------|-------|
| a pan | ban |
| b to | do |
| c cot | got |
| d pick | pig |
| e ferry | very |
| f Sue | zoo |
| g chin | gin |
| h leaf | leave |
| i hat | had |
| j heart | hard |

🎧 **CD1 TR63** Now listen and underline the words you hear.

Writing a product profile

- 5 Write a paragraph about one of your country's products. Think of the product, where it is made and where it sells. (Write about 100 words.)



Sushi from Japan



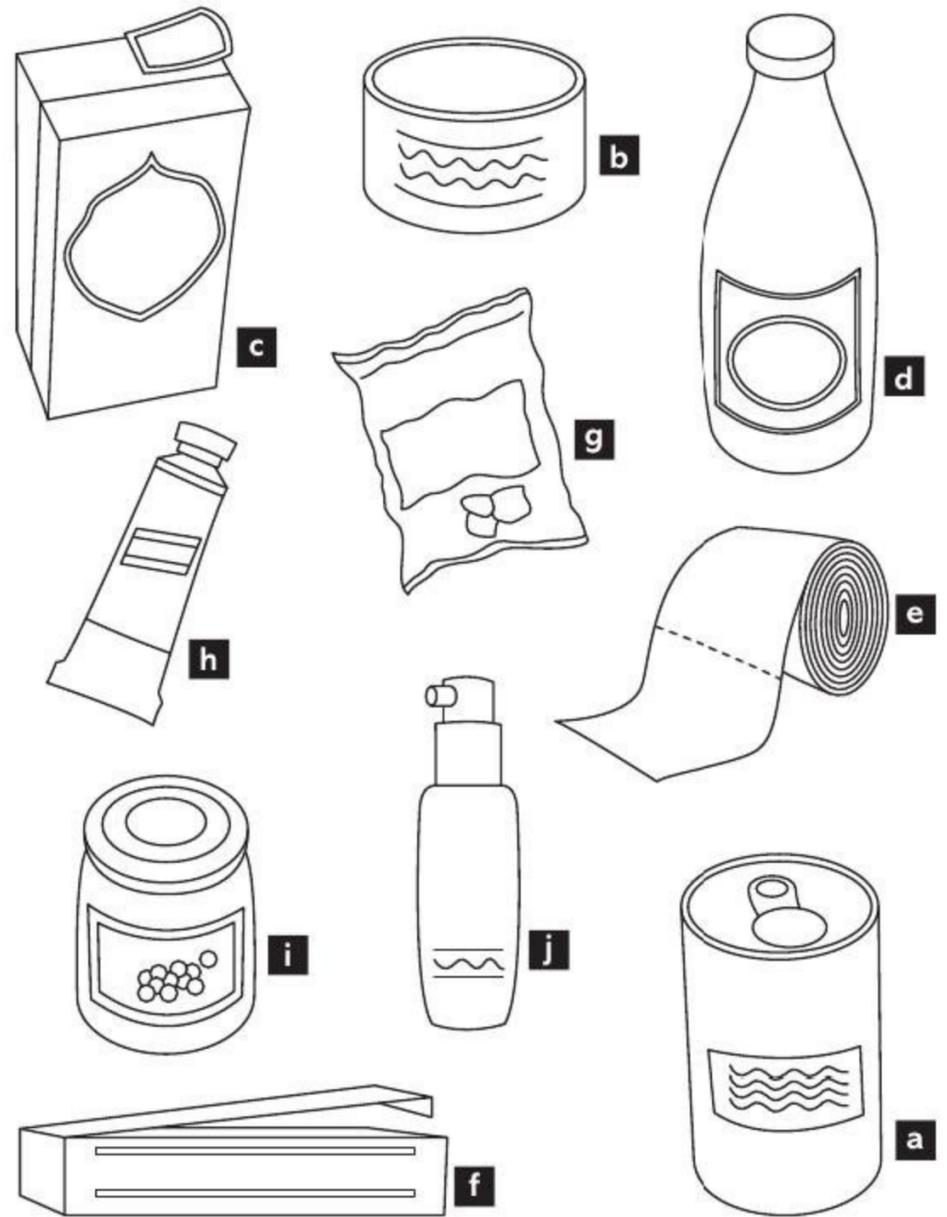
Pasta from Italy

12 | It's in the making!

12.B Just add the fizz!

Grammar – expressing purpose with *to + infinitive*

- 1 Complete the sentences below with an expression of purpose using *to + infinitive*. Use the verbs *buy, book, send, get, make or put*, or other verbs of your choice.
 - a I needed to take the train to Milan so I went to the station to buy a ticket.
 - b She needs to go to Tokyo. She accessed the Internet _____
 - c We stopped at a petrol station _____
 - d She bought some A4 paper _____
 - e He bought a birthday card _____
 - f They went to the supermarket _____
 - g I ground some coffee beans _____
 - h She mixed butter, sugar, flour, eggs and chocolate _____
 - i We're taking Meg to the airport _____
 - j She stopped at the baker's _____
 - k We put CO₂ in the drinks _____
 - l We check our products at several inspection points _____



Vocabulary – product containers

- 2 Match the products in the box below to the containers they are sold in. More than one answer may be possible.

crisps Coca-Cola toilet paper shampoo
 jam beer toothpaste baby food potatoes
 chocolates milk fruit juice tuna
 coffee sugar tissues deodorant

- a a can of Coca-Cola, beer
- b a tin of _____
- c a carton of _____
- d a bottle of _____
- e a roll of _____

- f a box _____
- g a bag of _____
- h a tube of _____
- i a jar of _____
- j a spray can of _____

3 Write three more products that come in the packaging below. Use your dictionary if necessary.

- a tin of soup, of tomatoes, of paint _____
- b tube _____
- c bottle _____
- d box _____
- e sachet _____
- f spray can _____

4 Complete the sentences, choosing from the box below.

mix attaches supplier plant ensure
quality filled blending ~~unloading~~

- a Our basic ingredients arrive here in our unloading _____ bays.
- b Let me show you our water treatment _____ where we purify the water.
- c The _____ of water varies from place to place.
- d Next is the syrup _____ process.
- e We _____ the sweetener, concentrate and the purified water to create a simple syrup.
- f Meanwhile, our _____ has delivered empty cans and bottles.

- g To _____ the quality of the product, the bottles are rinsed a second time.
- h This is the filler. It's where the cans are actually _____.
- i A seamer is a machine which _____ the metal lid to the can.

P Pronunciation – *do* and *does*

A **CD1 TR64** Listen to the following sentences.

- a Why *do* they buy your products? də
- b *Do* you know her? _____
- c *Do* all your staff have business diplomas? _____
- d We *do* any kind of software product. _____
- e I don't like the new model, but most of the customers *do*. _____
- f Not many people buy the old model, but some people *do*. _____

What do you hear, *do* /də/ or *do* /du:/?

CD1 TR65 Now listen to the following sentences.

- g When *does* the new trainee arrive? _____
- h *Does* he know about the appointment? _____
- i She *does* know how to use the new computer. _____
- j I think he *does*. _____

What do you hear /dəz/ or /dʌz/?

B **CD1 TR66** Listen to the sentences again and match the pronunciation above to the rules below.

- a before consonants /də/ 1-2
- b before vowels /du:/ _____
- c in final position /du:/ _____
- d before vowels and consonants /dəz/ _____
- e in final position /dʌz/ _____
- f when stressed in a sentence /du:/ and /dʌz/ _____

Now practise saying the sentences with the correct pronunciation.

12 | It's in the making!

12.C Quality every time

Grammar – nouns

- 1 Correct the mistakes where necessary in the following sentences.
 - a We have six inspections points.
We have six inspection points.
 - b There is a factory of cars near me.

 - c A Paris businessman spoke at the conference.

 - d The bottle's top won't come off.

 - e The invoice of the supplier was full of mistakes.

 - f We sell soft drinks in bottles of glass.

 - g The newspaper's report was wrong.

 - h Can you tell me the train times for Amsterdam to Brussels, please?

 - i I can't go to the office's party.

 - j The Budapest factory is closing next month.

 - k New Balance trainers are my favourite running shoes.

 - l My Adidas's football shorts are in the wash.

Vocabulary – noun groups

- 2 Choose one noun from Group A and one noun from Group B to make a noun group. Sometimes the noun group is written as one word and sometimes as two words. Use your dictionary if necessary.

Group A	Group B
work	conversation
quality	mail
import	place
sales	software
brand	selling
computer	department
paper	course
delivery	note
Internet	name
voice	work
telephone	control
training	agent
lunch	break

- a workplace
- b _____
- c _____
- d _____
- e _____
- f _____
- g _____
- h _____
- i _____
- j _____
- k _____
- l _____
- m _____

3 Complete the sentences with the noun groups you made in Activity 2.

- a Quality control ensures that all our products reach the same high standard.
- b Before you get a promotion, you need to go to an in-house _____.
- c Health and safety in the _____ is very important in this company.
- d You need to complete the _____ before you send those goods off.
- e Our _____ only lasted five minutes. The client had most of the information already.
- f If I'm not in the office, leave me a message on my _____.
- g There is some much better _____ on the market which will do your accounts in half the time.
- h _____ will become more popular when payment facilities become safer.
- i If you are interested in buying some of our products, I'll put you through to the _____.
- j I like products with a _____.
At least you know what you are buying.
- k We want to start selling in Japan, but for the moment we haven't got an _____ there.
- l There is so much _____ on my desk that I can't sit down and work anymore!
- m I am due to go on my _____ now.

P Pronunciation – stress in noun groups

🎧 CD1 TR67 Listen to the noun groups and underline the word with the strongest stress.

- a cardboard packaging
- b five-seater
- c coffee mug
- d Chanel perfume
- e two-step process
- f desk lamp
- g South West
- h noun groups
- i car ferry
- j metal can
- k furniture business
- l Oxford Station

🎧 CD1 TR68 Listen again and check.

➡ Now practise saying them correctly.

Are most noun groups normally stressed on the first or the second word?

Quiz – What do I know?

Start here →

What would you say?

What would you say in the following situations? If you can, record your answers and listen to yourself.

- | | | |
|--------------|---|---------------------------------|
| a | Say two sentences using a phrasal verb. | Points
___ / <u>4</u> |
| b | Say four noun groups related to your work. | ___ / <u>4</u> |
| c | Write two sentences that express a recent activity, and the reason for that activity. | ___ / <u>4</u> |
| Total | | ___ / <u>12</u> |

Now check your answers on ► p158

If you have scored six or less, go to the **Blue** run. If you have scored seven or more, go to the **Black** run.

Blue run



- 1 Complete the text, choosing from the box below. More than one answer may be possible.

six million	three	41	ten	1965
a small amount	several thousand	16		
36-year-old	one	2,470		
only one or two	halfway			

A **a** 36-year-old American woman, Carrie Thomas, has made her fortune from Mahogany Chocolates. When Carrie was a little girl of **b** _____ years old, she went to live with her uncle, who made wonderful chocolates for her from a recipe he created in **c** _____. Whilst away at college, her uncle sent her chocolates regularly. But there were usually **d** _____ chocolates left for Carrie, as her friends all absolutely loved

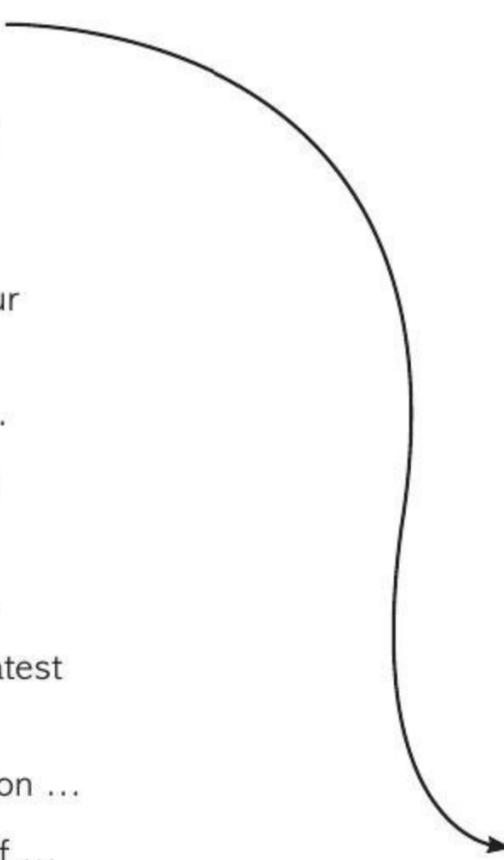
them and gobbled them up. **e** _____ through her course, Carrie switched from fashion design to a business degree. When she left college, she persuaded her friends to invest in her chocolate business. She worked **f** _____ hours a day and set up just one small corner shop in San Francisco. **g** _____ months later she still wasn't making a profit. An advertising director was a regular customer, and so was a film star. **h** _____ day, they met in her shop, and they began to talk about how she could increase her business. The advertising director offered her a free advert, and the star offered to be in it! With such good advertising, the business took off, and Mahogany Chocolates now sells **i** _____ tons around the world, has **j** _____ factories and employs **k** _____ staff. How does Carrie make the chocolates? She's not telling. The recipe is top secret!

- 2 Tick (✓) if the following noun groups are correct.

- | | | |
|----------|---|-------------------------------------|
| a | A lot of cheese is made from <i>goat's milk</i> . | <input checked="" type="checkbox"/> |
| b | The <i>government's decision</i> is surprising. | <input type="checkbox"/> |
| c | The <i>factory's production unit</i> is closing. | <input type="checkbox"/> |
| d | <i>Today's news</i> is not good. | <input type="checkbox"/> |
| e | The <i>production's team</i> is doing well. | <input type="checkbox"/> |
| f | My <i>sister's apartment</i> is in New York. | <input type="checkbox"/> |
| g | The <i>university's president</i> is resigning. | <input type="checkbox"/> |
| h | <i>Paris's nightlife</i> is the best in the world. | <input type="checkbox"/> |
| i | Over the past two years, the <i>company's performance</i> has been spectacular. | <input type="checkbox"/> |
| j | The <i>plane's arrival</i> is delayed. | <input type="checkbox"/> |
| k | I can't find <i>yesterday's paper</i> . | <input type="checkbox"/> |
| l | The <i>page's number</i> is 64. | <input type="checkbox"/> |


Black run

1 Match the sentence heads (a–j) to the correct sentence tails (1–10).

- | | | |
|--|---|--|
| <p>a We are designing a new marketing strategy ...</p> <p>b The company has spent millions of dollars on quality assurance ...</p> <p>c The government wants us to cut our energy consumption ...</p> <p>d We are diversifying our products ...</p> <p>e The Public Relations Department is making an enormous effort ...</p> <p>f We are becoming more efficient ...</p> <p>g The company has invested in the latest surveillance technology ...</p> <p>h The company is increasing production ...</p> <p>i Human Resources is recruiting staff ...</p> <p>j We have invested in the latest equipment ...</p> |  | <p>1 to improve our manufacturing process.</p> <p>2 to ensure that our products are of the highest standard worldwide.</p> <p>3 to make sure there is maximum security in all our plants.</p> <p>4 to meet sales targets.</p> <p>5 to fill the vacant posts in our production units.</p> <p>6 to protect the environment.</p> <p>7 to create good relations with our customers.</p> <p>8 to respond to popular demand.</p> <p>9 to achieve maximum sales.</p> <p>10 to save costs.</p> |
|--|---|--|

2 Put the production stages (a–i) of the drink Peach Surprise into the correct order. Then rewrite the sentences to make a short paragraph. Use linking words and leave out repetitions or unnecessary words and phrases.

- | | |
|---|--|
| <p>a Extractors separate the peach juice and pulp from the pressed peaches.</p> <p>b The juice is treated and liquidized.</p> <p>c The final mixture is despatched to production and canning units worldwide.</p> <p>d The peaches are picked and taken to the local factory.</p> <p>e The final product is canned and despatched.</p> <p>f Employees in the factory check the acidity, sugar content and flavour.</p> <p>g A final quality control check takes place.</p> <p>h The peaches are washed.</p> <p>i The mixture is made up into Peach Surprise.</p> | <input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox" value="1"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/> |
|---|--|

The peaches are picked ...

3 Translate these sentences into your own language in your notebook. Then close this book and translate your sentences back into English.

- a** The company makes many different brands, but we don't do them all in this factory.
- b** We check the production at 55 different points to ensure the quality of the product.
- c** We produce our drinks in glass bottles, plastic bottles and metal cans.

12.D They are our sponsors!

Reading a webpage

1 Read the text quickly and say if it is:

- a a newspaper article
- b a report
- c an advertisement.

How do you know?

SPONSORSHIP OPPORTUNITIES

Sponsorship opportunities are available for **The Annual North East Swimming Relay Marathon**. Over 15,000 local residents and visitors from all over the country are expected to take the plunge at their local swimming pools. The marathon is designed to promote swimming, not just as a sport for champions but as an enjoyable, healthy form of recreation for all. It will also raise a considerable sum of money for charities that facilitate swimming and other sports for disabled or underprivileged people.

Our goals are:

- to promote swimming as a healthy form of recreation
- to promote swimming in underprivileged sections of the community
- to raise money for charities which promote swimming and other sporting activities for the disabled

The Annual North East Swimming Relay Marathon is coordinated by many public and private sponsors. Regionally, our event is promoted through large and small employers who encourage employees to take up swimming in a bid to keep them in tip-top health.

In addition, the event is advertised in sports shops, on the radio and television, in newspapers and in a direct-mail campaign that reaches 10,000 residents in the North East.

A variety of exciting opportunities exist for sponsors, such as high-visibility corporate logos:

- on stands outside participating swimming pools where there are refreshments
- on prizes as well as on information about swimming, water safety, life-saving, etc.
- on official event T-shirts
- on paid print advertising
- on promotional materials, including registration forms, posters, employer information packets sent to businesses throughout the North East
- on **The Annual North East Swimming Relay Marathon** website
- on confirmation notices sent to all registered participants

2 Read the article again and tick (✓) the correct statements. More than one answer may be possible.

a 15,000 people are going to swim in the Annual North East Swimming Relay Marathon event to:

- 1 try to win a championship
- 2 raise money for charities
- 3 keep fit

b The Annual North East Swimming Relay Marathon is looking for:

- 1 participants
- 2 sponsors
- 3 advertisers

c The aim of the Annual North East Swimming Relay Marathon is to encourage people to:

- 1 swim as a healthy form of recreation
- 2 take more leisure
- 3 learn to be a life-saver

d The event is organized by:

- 1 private companies
- 2 public administrations
- 3 private and public bodies

e At a sponsorship stand, a participant gets:

- 1 free swimming gear
- 2 information
- 3 something to eat or drink

f Sponsorship allows companies to have:

- 1 the name of their company in the title of the event
- 2 the company logo on various items
- 3 television sponsorship

Vocabulary

3 Match the following words (a–j) to their definitions (1–10).

a corporate logo

b direct-mail campaign

c recreation

d refreshments

e sponsorship stand

f relay

g registration form

h promotional material

i poster

j confirmation notice

1 information in clear graphic form put on display in a public place

2 a document which you fill in when you want to take part in something

3 a place where sponsors are highly visible

4 posters, information packs, etc.

5 a design which a company uses so it can be instantly recognized

6 letters about an event sent to local inhabitants

7 a document which tells you that you have been registered as a participant

8 something to eat or drink

9 an activity that several groups or individuals perform one after the other, without interruption

10 a leisure activity

Writing – sponsorship

4 Write one list of good things about sponsorship, and one list of bad things about sponsorship.

Good things

raises money _____

Bad things

5 Now use your lists to write about whether you think sports sponsorship is a good thing. (Write about 100 words.)

I think sports sponsorship is ... _____

13 | Bank it!

13.A What can we do for you?

Grammar – *~ing* forms and infinitives

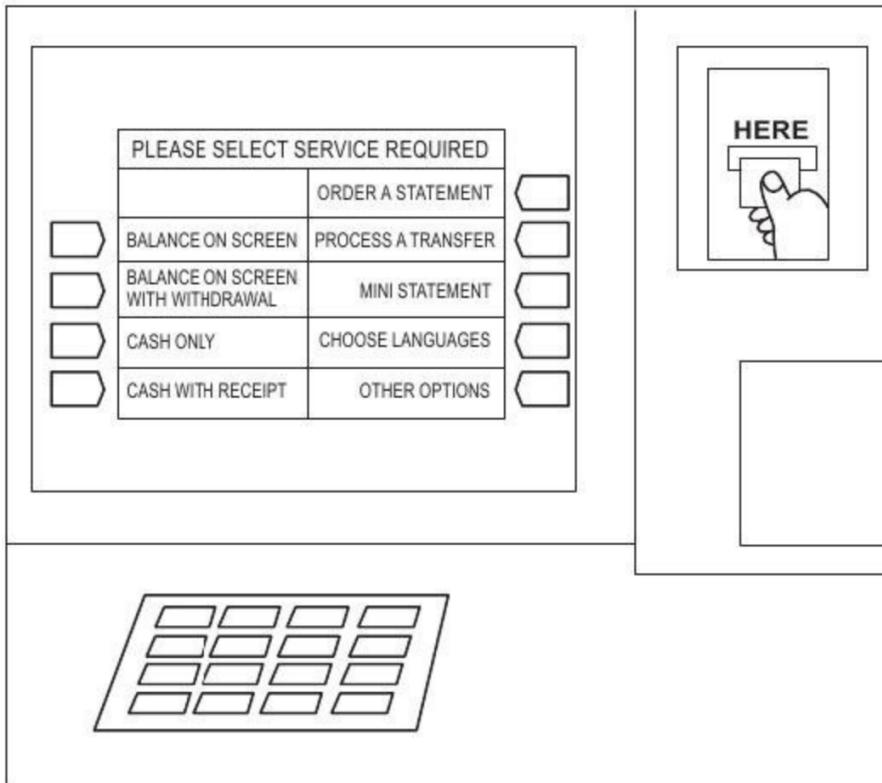
- 1 Cross out the incorrect form in the sentences below. Pay attention, as sometimes both forms are possible and should not be crossed out.
- a** We enjoyed ~~to visit~~ / *visiting* Paris during our holiday.
- b** I started *to save* / *saving* when I was 16.
- c** She wanted *to go* / *going* home because it was late.
- d** He tried *to pass* / *passing* the exam, but it was too difficult.
- e** Did you remember *posting* / *to post* the application?
- f** We didn't manage *finishing* / *to finish* all the orders today.
- g** I love *to travel* / *travelling*.
- h** They began *discussing* / *to discuss* the problem.
- i** We finished *checking* / *to check* the figures before we went home.
- j** I gave up *smoking* / *to smoke* last year.
- k** We decided *going* / *to go* to Greece for our holiday.

Vocabulary – banking services

- 2 Complete the sentences, choosing from the box below.

current account	interest	credit card
student loan	withdraw	rate
mortgage	debit card	personal loan
		pension

- a** When you buy anything with a debit card, the money is deducted from your account immediately.
- b** I never use a _____. I'm far too worried about running up debts.
- c** The bank has given me a £500 overdraft on my _____.
- d** What's the rate of _____ on your savings account?
- e** I want to buy a new motorbike. I need to get a _____.
- f** I'm going to study at university for four years. The bank has offered me a _____.
- g** The _____ of interest varies according to the economic situation.
- h** They say it's never too early to start saving for your _____.
- i** When they want to buy a house, most people save up for a deposit, and then get a _____.
- j** Wait for me. I haven't got any money. I need to _____ some cash.



3 Tick (✓) the functions below that you can do at the cash machine above.

- a Find out how much money you have in your account.
- b Get some money out with a debit card.
- c Pay a bill.
- d Obtain a loan.
- e Transfer money to someone else's account.
- f Withdraw some money with a receipt.
- g Buy shares.
- h Know how much money is in your account after taking money out.
- i Have a statement of your account sent to you.
- j Obtain a credit card.
- k Read instructions in another language.
- l Pay some money into your account.

Writing – application form

4 Complete the application for a bank account.

Which type of account are you interested in?	
Current account <input type="checkbox"/>	Savings account <input type="checkbox"/>
Personal details	
Title	
First name	
Surname	
Date of birth	/ /
Occupation	
Daytime telephone number	

P Pronunciation – difficult words

🎧 CD1 TR69 Listen and underline the word in each group that has the odd vowel sound.

- a tough enough through
- b earn beard word
- c debt great said
- d brother bother moth
- e here beer there
- f four house loud
- g loan home board
- h weak keep break
- i bear fear wear

🎧 CD1 TR70 Listen again and check.
➔ Now practise saying the words.

13.B Where's my money?

Grammar – verb patterns

- 1 Write complete sentences from the prompts below with either a verb + object + infinitive structure or verb + *that* clause + object.
- a** He said/savings accounts/have a good rate of interest.
He said that savings accounts had a good rate of interest. (verb + *that* clause + object)
- b** He wanted/customer/open a savings account.
He wanted the customer to open a savings account. (verb + object + infinitive)
- c** He told/the girl/start saving soon.

- d** He said/the offer/be only temporary.

- e** The bank/requires/its customers/sign a document.

- f** We need/the bank/lend us the money now.

- g** He said/the delay/about a week.

- h** They asked/the customer/wait.

- i** Do you want/the manager/give a refund?

- j** I demand/you/give me an explanation.

- k** He said/the loan/be possible.

- l** She needed/a colleague/help her.

- 2 Using the prompts and a task from the box below, write what it is you need to do. Invent two more prompts and situations.

stay late
help out with some urgent work
meet his/her family
take him/her out to dinner
go to a training session
come home to take the dog for a walk
buy a takeaway on the way home
repair his computer
do his/her homework
go clubbing with him/her
lend him/her your bike
work late tonight

- a** Your boss
My boss wants me to work late tonight.
- b** A colleague

- c** Another student

- d** A customer

- e** Your girlfriend/boyfriend

- f** A friend you play football/tennis with

- g** Your mother

- h** Your father

- i** Your brother/sister

- j** Your personnel manager

Vocabulary – word combinations

3 Match the verbs (a–j) to the nouns (1–10) to make as many combinations as you can. Add any additional vocabulary where needed.

- | | |
|------------|----------------|
| a use | 1 interest |
| b receive | 2 amount |
| c borrow | 3 account |
| d buy | 4 PIN |
| e earn | 5 currency |
| f lend | 6 statement |
| g credit | 7 transfer |
| h check | 8 sum of money |
| i transfer | 9 cash |
| j withdraw | 10 balance |

Use an account.

Listening – telephone numbers

4  CD1 TR71 Listen to the recording and complete the telephone numbers below.

- a 0031 _____
- b 8791 _____ 76901
- c 00 _____ 916
- d 65 _____
- e _____ 6935

5 Write down the following numbers and practise saying them.

- a Your telephone number

- b Your date of birth

- c The number on the back of this book

- d Another number you use often

P Pronunciation – polite intonation patterns

A  CD1 TR72 Listen to the recording and tick (✓) the remarks with polite intonation.

- | | |
|---|-------------------------------------|
| a I'm terribly sorry, madam. | <input checked="" type="checkbox"/> |
| b Hurry up! I haven't got all day. | <input type="checkbox"/> |
| c Could I possibly have your client identification number, please? | <input type="checkbox"/> |
| d I'm awfully sorry. | <input type="checkbox"/> |
| e Could I just ask you to wait while I check the details on the computer? | <input type="checkbox"/> |
| f So there's been a mistake? In a credit on your savings account? | <input type="checkbox"/> |
| g A mistake? You call that a mistake? It's a disaster. | <input type="checkbox"/> |
| h Can I ask you when you made that payment? | <input type="checkbox"/> |
| i Don't you ever listen? | <input type="checkbox"/> |
| j Could I just check how you made this payment? | <input type="checkbox"/> |

What is the difference in the intonation pattern? Practise saying the remarks.

B  CD1 TR73 Now listen again and practise saying the remarks.

13.C What's the interest?

Grammar – need to, have to, don't need to and don't have to

1 Complete these sentences about the rules and laws in your country with *need to/have to* or *don't need to/don't have to*.

a To open a bank account you have to be eighteen. You don't have to have a lot of money.

b To buy alcoholic drinks in bars, you _____ be _____.

c To vote, you _____ be _____. You _____ be a national of the country.

d To leave full-time education, you _____ be _____.

e To take your driving test, you _____ have a medical check-up.

f To ride a motorbike, you _____ be _____.

g To get a job, you _____ have a university degree.

h To obtain a passport, you _____ be an adult.

i To exchange currency, you _____ get special authorization.

2 Write sentences using the prompts about what you need to know or do at work.

a computer skills (need to/don't need to)
I need to have good computer skills to do my job properly.

b use the computer most of the day (need to/don't need to)

c talk on the telephone (have to/don't have to)

d deal with clients (have to/don't have to)

e know about sales (need to/don't need to)

f deal with money (have to/don't have to)

g know about banking (need to/don't need to)

h understand interest rates (need to/don't need to)

i be good with figures (need to/don't need to)

j get on with my colleagues (have to/don't have to)

k be creative (have to/don't have to)

l choose your own topic (need to/don't need to)

Vocabulary – banking

3 Match the words (a–j) to the words that have a similar meaning (1–10).

- | | | | |
|---|-----------|----|--------------|
| a | require | 1 | amount |
| b | choose | 2 | be in debt |
| c | mistake | 3 | pay back |
| d | deposit | 4 | error |
| e | sum | 5 | sum of money |
| f | repay | 6 | need |
| g | differ | 7 | take out |
| h | owe money | 8 | client |
| i | customer | 9 | select |
| j | withdraw | 10 | vary |



4 Unscramble the words below to find the different banking terms.

- | | | |
|---|----------|-----------------|
| a | twarhidw | <u>withdraw</u> |
| b | ptidseo | _____ |
| c | ynrcucre | _____ |
| d | ctunaco | _____ |
| e | nalceba | _____ |
| f | sitterne | _____ |
| g | tviens | _____ |
| h | rbworo | _____ |
| i | festrarn | _____ |
| j | nepyamt | _____ |
| k | gatoemgr | _____ |

P Pronunciation – stress on key words

🎧 **CD1 TR74** Listen and underline the word the speaker stresses the most.

- a You won't need to deal directly with our customers.
- b You need to know something about the kind of business we do.
- c Most of our customers have savings accounts as well.
- d On your current account you don't usually earn interest.
- e This is for people who may need immediate access to their money.
- f It's an account for customers who don't need instant access to their money.
- g The account does earn more.
- h It depends on the bank rate.
- i That's not a very big difference.
- j The amount you have in the account is called the balance.

🎧 **CD1 TR75** Listen again and check your answers.

Quiz – What do I know?

Start here →

What would you say?

What would you say in the following situations? If you can, record your answers and listen to yourself.

- | | | |
|--------------|--|---------------------------------|
| a | Say how you use one of your bank's services. | Points
___ / <u>2</u> |
| b | Make an apology in two ways. | ___ / <u>2</u> |
| c | Say something you need to do in the next week, and something you don't need to do. | ___ / <u>4</u> |
| d | Write two sentences about your activities using the <i>-ing</i> form. | ___ / <u>4</u> |
| Total | | ___ / <u>12</u> |

Now check your answers on ► p159

If you have scored six or less, go to the **Blue** run. If you have scored seven or more, go to the **Black** run.



Blue run

- Complete the sentences with the *to* + infinitive form or the *-ing* form of the verb in brackets.
 - She decided to open _____ (open) a savings account.
 - He stopped _____ (ask) the way to the station.
 - They went on _____ (discuss) the problem for another hour.
 - She hated _____ (explain) the details to clients.
 - How much money do you want _____
_____ (save) every month?

- He can't afford _____ (go) on holiday this year.
- Can you help me _____ (move) these boxes?
- They suggested _____ (go) to the cinema.
- He finished _____ (work) very late last night.
- The bank agreed _____ (give) me a loan.
- All the students expect _____ (pass) their exam.
- I always avoid _____ (drive) through the centre of town.

- Read the sentences and say which are made by someone who is dealing with a complaint (DC) and which are made by someone who is complaining (C).

- | | | |
|----------|---|-----------------------------|
| a | I'm terribly sorry. | <input type="checkbox"/> DC |
| b | I do apologize. There's been a mistake. | <input type="checkbox"/> |
| c | I demand to see the manager. | <input type="checkbox"/> |
| d | What are you going to do about it? | <input type="checkbox"/> |
| e | I'd like to speak to the manager. | <input type="checkbox"/> |
| f | What's the problem? | <input type="checkbox"/> |
| g | I'll see what I can do. | <input type="checkbox"/> |
| h | Could I just check the details? | <input type="checkbox"/> |
| i | Hurry up. I haven't got all day. | <input type="checkbox"/> |
| j | Don't you ever listen? | <input type="checkbox"/> |
| k | But apologies aren't enough. I want it put right immediately. | <input type="checkbox"/> |
| l | I can sort the problem out immediately. | <input type="checkbox"/> |


Black run

- 1 Write what people *need* or *don't need/don't have to do* in each of the following situations.
- a** A friend wants to buy a car but hasn't got enough money.
You need to get a loan, but you don't need to borrow all the money from a bank.
- b** A friend wants to open a bank account but doesn't know what to do.

- c** Someone you know wants to take the American TOEFL test but doesn't know how.

- d** Your sister wants to take her driving test. She asks you what to do.

- e** A friend's moped has not been working very well for a couple of weeks. He doesn't know what to do.

- f** A friend has tried to get into a football team but has been refused because she smokes too much.

- g** A friend wants to go to study in an English-speaking country but doesn't know how to go about it.

- h** A friend wants to apply for a passport and asks you what documents she needs.

- i** A colleague asks you how to deal with difficult customers.

- j** A friend asks you what qualities you need to be a good bank clerk.

- 2 Write sentences about the following with the prompts. Use the appropriate tense.
- a** something your boss told you to do
My boss told me to finish the invoices before I went home.
- b** something you expected someone to do

- c** something your parents allowed you to do

- d** something a friend has invited you to do

- e** something a member of your family helped you to do

- f** something your college education will enable you to do

- g** something you're encouraged to do

- h** something a colleague has asked you to do

- i** something a particular teacher has taught you to do

- j** something your parents wanted you to do

- 3 Translate these sentences into your own language in your notebook. Then close this book and translate your sentences back into English.
- a** I need to work hard, but I don't need to spend all my weekends working.
- b** The college wants us to get good results.
- c** I feel like going out this evening.

13.D Dealing with debt

Reading an article

1 Before you read the text, answer the questions.

- a What are the most common illegal money-making activities in your country?

- b What do criminals do with their money?

- c In your country, do you know if there are any bank regulations about illegal profits? What are they?

Basic Facts and Figures about Money Laundering

What is money laundering?

Illegal arms sales, smuggling and the activities of organized crime, for example, drug trafficking, prostitution and computer fraud, can generate huge sums of money. The criminals involved in these unlawful schemes need to 'legitimize' their profits, and they do this through a process called money laundering.

How is money laundered?

In the first or placement stage, the criminal, or launderer, introduces his illegal profits into the financial system in various ways. He may break up large sums of cash into smaller less conspicuous amounts and deposit them directly into a bank account. Or he may use other ways, such as purchasing a series of cheques or money orders.

After the funds have entered the financial system, a second phase takes place. The launderer does a series of conversions or movements of funds, which distances the money from its source. He may channel the funds through the purchase and the sale of investments, or he might simply transfer the money through a series of accounts at various banks across the globe. In some cases, the launderer might disguise the transfers as payments for goods and services, thus giving them a legitimate appearance.

Having successfully processed his criminal profits through the first two phases of the money-laundering process, the launderer then moves to the third stage – integration. The funds now reenter the legitimate economy.

The launderer might choose to invest in real estate, luxury assets or business ventures.



Source: Adapted from FATF (Financial Action Task Force)/OECD. Retrieved from www.fatf-gafi.org/pages/faq/moneylaundering/

2 Read the text and say if the following statements are true (T) or false (F). If there is not enough information, write don't know (DK).

- a Governments are helpless in the face of money laundering. DK
- b It is difficult to use money from crime in the financial system.
- c A money launderer is a violent criminal.
- d It is not possible for a drug trafficker to deposit money directly into a bank account.
- e It is safer for a launderer to deposit one huge sum of money than lots of smaller amounts.
- f The launderer can try to convert illegal profits into legal funds by transferring them through various accounts.
- g Purchasing investments is a good way of laundering money.
- h Illegal profits cannot be used directly to purchase goods.
- i Money launderers have amazing lifestyles.
- j The third stage of money laundering is called integration.
- k Money launderers are often caught by the police.
- l After the money-laundering process, funds reenter the legitimate economy.

Vocabulary

3 Put a cross (X) beside the odd one out.

- a Which of the following is not always illegal?
- 1 arms sales X
- 2 smuggling
- 3 drug trafficking
- 4 fraud
- b Which of the following is not a stage in the money-laundering process?
- 1 conversion
- 2 scheming
- 3 placement
- 4 integration

c Which of the following words does not describe an amount of money?

- 1 cash
- 2 profit
- 3 purchase
- 4 funds

d Which of the following is not a banking procedure?

- 1 credit
- 2 transfer
- 3 disguise
- 4 debit

Writing

4 Write to your bank complaining about a mistake on your account. Mention the date of the mistake, the type of mistake and what you want the bank to do. Refer to the Correspondence section in the back of the book. (Write about 100 words.)



14 | Food for thought

14.A Eating in style



An office in 1905

Grammar – *used to*

1 Write a sentence about the differences between old and modern offices. Use the following topics and *used to*.

a computers

Employees used to work without computers
and do everything by hand.

b telephones

c photocopiers

d furniture

e catering facilities

f atmosphere

g the Internet

h working hours

i bosses

j staff

k sports facilities

- 2 Complete the sentences with *used to* (positive, negative or question forms) or the simple past of the verb in brackets. Use both forms where possible.
- a I never used to eat _____ (eat) so much! I must go on a diet.
- b We _____ (eat) beef at home, but we don't anymore.
- c I _____ often _____ (not see) Sam although we _____ (play) basketball in the same team.
- d We _____ (eat) lunch at work, but the food has got much better recently.
- e Did you _____ (want) to be an astronaut when you were young?
- f We _____ (not go) away on holiday very often.
- g Neil _____ (write) to me while he was travelling.
- h My company _____ (be) in the centre of town, but now it's in the suburbs.
- i Keith _____ (play) in a band last year.
- j Which team _____ (win) all the matches?
- k I _____ (eat) in the cafeteria for the first time on Thursday

Vocabulary – food

- 3 Classify the following foods into the categories given below.

French fries	sandwiches	sea bass
crisps	chocolate	beef beans
peas	apples	peaches
tuna	hamburgers	mangoes
strawberries	lamb pork	salmon
chicken	oranges	cod
anchovies		

- a Meat: beef, lamb
- _____
- b Vegetables: _____
- _____
- c Fruit: _____
- _____
- d Snacks: _____
- _____
- e Fish: _____
- _____

- 4 Add the names of three more foods that you eat regularly to each category. Use your dictionary if necessary.

P Pronunciation – *used to* and *didn't use to*

CD1 TR76 Listen to the pairs of sentences and underline the stressed words in each sentence.

- a 1 Things used to be very different!
2 Things used to be very different!
- b 1 Canteens didn't use to serve foreign food.
2 Canteens didn't use to serve foreign food.
- c 1 How long did the average lunch break use to be?
2 How long did the average lunch break use to be?

What difference does the change in stress make to the meaning of the sentence?

- 3 Complete the sentences, choosing phrases from Activity 2. More than one answer may be possible and you may use the individual words more than once.
- a We need more good customers – people who come in to eat every day.
- b Customer satisfaction is at a very _____ – 98 per cent say they like our services.
- c Our customers tell us that we have a _____ on our menus and like the fact that we change them every day.
- d Our food is of an _____ as we buy it from the best suppliers.
- e The figures show an _____. They are much better than last year.
- f You have very _____ in this test – less than 20 per cent. It's not nearly as good as usual. What happened to you?
- g I've been looking at your marks for the past three months. You have very _____. If you continue working well, you will pass the exam easily.
- h The _____ wants good quality for a reasonable price.
- i I think we sell our products at an _____ – they are not cheap, but they are not expensive either.
- j These are a _____ – twice the price our customers usually pay in their cafeterias.
- k Last year, if you look at the company report, you will see that the _____ were excellent.
- l This year we see very _____. The company is not doing well at all.

- 4 Write five of your own sentences using word combinations from Activity 2.

- a I got good results in my exam.
- b _____
- c _____
- d _____
- e _____

P Pronunciation – stress on new information

Read the speech below and underline the words which need extra stress in order to make the meaning clear.

Let's move on to other factors, like the restaurants themselves and the hours of opening. We find slightly different results: 20 per cent find the hours of opening very convenient, 23 per cent convenient, and that leaves us with 57 per cent who are not satisfied. The problem appears to be longer working hours. And the fact that people don't have regular meals any more. They snack all day. If we had longer opening times, we would satisfy more customers. So we must open longer hours – maybe even 24 hours a day in some of our restaurants.

- 🎧 **CD1 TR78** Listen to the recording and check.
➔ Now practise saying them correctly.

Quiz – What do I know?

Start here →

What would you say?

What would you say in the following situations? If you can, record your answers and listen to yourself.

- | | | |
|---|--|---------------------------------|
| a | Say two things that you used to do but don't do any more. | Points
___ / <u>4</u> |
| b | Talk about an intention for next week using <i>going to</i> . | ___ / <u>2</u> |
| c | Describe the best meal you have had in the last month. | ___ / <u>2</u> |
| d | Write two sentences about what you would, could or might do if you had more free time. | ___ / <u>4</u> |

Total _____ / 12

Now check your answers on ► p159

If you have scored six or less, go to the **Blue** run. If you have scored seven or more, go to the **Black** run.

Blue run



- 1 Complete these sentences with the verb in brackets and *will* or *would* where necessary. More than one answer may be possible.
- a If you eat _____ (eat) too much, you will put _____ (put) on weight.
- b If Brad _____ (eat) more healthily, he _____ (have) more energy. But he refuses to change his habits.
- c We _____ (eat) more organic foods if they _____ (be) available, but they aren't in most supermarkets.
- d If we _____ (buy) more organic foods, our budget _____ (go up). They are a lot more expensive.

- e If GM foods _____ (become) illegal, we _____ (be) much safer.
- f I _____ (speak) to Ms Spagni if she _____ (call) again.
- g If I _____ (earn) more money, I _____ (buy) a car.
- h If I _____ (work) shorter hours, I _____ (have) more free time.

2 Rewrite these sentences using *used to*.

- a The company I work for started doing business ten years ago.
- _____
- _____
- _____
- b It is a small company, but has grown enormously.
- _____
- _____
- _____
- c There were 13 employees, now there are 140.
- _____
- _____
- _____
- d The company made fast food for other companies, but now it has diversified and has started its own fast food chain.
- _____
- _____
- _____
- e We were just selling in England, but now we sell all over the world.
- _____
- _____
- _____


Black run

1 Respond to the prompts below, using *going to* in a positive or negative response.

a I'm hungry!

I'm going to get something to eat.

b He hates his job.

c I'm fed up with being a student.

d What are you doing this evening?

e I'm broke!

f I've got a terrible stomachache.

g We're in love.

h I live too far from my work.

2 Write *if* sentences for the following situations. Write first conditional sentences for situations which are likely and second conditional sentences for situations which are unlikely.

a The economic situation gets worse. (likely)

If the economic situation gets worse, more people will be unemployed.

b The economic situation gets better. (unlikely)

c Supermarkets stock more organic food. (likely)

d GM foods are made illegal. (unlikely)

e The company does a market survey. (likely)

f The company lowered the price of its products. (unlikely)

g Your salary increases. (likely)

h You spend less of your income on food. (unlikely)

i You win the national lottery. (unlikely)

3 Translate these sentences into your own language in your notebook. Then close this book and translate your sentences back into English.

a I used to spend a lot of time playing computer games, but I don't have time anymore.

b I'm going to start looking for a new job next week.

c If the world produced more food, fewer people would die of hunger.

14.D Organic food

Reading an article

- 1 Before you read the text on the right, write down five sentences about your eating habits. Then read the text and check if your habits are healthy.

- a I usually have cereal for breakfast.
- b _____
- c _____
- d _____
- e _____



- 2 Read the text and tick (✓) the statements which are correct.

- a The best breakfast for concentration for a whole morning is:
- 1 a bowl of cereal
- 2 cake
- 3 cheese and sausage

How to eat healthily at work

- 1 Have breakfast. A bowl of cereal and milk is a particularly good start. Missing breakfast affects your concentration. It means you eat all your meals in nine hours and creates a distorted eating pattern which is bad for your stomach.
- 2 Drink. Dehydration is a major problem for office workers. Most of the body's reactions, which release energy, rely on water. But you can be dehydrated without feeling thirsty. Two litres a day will help your concentration and circulation.
- 3 Resist large lunches if you want to concentrate later. Baked potato, pasta-based salad and a sandwich are all good lunchtime food. But a word of warning – having more pasta and less sauce or thicker bread and less filling is better for you.
- 4 Plan if you want to avoid being dependent on your company's canteen or the sandwich bar. Food provided by employers varies enormously, but most seem to provide crisps and chocolate in large quantities. Eating these is not a good habit to get into.
- 5 Vary what you eat. If you have the same sandwich every day, your diet will not be balanced. Warm food is not necessarily preferable to cold – except that your diet is likely to be more varied if you sometimes have hot meals.
- 6 Eat five portions of fruit and vegetables daily. You will be building defences against cancer: antioxidants in fruit and vegetables attack the 'free radicals' which can corrupt healthy cell growth.

Source: MacErlean, N (2001, July 8). How to eat healthily at work. *The Guardian*. Retrieved from www.guardian.co.uk/business/2001/jul/08/theobserver.observerbusiness23

- b Drinking two litres of water will help:
- 1 the speed at which you work
- 2 your ability to think about your work and your health
- 3 the ease with which you work

- c** If you are dehydrated:
- 1 you feel thirsty
 - 2 you don't feel thirsty
 - 3 you don't necessarily feel thirsty
- d** The best lunchtime sandwich is:
- 1 one with thick bread and small filling
 - 2 one with lots of filling
 - 3 tuna fish in a cream sauce
- e** Food provided by employers:
- 1 is nutritious
 - 2 can give you bad habits
 - 3 is bad for you
- f** Every day you should eat:
- 1 different things
 - 2 hot meals
 - 3 the same things
- g** Eating five portions of fruit and vegetables can protect you from:
- 1 cancer
 - 2 eating disorders
 - 3 stomach problems

Vocabulary – word combinations

- 3** Match the verbs (a–i) to the words (1–10) in the space provided to make as many combinations as you can.

- | | |
|------------------|----------------------------|
| a eat | 1 lunch |
| b build | 2 energy |
| c vary | 3 defences |
| d drink | 4 large lunches |
| e miss | 5 concentration |
| f affect | 6 muscles |
| g attack | 7 free radicals |
| h release | 8 a healthy diet |
| i resist | 9 an unhealthy diet |
| | 10 water |

Eat a healthy diet, drink water,

Listening – at the restaurant

- 4** Rod and Sarah are ordering a meal in a restaurant.

🎧 **CD1 TR79** Listen to the dialogue and tick (✓) the food that they order.

Starters	Sarah	Rod
Avocado	<input type="checkbox"/>	<input type="checkbox"/>
Prawn cocktail	<input type="checkbox"/>	<input type="checkbox"/>
Tomato salad	<input type="checkbox"/>	<input type="checkbox"/>
Main courses		
Grilled salmon	<input type="checkbox"/>	<input type="checkbox"/>
Lamb chop	<input type="checkbox"/>	<input type="checkbox"/>
Sirloin steak	<input type="checkbox"/>	<input type="checkbox"/>
Vegetables		
Green beans	<input type="checkbox"/>	<input type="checkbox"/>
Potatoes	<input type="checkbox"/>	<input type="checkbox"/>
Mixed vegetables	<input type="checkbox"/>	<input type="checkbox"/>
Salad	<input type="checkbox"/>	<input type="checkbox"/>

Writing

- 5** Write to your boss making suggestions for improvements in your staff cafeteria. Think of the menu, the opening hours and the decor. If you do not have a staff cafeteria, make suggestions as to why you think one is necessary. (Write about 200 words.)

15 | It's an e-world!

15.A Living in cyberspace

Grammar – present progressive

- 1 Cross out the incorrect verb forms in the sentences below.

Reporting on the economic situation *varies / is ~~varying~~* enormously. Sometimes, depending on your sources it *gets / is getting* better, and sometimes it *gets / is getting* worse. When you *read / are reading* the newspapers, you *learn / are learning* that at the moment, it *improves / is improving* rapidly. More people *find / are finding* jobs, salaries *increase / are increasing* and the overall picture *is / is being* quite healthy. Both service sectors and manufacturing sectors *develop / are developing* their markets. The most recent figures I *have / am having* here are from the Internet and they *give / are giving* us good reasons to be very optimistic.

- 2 Write sentences about trends with the information on the grid and the prompts on the right.

	Last January	This January
a Computers sold	2 million	3 million
b Shopping online	£10 million	£14 million
c Consumer spending on the high street	£500 million	£450 million
d Holidays abroad	2,000,000	1,800,000
e Working week in offices	38 hours	42 hours
f Visits to restaurants	560,000	545,000
g Internet users	2,670,000	3,459,000
h Amount of time spent on the Internet per person	1 hour a day	3 hours a day
i Bank accounts	540,000	568,000
j Consumption of alcohol during the week	56%	68%

- a** people/buy

People are buying more computers.

- b** people/do

- c** people/spend

- d** people/have

- e** office staff/work

- f** people/eat

- g** people/use

- h** people/spend time

- i** people/open bank accounts

- j** people/alcohol

Vocabulary – phrasal verbs

- 3 Rewrite the sentences, replacing the word given in italics with a two-word verb from the box below. Make any changes in the word order which are necessary and pay attention to tense changes.

go into	go down	look at	log on
start up	take out	find out	leave out
	look for	carry out	go up

- a He *began* his own business in 1999.
 He started up his own business in 1999.
- b I'm *doing* some research into ways of selling music on the Internet.

- c The retail company *sold* software first, and then computers as well.

- d We'll *consider* last year's figures, and then make a decision.

- e Our Internet sales have *decreased* this year.

- f How many times a day do you *connect* to the Internet?

- g She *withdrew* her credit card from her pocket and keyed in the PIN number.

- h I must *discover* who that man is.

- i I think I've told you everything. Or have I *omitted* something?

- j The figures have *increased* in the past year.

- k I've *searched for* the information, but I can't find it.



P Pronunciation – differences between British and American accents

CD1 TR80 Listen and practise the different pronunciations. How do the words change?

- a tune
- b vase
- c clerk
- d new
- e fast
- f turn
- g writer
- h contract
- i hostile
- j number

15.B www.entertainment

Grammar – the future

- 1 Complete the sentences with the verb in brackets in the present simple or with *going to* or *will*. Add any additional vocabulary where needed. More than one answer may be possible.

Dear Loretta,

I have some exciting news. I am **a** going to start (start) my own business. The bank **b** _____ (lend) me the money. It **c** _____ (be) in my account before the end of the month, and then I can start doing business. I **d** _____ (sell) music on the Internet. Crazy, isn't it? Everybody says I **e** _____ (lose) all my money. But I **f** _____ (make) a success of it, you can be sure!

During the next month, **g** _____ (contact) a lot of advertisers. Some of them have already promised me ads, but I'm sure most of them **h** _____ (be) interested. My website **i** _____ (be work) in a couple of weeks, so you **j** _____ (be able) to see more about what I **k** _____ (do).

Not all Internet businesses fail, and I know mine **l** _____ (succeed)! Wish me luck.

Love,
Ned

- 2 Write sentences using the prompts about your life in the future using the present progressive, *going to* or *will*. You may be able to use more than one form.

- a** your age next year

Next year I'll be 22.

- b** your dinner plans

- c** your success in your next exams

- d** stay/leave school at the end of the year

- e** your next holiday – where?

- f** your plans for after you leave college

- g** your activities next weekend

- h** the weather tomorrow

- i** your next purchase of a CD

- j** the next birthday of a close friend or member of your family

- k** your plans for celebrating the birthday in **j**

Vocabulary

3 Match the words (a–l) to their definitions (1–12).

a download

b favourites

c browser

d server

e subscribe

f IT sector

g home page

h message board

i chatroom

j link

k search engine

l cookie

1 a virtual space in which people write and read messages in real time

2 something you find on the screen when you go to a website

3 a list of website addresses you have stored for easy access

4 the industry in which people with computer skills find jobs

5 a device which moves information or programs from one part of a computer system to another

6 a computer program which searches the Internet for information

7 a word, phrase or image, often underlined, that you click on and which connects you to a specific website

8 a site where you can post information/leave messages

9 a program that allows you to look at and interact with information on the web

10 to join a mailing list

11 something which is saved on your computer when you browse a website. It tracks what you view and registers your computer to that site

12 something which stores information, files and programs that you connect to and retrieve

P Pronunciation – contraction of *will*

CD1 TR81 Listen to the following sentences which use the contracted form of *will*.

a There'll be less competition!

b I'll only need a small investment.

c I'll need to invest millions of dollars.

d My Internet company'll make huge savings.

e That'll be difficult.

f There'll be thousands of new jobs in IT.

g You'll be sorry!

h How'll your Internet company find its customers?

Practise saying them aloud.

15 | It's an e-world!

15.C Getting started

Grammar – *~ing* and *~ed* forms

- 1 Complete the sentences, adding *~ing* or *~ed* to the verbs given in brackets.
- a Trying (try) to borrow money is quite a long and difficult task.
- b I look forward to _____ (do) business with you.
- c I'm _____ (bore) with this job. Can't you find me something more _____ (interest) to do?
- d That sounds _____ (excite)!
- e I'm starting my own Internet business with _____ (borrow) money.
- f I'm _____ (convince). But are your arguments _____ (convince) enough for my bosses?
- g _____ (advertise) on the Internet is very effective.
- h \$5 – that's the _____ (advertise) price. I saw it in a magazine.
- i There's a lot of illegal _____ (download) from the Internet, isn't there?
- j Before _____ (decide), I need to consult my boss.
- k I considered _____ (work) for a big company, but I really enjoy _____ (work) in small teams.
- 2 Write sentences about yourself from the prompts below using the *~ing* form.
- a be keen on
I'm keen on playing tennis.
- b be fond of

- c look forward to

- d be interested in

- e enjoy

- f keep on

- g not give up

- h can imagine

- i not mind

- j like

- k finish

- l avoid



Vocabulary – opposites

3 Match the words (a–j) to their opposites (1–10).

- | | | | |
|---|------------|----|-------------|
| a | make money | 1 | lose |
| b | win | 2 | succeed |
| c | decline | 3 | solutions |
| d | customer | 4 | lend |
| e | debit | 5 | salesperson |
| f | losses | 6 | lose money |
| g | problems | 7 | profits |
| h | borrow | 8 | growth |
| i | selling | 9 | purchasing |
| j | fail | 10 | credit |

P Pronunciation – expressing reservations

A CD1 TR82 Listen to the remarks and write down if they express reservation (R) or affirmation (A).

- | | | |
|---|---|----------------------------|
| a | Uhhm. Certainly sounds interesting. | <input type="checkbox"/> R |
| b | Are you sure that the idea is profitable? | <input type="checkbox"/> |
| c | Demand will grow. | <input type="checkbox"/> |
| d | Yes, that's quite convincing. | <input type="checkbox"/> |
| e | But will you reach these new users? | <input type="checkbox"/> |
| f | That's easy on the Internet. | <input type="checkbox"/> |
| g | I'll sell a lot. | <input type="checkbox"/> |
| h | OK, maybe. Go on. | <input type="checkbox"/> |
| i | All my cards are on the table. | <input type="checkbox"/> |

B Match *a* and *b* to their intonation patterns 1 and 2.

- | | | | |
|---|------------------------|---|--|
| a | Expressing reservation | 1 | Intonation rises at the beginning and has a big fall at the end. |
| b | Being affirmative | 2 | Intonation is level, with a small rise at the end. |

Quiz – What do I know?

Start here →

What would you say?

What would you say in the following situations? If you can, record your answers and listen to yourself.

- | | | |
|----------|---|---------------------------------|
| a | Express your doubt or reservation in four different ways. | Points
___ / <u>4</u> |
| b | Write down two predictions about the Internet. | ___ / <u>4</u> |
| c | Write two sentences to describe a current economic or social trend in your country. | ___ / <u>4</u> |

Total _____ / 12

Now check your answers on ► p159

If you have scored six or less, go to the **Blue** run. If you have scored seven or more, go to the **Black** run.

Blue run



- 1** Complete the sentences with the present simple or the present progressive of the following verbs.

slow	face	continue
rise	be (x2)	fall

This month's main economic indicators **a** are _____ as follows. The outlook for the global economy **b** _____ not good and profits in many big companies **c** _____. Employment and stock markets are declining everywhere. On the other hand, inflation **d** _____ down. It has stabilized at a new low this week of 2.7 per cent. In some countries, retail sales **e** _____ to **f** _____, but industrial sectors **g** _____ a downturn.

- 2** Cross out the incorrect future form and correct the mistakes you find. Not all of the sentences are incorrect.

- | | | |
|----------|------------|--|
| a | Sabrina: | Are you doing anything this evening? |
| | | I'm going |
| | Olga: | Yes, I'll go to a restaurant. |
| b | Harry: | I can't find the invoice file. |
| | Charles: | I'm going to help you look for it. |
| c | Alexander: | That order will never arrive on time! |
| | Christina: | I know. The customer is expecting it tomorrow. |
| d | Elizabeth: | Will you go to the office party on Friday? |
| | Phillip: | Yes. Is Ben going? |
| e | Beatrice: | Are you really going to apply for another job? |
| | Lucy: | Yes, but I'm not going to tell the boss yet. |
| f | Erica: | Are you around at 5:00 this afternoon? |
| | Jocelyn: | No, I'll go to the doctor's. |
| g | Derek: | Where are you going? |
| | Pat: | I'll see the boss. |


Black run

- 1 Complete the sentences with a noun or an adjective of the following verbs.

work	start	send	lend	rise
learn (x2)		study	develop	

- a** Starting _____ your own business must be very exciting.
- b** _____ a foreign language is not always easy.
- c** A large part of many young employees' jobs involves _____ e-mails.
- d** Online _____ is very flexible and much more convenient than a full-time course at college.
- e** _____ money is the bank's main business.
- f** I really don't like _____ in finance.
- g** Part-time _____ is becoming very popular.
- h** _____ house prices mean that young people cannot afford to buy their own homes.
- i** The economic situation in _____ countries is complex.
- c** your career

- d** your age on your next birthday

- e** the rainforests

- f** global warming

- g** holidays in space

- h** your first language

- 3 Translate these sentences into your own language in your notebook. Then close this book and translate your sentences back into English.
- a** Developing countries are showing signs of economic growth.
- b** We'll have a much better lifestyle in ten years' time.
- c** Your arguments are convincing.

- 2 Write sentences that make predictions using *will* about the following topics.

a jobs

Good jobs will be harder to find. _____

b cars

15.D Mobile communications

Reading an article

1 Before you read the text, answer these questions.

- a Do you know anyone who has 'pirated' music from the Internet?
If so, what? And how did they do it?
- b Do you prefer to buy whole albums or individual songs?

Digital music and consumers

Music is increasingly being downloaded or streamed to PCs, MP3 players or mobile phones, rather than purchased in a physical format. In an era where everything is consumed on a casual and temporary basis, this may spell the end for CDs and is also the hub of a global debate on piracy. So what do consumers really prefer? And more importantly, are they obtaining music legally?

Music itself is more accessible now thanks to services like the iTunes store. Downloading makes it easier than ever to listen to music, and iTunes allows people to hear music they may not have otherwise heard thanks to its 'Genius' function which matches songs to similar music in a quest to expand listening repertoires.

However, music piracy is a huge part of the Internet and most countries are looking to crack down on it. A plethora of websites now allow consumers to stream music without actually downloading and keeping it. Streaming sites provide a way for consumers to sample music whenever they want to, before being given the option to purchase legal downloads or physical albums. Many consumers are willing to put up with occasional advertisements if it means they are no longer breaking the law and are also obtaining free music. The concept of streaming ties in with the major consumer trend towards 'transumerism', whereby everything is consumed on a casual and temporary basis. The idea of physically owning something may no longer be the ultimate goal for consumers.



Research conducted by music research companies Music Ally and The Leading Question last summer found that illegal music sharing is declining and that teens are now increasingly streaming music online instead. The younger generation just wants to click – not on the download button, but on the play button. Of the 1,000 14 to 18 year olds polled, only 26 per cent admitted to illegally sharing music files, down from 42 per cent in December 2007. Instead, 65 per cent of respondents said they stream music online at least once a month.

The main barrier to the growth of digital downloading will still be music piracy, but the solution to this may lie in free, legal music streaming sites. With the hugely successful Spotify joining the ranks of legal music sites, illegal downloading seems set to become much less popular. Streaming music while on the move could spell the end for illegal downloading and could even send the CD the way of the mini-disc and cassette tape.

Source: Kasriel, D (2010, January 25). The world of digital music and consumers. *Euromonitor International*. blog.euromonitor.com/2010/01/the-world-of-digital-music-and-consumers-an-update.html

2 Read the text and tick (✓) the correct statements.

a Online music stores:

- 1 encourage music piracy
- 2 introduce people to new music
- 3 have stopped music piracy

b Physically owning music is:

- 1 no longer as important to consumers
- 2 a thing of the past
- 3 encouraged by record labels

c Streamed music:

- 1 is not a physical purchase
- 2 can be stored on a computer
- 3 can be played on MP3 players

d Research shows that:

- 1 illegal downloads are increasing
- 2 young people want to own music
- 3 music streaming is becoming more popular

e Spotify:

- 1 matches songs to similar music
- 2 allows users to download music to MP3 players and mobile phones
- 3 is a legal music site

Vocabulary building

3 Match the terms (a–j) to the words (1–10) that have a similar meaning.

- a debate
- b accessible
- c music piracy
- d crack down on
- e stream music
- f sample
- g legal
- h generation
- i solution
- j barrier

- 1 try
- 2 permitted by law
- 3 try harder to prevent
- 4 problem
- 5 easily obtained
- 6 way of solving a problem
- 7 illegal downloading
- 8 argument or discussion
- 9 people born at the same time
- 10 to listen to music on the Internet without downloading it

Listening to a report

4  CD1 TR83 Listen to the monologue and complete the passage.

Over _____ of all software is pirated, according to the Business Software Alliance. The group estimates that piracy cost software makers almost _____ in 2009.

The global piracy rate rose from _____ in _____, to _____ in _____, largely because of fast growth in computer users in countries with high piracy rates, such as China. Here, the piracy rate is nearly _____.

The worst figure however is Georgia, Eastern Europe, where piracy is _____. At the other end of the scale, the USA, Japan and New Zealand have quite low piracy rates – just a little more than _____.

Writing

- 5 Write to your bank manager asking him/her for a loan for a small business that you would like to start. Think about the nature of the business, the customers, the retailing and distribution, and the amount of money you want to borrow. (Write about 200 words.)

T | Transcripts

1 First contact

1.A Meeting people

CD1 TR1 Pronunciation – intonation in questions

Part A

Listen to the intonation in the questions. Put an up arrow or a down arrow after each question, depending on the intonation.

- a What's your name?
- b How do you do?
- c Where does she work?
- d How do you get to work?
- e Which department does she work in?
- f What's her boss like?
- g Where is your desk?
- h Which one is Jorge?
- i When do you start work?

CD1 TR2 Pronunciation – intonation in questions

Part A

Now listen again and repeat. Try to copy the intonation pattern.

[Repeat of Track 1]

CD1 TR3 Pronunciation – intonation in questions

Part B

In the following types of speech there are typical patterns of intonation. Listen and write in if the intonation goes up or down.

- a What are you doing?
- b Do you want a drink?
- c My name is Simon.

1.B More about people

CD1 TR4 Activity 2 – Listening – likes and dislikes

Listen to the dialogues. Which items in the discussion does each speaker like or dislike? Write likes or dislikes against the activities below. If there is not enough information, write don't know.

Speaker A: I don't like getting up early. In fact I hate it. I love staying in bed at the weekend. I usually only get up at about 1 p.m. I hate public transport. That's why I cycle to work and to college – and for fun as well. I love all kinds of sport on TV, except basketball because that's really boring. I especially like football – I watch it all the time. I go to matches on Saturdays if I can. I hate classical music, and I don't like jazz. But hip hop is good. I like that a lot. I hate bars and cafes. But I love clubbing. We go every Saturday night. It's brilliant.

Speaker B: I like getting up early, especially at the weekends. I go off and walk in the

country – I love that. I like reading, I read a lot on the train on my way to work. I quite like public transport, because I get more time to read. I hate all forms of sport, especially on TV and especially football. As for music, I listen to classical and world music quite a lot. I love that. But I hate pop and hip hop!

CD1 TR5 Pronunciation – linking with do

Part A

Listen to the recording and write in linking marks for words which, when spoken, run together. Then practise saying the questions.

- a How do you do?
- b Do you like your job?
- c Where does he live?
- d Where do they work?
- e What do you know about transport?
- f What does Bob think?
- g Do they play football often?
- h Does the company sell bicycles?
- i What do you do at the weekend?
- j Do we start at nine?

CD1 TR6 Pronunciation – linking with do

Part B

Listen and practise saying the following.

- a Do you ...?
- b Does he ...?
- c Do they ...?
- d Do we ...?

1.C A suitable job

CD1 TR7 Activity 4 – Listening for information

Listen to the monologues and write down the information about each person.

Carl: My name's Carl and I work in Customer Services. I really like working with people. When I'm not at work, I like going out with my friends, listening to music and reading science fiction. But I dislike sports, any kind of sport. I also hate shopping!

Leila: I'm Leila, and I work in IT, which stands for Information Technology. I love computers, I spend my whole life with them and even when I'm not at work I'm often in front of a computer screen! Of course, at home I play computer games. I play online and it's very interactive. Once I played a game online for 48 hours! I don't really like anything else, well, except going out for a meal with friends. I really love Chinese food. The one thing I dislike, though, is cooking.

Nick: I'm Nick. I work in Accounts, but I don't like it very much. I want to change – I want to get a job in Sales. I think I'd like that. In my spare time, I play a lot of sport, mostly football in the winter and tennis in the summer. There's

not much time after that – except of course I do enjoy going out for a drink with my mates after a match. That's cool. But I don't like to read much, and I'm not too keen on the cinema. Really, it's just sport and my mates that I like.

Jenna: My name's Jenna. I'm a receptionist. I enjoy meeting people, so I love my job. And I love clothes; I spend all my money on clothes. Which means I also love shopping. I could spend my whole life shopping. I like travelling too. I haven't travelled that much, just a bit in Italy and France, but I hope to do more when I earn more money. I like going out with my friends, but I don't like sitting in pubs all evening, just chatting or going to restaurants. I prefer to go clubbing – that's great!

2 Starting work

2.A Contact by phone

CD1 TR8 Pronunciation – telephone language

Part A

Listen and underline the word that is stressed.

- a How can I help you?
- b Sam Tobin speaking.
- c Is that Tom?
- d Who's calling, please?
- e Hold the line, please.
- f I'm putting you through.
- g I'm afraid Mr Smith isn't in his office at the moment.
- h Is there anyone else you'd like to speak to?
- i I'll call back later.
- j Try again some time this afternoon.

CD1 TR9 Pronunciation – telephone language

Part B

Listen again and put an up arrow or a down arrow after each sentence in Activity A above, depending on the intonation. Practise saying each sentence with the right intonation.

[Repeat of Track 8]

CD1 TR10 Activity 5 – Writing a message

Listen to the dialogue. Write to your boss about the arrangements that you have just heard.

Fernando: Hello. Can I speak to Mr Klein, please?

PA: I'm afraid he's not in the office today. Can I take a message?

Fernando: Yes, please. This is Fernando Biosca. I have an appointment with him on Friday.

PA: Yes, I have his diary here. At 10 a.m.

Fernando: Yes, well I can't make it. Can you tell him?

PA: Yes, of course.

Fernando: And can you ask him if Monday the 7th at 11 a.m. is OK?

PA: Yes certainly. Would you like him to call you back?

Fernando: Yes, please. Get him to call back and confirm.

2.B The first day

CD1 TR11 Pronunciation – stress

Listen to the recording and underline the stressed words.

- a** 1 Can you come at five?
2 I can come at five.
- b** 1 I must go now.
2 Must you go now?
- c** 1 Will she come?
2 She'll come.
- d** 1 We can meet on Thursday.
2 We can meet on Thursday.
- e** 1 He'll do it.
2 He will do it.
- f** 1 I must call Phil.
2 I must call Phil.
- g** 1 She may get the job.
2 She may get the job.
- h** 1 Can I help you?
2 I can help you, I know I can.

2.C About the company

CD1 TR12 Activity 4 – Listening – changing an appointment

Listen to the following telephone calls and write down the changes to the appointments.

Call 1

Richard Shannan: Hello. Can I speak to Mr Smith, please?

PA: I'm afraid he's not in the office today. Can I take a message?

Richard Shannan: Yes, please. This is Richard Shannan. I have a breakfast appointment with him on Monday the 15th.

PA: Yes, I have his diary here. At 7 a.m. in Brown's.

Richard Shannan: Yes, well I can't make it. Can you tell him?

PA: Yes, of course.

Richard Shannan: And can you ask him if Monday the 22nd, at 7 a.m., in Brown's is OK?

PA: Yes, certainly. Would you like him to call you back?

Richard Shannan: Yes, please. Get him to call back and confirm.

Call 2

Naomi Barr: Hello. Can I speak to Mr Smith, please?

PA: I'm afraid he's not in the office today. Can I take a message?

Naomi Barr: Yes, please. This is Naomi Barr. I have an appointment with him on Wednesday the 13th, in his office.

PA: Yes, that's right. I have his diary here. Wednesday the 13th, at 3:30 p.m.

Naomi Barr: Yes, well, I can't make it at 3:30. Can you tell him I'll be a bit late?

PA: Yes, of course. What time do you expect to get here?

Naomi Barr: Not before 5 p.m., OK?

PA: Yes fine. I'll let Mr Smith know.

Call 3

Helena Durkovic: Hello. Can I speak to Mr Smith, please?

PA: I'm afraid he's away from his desk at the moment. Can I take a message?

Helena Durkovic: Yes, please. This is Helena Durkovic. That is D-U-R-K-O-V-I-C. Helena Durkovic. I have an appointment with him on Tuesday the 1st.

PA: Yes, Ms Durkovic, I have his diary here. At 6 p.m. in the Conference Centre?

Helena Durkovic: Yes, well, I can't make it. Can you tell him?

PA: Yes, of course. Would you like to arrange another time?

Helena Durkovic: No, not now, thanks. I'm in a hurry. Anyway, it's not urgent. Can you get him to call me back? We'll fix a time and a place then.

PA: Yes, certainly. I'll make sure he calls you back.

Helena Durkovic: Many thanks.

3 Consumer power

3.A The right product

CD1 TR13 Pronunciation – comparative forms

Part A

Listen and check. Practise saying the words.

- a** lighter **d** longer
b cheaper **e** heavier
c bigger

CD1 TR14 Pronunciation – comparative forms

Part B

Listen and check. Practise saying the sentences.

- a** This computer isn't as fast as that one.
b This battery lasts longer than that battery.
c My mobile phone is more attractive than yours.
d My phone doesn't store as many phone numbers as yours.
e The price of phone calls isn't as expensive.
f I live further from work than you.
g The laptop is heavier than the netbook.
h Your mobile isn't as useful as mine.

3.B Anyone for e-commerce?

CD1 TR15 Pronunciation – stress

Part A

Listen and check. Practise the different sentence stress.

- a** If you pay by credit card, I'll repay you later.
b If you pay by credit card, they add two per cent to the bill.
c If you pay by credit card, they bill you at the end of the month.

CD1 TR16 Pronunciation – stress

Part B

Listen to the following mini-dialogues. In each case, two responses are given which have different stress. Tick the response you hear.

- a** **Sue:** When did you get here?
Bill: I arrived on Friday.
- b** **Tina:** Where did you get that CD?
Jane: I got it from Amazon.
- c** **Susan:** What languages can you speak?
Matt: I can speak Spanish and Japanese.
- d** **Helena:** How do you get to work?
Pol: I take a bus.
- e** **Klara:** Who did you give the file to?
Yuri: I gave it to the boss.

3.C Testing issues

CD1 TR17 Activity 1 – Listening to a report

Listen to the short report on labour conditions in San Salvador and answer the questions below.

Narrator: When you buy a Yale University T-shirt on campus, you pay \$14.89. The young Salvadoran woman who made the shirt got paid three cents. Their wages amount to just two-tenths of one per cent of the retail price of the shirt – yes, only two-tenths of one per cent! The total material cost of such a T-shirt amounts to approximately \$1.44. Where is all the money going? If the Salvadoran women were paid a living wage, there would still be only eleven cents of labour in the Yale shirt, which means the labour cost would now amount to just seven-tenths of one per cent of the retail price. Is that too much to ask?

4 At work

4.A Getting to work

CD1 TR18 Activity 5 – Listening – directions

Listen and write down the directions in note form.

Narrator: OK, come out of the cafe and turn left onto the main street. Go down the main street. You will walk past a shopping centre on your right. Then you need to take the next turning on the left, and then the second turning on the right. You come to a car park. You walk through the car park, and you will come to a tall building. I'll meet you in the entrance there at 6 p.m.

Transcripts 4–7

CD1 TR19 Pronunciation – prepositions

Part A

Listen and check.

- a across Paris
- b towards noon
- c along the road
- d in front of the desk
- e into London
- f onto budgets

CD1 TR20 Pronunciation – prepositions

Part B

Listen and check.

- a It's on the table. No, I said on the table, not under it.
- b Walk down the road. No, I said down the road, not up the road.
- c Go up the escalator. No, I said up the escalator, not down the escalator.
- d I'll meet you at the station. No, I said at the station, not opposite the station.
- e See you in the coffee shop. No, I said in the coffee shop, not outside it.

4.B Arriving at work

CD1 TR21 Pronunciation – formal or informal?

Part A

Listen and mark with an arrow if the intonation goes up or down in the expressions below.

- a How do you do?
- b My name's Claire White.
- c Good morning. How can I help you?
- d I've come to see Madame Dupont.
- e Would you like to sign the visitors' book?
- f Would you like to take a seat?

CD1 TR22 Pronunciation – formal or informal?

Part A

Listen again and repeat.

[Repeat of Track 21]

CD1 TR23 Pronunciation – formal or informal?

Part B

Listen and say how the expressions below are different from those in Activity A.

- a Hi!
- b Great to see you again!
- c How are you doing?
- d Terrific!
- e Take care!
- f See you later!
- g Have fun!
- h Good luck!
- i Hope it goes well!
- j Bye!

CD1 TR24 Pronunciation – formal or informal?

Part B

Listen again and repeat.

[Repeat of Track 23]

4.C In the office

CD1 TR25 Pronunciation – weak forms and silent letters

Part A

Listen and check.

- a computer
- b paper
- c photocopier
- d scanner
- e printer
- f consumer
- g radiator
- h operator
- i colour

CD1 TR26 Pronunciation – weak forms and silent letters

Part B

Listen and check.

- a cupboard
- b bright
- c dark
- d furniture
- e listen

5 Telephone talk

5.A How does it work?

CD1 TR27 Pronunciation – intonation

Part A

Listen to this conversation, then practise reading it with a partner.

Eric: What's this for?

Malcolm: It's for diverting calls to another phone.

Eric: What happens if I press this key?

Malcolm: The display screen shows the number of the person calling.

Eric: Is there a conference call function? How does it work?

Malcolm: You need to press this so you can talk to two people at the same time.

5.B The line's engaged

CD1 TR28 Pronunciation – sounds of the letter u

Now listen and check.

bus	use	turn	buy
product	volume	spurn	guy
just	music	urgent	
lucky	fume	burn	
fun			
hundreds			
function			
up			

5.C You're in charge!

CD1 TR29 Pronunciation – consonants

Listen to the recording and check.

Category 1

China
catch
chip
cheap

Category 2

message
June
edge
general
geography
badge
manage
job
genius
college

5.D A mobile solution

CD1 TR30 Activity 2 – Listening – dealing with messages

Listen to the instructions and write down the number that you must press on the telephone keypad to activate each function.

Press the phone select button to connect to your answer machine.

Press 0 to return to the beginning of a message.

Press 1 to listen to your message.

Press 2 to pause during a message, press 2 again to resume the message.

Press 3 to fast forward a few seconds.

Press 3 then 3 again to skip to the end of the message.

Press 4 to repeat the message.

Press 7 to delete the message.

Press 9 to save the message.

Press the hash key to go back a step.

Press the star button to put a call on hold.

Press the end key to end a call.

6 Learning the job

6.A The feel-good factor

CD1 TR31 Pronunciation – stress in modal verbs

Listen and underline the stressed word in each pair of sentences.

- a 1 You should check your position.
2 You should check your position.
- b 1 I need a break every two hours.
2 I need a break every two hours.
- c 1 The office shouldn't be too warm.
2 The office shouldn't be too warm.
- d 1 You shouldn't work more than two hours without a break.
2 You shouldn't work more than two hours without a break.

- e** 1 You should keep your feet on the floor.
2 You should keep your feet on the floor.
- f** 1 There shouldn't be too much noise.
2 There shouldn't be too much noise.

6.B Just checking!

CD1 TR32 Pronunciation – intonation

Listen to the dialogues. Mark which questions have rising intonation and which have falling intonation.

Lisa: Have you checked the invoice?

Grant: Yes I have.

Lisa: When did you check it?

Grant: This morning.

Vanessa: Did you send the catalogue?

Malcolm: No, I didn't.

Vanessa: Why not?

Malcolm: I didn't have time.

Safran: Are you sure you can come?

Jens: Yes, of course.

Safran: Really?

Jens: Yes, really.

Manfred: Is it urgent?

Phillipe: Yes, very urgent.

Manfred: Will tomorrow be OK?

Phillipe: I suppose so.

Natalie: Are we up to date with our orders?

Bernard: Not quite.

Natalie: How many more are there?

Bernard: About ten.

Hugo: Have we dealt with all the enquiries?

Tara: Yes, most of them.

Hugo: How many are left?

Tara: Three or four.

6.C All in a day's work

CD1 TR33 Pronunciation – stress

Part A

Listen and check.

- a** despatch
b office
c software
d arrive
e basic
f helpful
g design
h easy
i problem
j address
k apply
l process

6.D How are you getting on?

CD1 TR34 Activity 5 – Listening – working week

Listen to the information and complete the chart below.

Narrator: The weekly hours worked by employees in Europe varies greatly. There is more than five hours, difference between

the country with the longest working hours, compared to countries with much shorter working hours.

The Netherlands is the hardest working nation, working an average of 46 hours a week. The second longest working hours after that is in Austria, where employees work 44.1 hours. In the Czech Republic and Germany, 42.9 hours are worked, and employees in Belgium work for 42.7 hours. Next is Poland with 42.2, and not far behind that is the United Kingdom, where the hours worked are 42.1. Those working in France work an average of 41 hours a week. After that, employees in Italy and Spain work 40.8 hours. The average for the 27 European countries is 42.1 hours. The country with the highest maximum legal number of hours for the working week is Austria, with 50 hours, and the country with the lowest legal maximum is France, with 39.68, lower than the average number of hours worked in that country.

7 What's in a brand?

7.A A success story

CD1 TR35 Pronunciation – past simple endings

Part A

Listen to the verbs and place them in the correct column, A, B or C, according to their sound.

- a** He started the company ten years ago.
b We looked at the catalogue.
c I showed them the new design.
d They liked the BK model a lot.
e They wanted a cheaper product.
f We opened another store.
g She asked a lot of questions.
h They provided an excellent service.
i The price included packaging and transport.
j We finished at 6 p.m.
k They discussed a new idea.
l We developed a new product.

7.B That's our product!

CD1 TR36 Pronunciation – vowel sounds

Part A

Listen and check.

- 1** here/clear
2 how/now
3 buy/eye
4 blue/do
5 hot/what
6 know/so

7.C Sales trends

CD1 TR37 Activity 4 – Listening – brand power

Read the text. Then listen to the recording and complete the gaps.

Narrator: In the past, the annual table of the top ten brands changed very little from year to year. Names such as Kellogg's, Kodak, Marlboro and Nescafé appeared again and again. Now none of these names are in the top ten. Kellogg's, second more than a decade ago, is now 34th in the latest league table by Interbrand, a brand consultancy. Of the 93 brands that appeared in the top 100 rankings this year and last year, 59 declined in value. The combined value of these brands fell by almost ten per cent. Customers are less loyal to brands these days, particularly in light of the recent recession. According to Catalina Marketing Corp's Pointer Media Network, only four out of ten US brands managed to keep their highly loyal customers from 2007 to 2008.

CD1 TR38 Pronunciation – numbers

Listen to the numbers. Circle the ones you hear.

- | | | | |
|----------|-----|----------|-----------|
| a | 13 | g | 3,821 |
| b | 60 | h | 8,483,597 |
| c | 90 | i | 8–2 |
| d | 46 | j | 15 |
| e | 7–9 | k | 121 |
| f | 97 | l | 40 |

7.D Branding matters

CD1 TR39 Activity 4 – Listening for facts

Listen to the report and answer the questions.

Narrator: Europe's teenagers are drinking more than they did before, according to the 2007 European School Survey Project. The project polled students that turned 16, during the calendar year of the data collection, in 18 European countries. About 40% of the adolescents surveyed had drunk alcohol. In the Czech Republic, 48% had been drunk in the past 12 months. About 36% of teenagers in France report being drunk in the last year. Teenagers in Britain and Ireland have some of the highest statistics, with 57% in the UK and 47% in Ireland saying they had been drunk in the past year. The figures for Cyprus are the lowest, with only 18% who had been drunk in the past 12 months. Overall, the boys surveyed drink more alcohol than the girls.

CD1 TR40 Activity 5 – Listening for facts

Listen again and fill in the missing bars on the bar chart.

[Repeat of Track 39]

Transcripts 8–12

8 Can I help you?

8.A Booking a hotel

CD1 TR41 Pronunciation – linking words

Part A

Listen and check.

- a I'd like to book a room, please.
- b A single or a double?
- c What's the difference?
- d Do you have a suite available?
- e The daily rate is \$60 a night.

CD1 TR42 Pronunciation – linking words

Part B

Listen to the following sentences and mark with a P where the natural pauses are.

- a A single, please.
- b I need one single, on June 11th.
- c The room has a jacuzzi, shower and WC.
- d Is that a single, or a double?
- e Yes, we do have a suite available.

CD1 TR43 Pronunciation – linking words

Part B

Listen and check.

[Repeat of Track 42]

CD1 TR44 Pronunciation – linking words

Part C

Practise saying the following pairs as two words and then listen to see how the middle consonants change.

- a twin beds
- b in price
- c superior suite
- d just for
- e what facilities

8.B Getting together

CD1 TR45 Pronunciation – intonation patterns

Part A

Listen to the phrases spoken twice. Tick the appropriate box each time.

- a
 - 1 Can I help you?
 - 2 Can I help you?
- b
 - 1 I'd like to know something about your conference facilities.
 - 2 I'd like to know something about your conference facilities.
- c
 - 1 How many people are you expecting?
 - 2 How many people are you expecting?
- d
 - 1 I see.
 - 2 I see.
- e
 - 1 Right.
 - 2 Right.
- f
 - 1 That should be fine.
 - 2 That should be fine.

8.C A good idea

CD1 TR46 Pronunciation – multi-syllable words

Part B

Listen and check.

luxury	European
typical	company
conventional	important
economic	impolite
porcelain	remember
Japanese	biology
photography	technology

8.D Attracting visitors

CD1 TR47 Activity 5 – Listening – dates and events

Listen to the answering service at the Zurich Visitors Bureau and complete the calendar of events below.

Our spring and summer highlights are as follows:

The Zurich Swiss Art Antique Fair is being held from May the 16th to May the 21st. From May the 4th to June the 1st, the Kin Circus is performing in Zurich. In June and July, the Corso Theatre holds its Annual Summer Festival. From July the 14th to August the 13th watch the big screen at the open-air cinema at the lake. In August, Zurich holds the World Cycling Cup Championship. Switzerland's largest funfair will be open from September the 9th to September the 11th. In October, Zurich holds the Swisscom Challenge, with 28 of the world's best tennis players.

9 It's an order!

9.A On our records

CD1 TR48 Pronunciation – consonants and consonant clusters

Listen and check.

- a We want to order a vat of valuable wine for next Wednesday.
- b If you check your tongue and change your manner, you can charm the customer, Charlie.
- c A quick quotation would keep the customer quite quiet.

9.B Customer enquiries

CD1 TR49 Pronunciation – word endings

Part A

Listen and check.

- a useful
- b employer
- c flexible
- d hopeless
- e arrival
- f productive

9.C Orders and invoices

CD1 TR50 Pronunciation – intonation in question tags

Part A

Listen to the intonation in the questions. Put an up arrow or a down arrow after each question, depending on the intonation.

- a
 - 1 You're a regular customer, aren't you?
 - 2 You're a regular customer, aren't you?
- b
 - 1 He has an account, doesn't he?
 - 2 He has an account, doesn't he?
- c
 - 1 She'll pay by debit card, won't she?
 - 2 She'll pay by debit card, won't she?

CD1 TR51 Pronunciation – intonation in question tags

Part B

Now listen again to the questions. Put a (Y) next to the questions where the speaker expects the answer yes and a question mark where the speaker is not sure. Practise saying the questions both ways.

[Repeat of Track 50]

9.D Fair trade

CD1 TR52 Activity 4 – Listening to a report

Listen to details of the financial aid given by rich countries to poor countries. Complete the missing bars on the chart.

Narrator: The US's aid programme to developing countries is about 0.2% of its GNI. But how does the US compare to other countries? Well, it is near the bottom of the league table. Canada does not score much better, with about 0.3% of the GNI going to poor countries. Britain is considerably better, with about 0.5% of GNI going to help the world's poor. The Netherlands and Denmark are more generous than Britain, with a figure above 0.8% of GNI. Luxembourg, Norway and Sweden are twice as generous as Britain, giving away 1.01%, 1.06% and 1.12% respectively. Below the United States are four countries: Greece, Japan, Italy and South Korea. The first three are not far below the United States, with figures of 0.19%, 0.18% and 0.16% GNI. South Korea is at the bottom, giving away only 0.1% of its GNI.

10 Global reach

10.A International transport

CD1 TR53 Pronunciation – difficult words

Listen and check.

- a clear, bread, fear, rear
- b type, tight, tint, tiny
- c check, said, spread, break
- d fair, fail, main, weigh
- e sure, tour, poor, loop

10.B Frequently Asked Questions (FAQs)

CD1 TR54 Pronunciation – countries

Part A

Listen and check.

China, Egypt, Eire, Japan, Brazil, Ukraine, Kuwait, Canada, Mexico, Italy, Switzerland, India, Korea, Zimbabwe, Australia

10.C Another form to fill in!

CD1 TR55 Pronunciation – abbreviations and acronyms

Part A

Listen and check if you have the correct pronunciation.

- | | | | |
|---|------|---|--------|
| a | EU | h | FBI |
| b | US | i | LCD |
| c | UN | j | UNESCO |
| d | WC | k | JFK |
| e | FAQs | l | MBA |
| f | WHO | m | AGM |
| g | NATO | n | HIV |

10.D Customer relations

CD1 TR56 Activity 4 – Listening – the cost of living

Listen and number the cities from 1 to 10, according to how expensive they are to live in (1 being the most expensive and 10 being the least expensive).

Narrator: The world's most expensive city is Paris, and that might be a surprise to many people. Tokyo is also expensive, and rates as number two. The next seven will probably not be a surprise: Oslo, Frankfurt, Milan, Sydney, London, Dublin and Chicago respectively. These are all European cities apart from Sydney and Chicago. Perhaps surprisingly, it is a Chinese city which comes tenth, Shanghai.

11 The big sell

11.A Let's promote it!

CD1 TR57 Pronunciation – intonation in agreeing and disagreeing

Part A

Listen to the dialogues and show with an arrow if the intonation goes up or down in the responses.

- a** I think we should push our women's range.
I'm not sure I agree.
- b** The moisturizing creams are doing very well at the moment.
Yes, that's true.
- c** We aren't very well placed with men's products.
Good point.

- d** We should promote the men's range.
Hang on a minute ...
- e** Sun products would be a terrific campaign.
OK. That's agreed.
- f** The advertising campaign is going very well.
That's wonderful.

CD1 TR58 Pronunciation – intonation in agreeing and disagreeing

Part B

Listen again to the dialogues.
[Repeat of Track 57]

11.B What did they say?

CD1 TR59 Pronunciation – responding to information

Part A

Listen to the intonation in the remarks. Put an up arrow or down arrow after each remark, depending on the intonation.

- a** That's good news.
- b** And then?
- c** What happened next?
- d** That doesn't make sense.
- e** So?
- f** That's true.
- g** That's not true.
- h** Anything else?

11.C Packaging magic

CD1 TR60 Pronunciation – stress patterns in giving information

Part A

Listen and underline the word that gives the key information.

- a** Capsules are easier to take.
- b** Bottles with safety caps are better for children.
- c** They are difficult to open.
- d** Bottles are cheaper to make.
- e** Plastic is impossible to market in Africa.

CD1 TR61 Pronunciation – stress patterns in giving information

Listen again and practise saying the sentences.

[Repeat of Track 60]

CD1 TR62 Pronunciation – stress patterns in giving information

Part B

Listen and underline the stressed words in the questions.

- a** Would you like capsules or tablets?
- b** Have you got bottles or cans?
- c** Do you want the green file or the red one?
- d** Are you going out tonight or tomorrow night?
- e** Is it Wednesday or Thursday?
- f** Do you prefer football or rugby?
- g** Do you like soft ice cream or hard?

- h** Would you like still water or sparkling?

12 It's in the making!

12.A About the company

CD1 TR63 Pronunciation – voiced and unvoiced consonants

Now listen and underline the words you hear.

- | | | | |
|---|------|---|------|
| a | ban | f | Sue |
| b | to | g | gin |
| c | cot | h | leaf |
| d | pig | i | hat |
| e | very | j | hard |

12.B Just add the fizz!

CD1 TR64 Pronunciation – do and does

Part A

Listen to the following sentences.

- Why do they buy your products?
- Do you know her?
- Do all your staff have business diplomas?
- We do any kind of software product.
- I don't like the new model, but most of the customers do.
- Not many people buy the old model, but some people do.

CD1 TR65 Pronunciation – do and does

Now listen to the following sentences.

- When does the new trainee arrive?
- Does he know about the appointment?
- She does know how to use the new computer.
- I think he does.

CD1 TR66 Pronunciation – do and does

Part B

Listen to the sentences again and match the pronunciation above to the rules below.

[Repeat of Tracks 64 and 65]

12.C Quality every time

CD1 TR67 Pronunciation – stress in noun groups

Listen to the noun groups and underline the word with the strongest stress.

- a** cardboard packaging
- b** five-seater
- c** coffee mug
- d** Chanel perfume
- e** two-step process
- f** desk lamp
- g** South West
- h** noun groups
- i** car ferry
- j** metal can
- k** furniture business
- l** Oxford Station

Transcripts 12–15

CD1 TR68 Pronunciation – stress in noun groups

Listen again and check.
[Repeat of Track 67]

13 Bank it!

13.A What can we do for you?

CD1 TR69 Pronunciation – difficult words

Listen and underline the word in each group that has the odd vowel sound.

- | | | | |
|----------|---------|--------|---------|
| a | tough | enough | through |
| b | earn | beard | word |
| c | debt | great | said |
| d | brother | bother | moth |
| e | here | beer | there |
| f | four | house | loud |
| g | loan | home | board |
| h | weak | keep | break |
| i | bear | fear | wear |

CD1 TR70 Pronunciation – difficult words

Listen again and check.
[Repeat of Track 69]

13.B Where's my money?

CD1 TR71 Activity 4 – Listening – telephone numbers

Listen to the recording and complete the telephone numbers below.

- a** 0031 678 980
b 8791 33487 76901
c 00 718 006 916
d 6504 8772
e 7638 2911 6935

CD1 TR72 Pronunciation – polite intonation patterns

Part A

Listen to the recording and tick the remarks with polite intonation.

- a** I'm terribly sorry, madam.
b Hurry up! I haven't got all day.
c Could I possibly have your client identification number, please?
d I'm awfully sorry.
e Could I just ask you to wait while I check the details on the computer?
f So there's been a mistake? In a credit on your savings account?
g A mistake? You call that a mistake? It's a disaster!
h Can I ask you when you made that payment?
i Don't you ever listen?
j Could I just check how you made this payment?

CD1 TR73 Pronunciation – polite intonation patterns

Part B

Now listen again and practise saying the remarks.

[Repeat of Track 72]

13.C What's the interest?

CD1 TR74 Pronunciation – stress on key words

Listen and underline the word the speaker stresses the most.

- a** You won't need to deal directly with our customers.
b You need to know something about the kind of business we do.
c Most of our customers have savings accounts as well.
d On your current account you don't usually earn interest.
e This is for people who may need immediate access to their money.
f It's an account for customers who don't need instant access to their money.
g The account does earn more.
h It depends on the bank rate.
i That's not a very big difference.
j The amount you have in the account is called the balance.

CD1 TR75 Pronunciation – stress on key words

Listen again and check your answers.
[Repeat of Track 74]

14 Food for thought

14.A Eating in style

CD1 TR76 Pronunciation – used to and didn't use to

Listen to the pairs of sentences and underline the stressed words in each sentence.

- a** 1 Things used to be very different!
 2 Things used to be very different!
b 1 Canteens didn't use to serve foreign food.
 2 Canteens didn't use to serve foreign food.
c 1 How long did the average lunch break use to be?
 2 How long did the average lunch break use to be?

14.B It's on the company!

CD1 TR77 Pronunciation – intonation in positive and negative responses

Listen to the recording. Which responses sound positive and which sound negative?

- a** It's wonderful!
b That's terrible!
c It sounds awful!
d It's great!

- e** Oh dear!
f That's terrific!
g It's awful!
h It's fantastic!

14.C What the customer wants

CD1 TR78 Pronunciation – stress on new information

Listen to the recording and check.

Let's move on to other factors, like the restaurants themselves and the hours of opening. We find slightly different results; 20 per cent find the hours of opening very convenient, 23 per cent convenient, and that leaves us with 57 per cent who are not satisfied. The problem appears to be longer working hours. And the fact that people don't have regular meals any more. They snack all day. If we had longer opening times, we would satisfy more customers. So we must open longer hours – maybe even 24 hours a day in some of our restaurants.

14.D Organic food

CD1 TR79 Activity 4 – Listening – at the restaurant

Listen to the dialogue and tick the food that they order.

- Waitress:** Are you ready to order, sir? Madam?
Rod: Yes, well, I think so. Sarah?
Sarah: Oh, I'd like the grilled salmon, please.
Waitress: With vegetables, or with a salad?
Sarah: What are the vegetables?
Waitress: Boiled potatoes or green beans.
Sarah: Oh, no, I'll have a salad, please.
Waitress: And you, sir?
Rod: I'll have the lamb chop, please. And the mixed vegetables.
Waitress: Lamb chop and mixed vegetables. Any starters for you?
Sarah: Not for me, thanks.
Rod: Yes, eh, I'll have the avocado, please. No, no I won't, I'll have the prawn cocktail.
Waitress: Anything else?
Rod: No, that'll be all, thanks.

15 It's an e-world!

15.A Living in cyberspace

CD1 TR80 Pronunciation – differences between British and American accents

Listen and practise the different pronunciations. How do the words change?

- a** **Speaker one:** tune
Speaker two: tune
b **Speaker one:** vase
Speaker two: vase
c **Speaker one:** clerk
Speaker two: clerk
d **Speaker one:** new
Speaker two: new

- e** **Speaker one:** fast
Speaker two: fast
- f** **Speaker one:** turn
Speaker two: turn
- g** **Speaker one:** writer
Speaker two: writer
- h** **Speaker one:** contract
Speaker two: contract
- i** **Speaker one:** hostile
Speaker two: hostile
- j** **Speaker one:** number
Speaker two: number

15.B www.entertainment

CD1 TR81 Pronunciation – contraction of *will*

Listen to the following sentences which use the contracted form of *will*.

- a** There'll be less competition!
- b** I'll only need a small investment.
- c** I'll need to invest millions of dollars.
- d** My Internet company'll make huge savings.
- e** That'll be difficult.
- f** There'll be thousands of new jobs in IT.
- g** You'll be sorry!
- h** How'll your Internet company find its customers?

15.C Getting started

CD1 TR82 Pronunciation – expressing reservations

Part A

Listen to the remarks and write down if they express reservation or affirmation.

- a** Uhhm. Certainly sounds interesting.
- b** Are you sure that the idea is profitable?
- c** Demand will grow.
- d** Yes, that's quite convincing.
- e** But will you reach these new users?
- f** That's easy on the Internet.
- g** I'll sell a lot.
- h** OK, maybe. Go on.
- i** All my cards are on the table.

15.D Mobile communications

CD1 TR83 Activity 4 – Listening to a report

Listen to the monologue and complete the passage.

Narrator: Over 43% of all software is pirated, according to the Business Software Alliance. The group estimates that piracy cost software makers almost \$51.4 billion in 2009. The global piracy rate rose from 37% in 2000, to 43% in 2009, largely because of fast growth in computer users in countries with high piracy rates, such as China. Here, the piracy rate is nearly 80%. The worst figure however is Georgia, in Eastern Europe, where piracy is 95%. At the other end of the scale, the USA, Japan and New Zealand have quite low piracy rates – just a little more than 20%.

Q | Quiz answer key

Marking Scheme

When marking, give yourself a full mark, or marks, only if your answers are completely correct. If you make a mistake or mistakes, deduct marks accordingly.

1 First contact – Quiz Page 8

a Answers as follows:

- 1 *Hi or Hello*
- 2 *Hello or Hello Mr/Mrs/Ms/Miss (name).*
- 3 *Pleased to meet you.*

1 point for each correct answer. Maximum 3 points.

b Answers as follows:

- 1 *What's your name?*
- 2 *What's your address? or Where do you live?*
- 3 *What's your telephone number?*
- 4 *What do you do? or What's your job?*

1 point for each correct answer. Maximum 4 points.

c You need to answer using the present progressive tense. For example:

I am reading my English book.

Maximum 2 points.

d You need to answer using the present simple tense. For example:

I love reading romance novels in my spare time and ...

Maximum 3 points.

2 Starting work – Quiz Page 16

a Free activity. You may use any of the following, which are covered in this unit.

Good morning. Who's calling, please?

Hold the line, please. I'll call back later.

Can I speak to Mr/Mrs/Ms/Miss (name)?

1 point for each correct answer. Maximum 2 points.

b Free activity. Your answer should be similar to the following example:

Hello, I'd like to make/arrange an appointment to see (name), on (date) at (time), please.

Maximum 4 points.

c You need to answer using the modal verb *can* to express ability. For example:

I can swim.

Maximum 2 points.

d When answering this question, you need to use the modal verb *must*. For example:

I must do some food shopping on Thursday and I must make sure I phone Ann on Wednesday.

Maximum 4 points.

3 Consumer power – Quiz Page 24

a Free activity. Possible answers:

Can you give me some information about your computers, please?

I'd like to ask you about the new ZT computer.

2 points for each correct answer. Maximum 4 points.

b A free comparison activity using *than* and *as*. For example:

Any car is faster than Piet's.

Any mobile phone isn't as attractive as my sister's.

2 points for each correct answer. Maximum 4 points.

c Free writing activity using adjectives. For example:

The diary that I bought was really cheap.

This diary is very useful.

2 points for each correct answer. Maximum 4 points.

4 At work – Quiz Page 34

a Answers as follows:

1/2/3 Can you tell me how to get/give me some directions to the local shop/railway station/cinema, please?

1 point for each correct answer. Maximum 3 points.

b Free activity using any of the following:

You go straight on/towards/across ... It's in front of behind/opposite ... Turn right/left at the ...

I work/live near. ... It's the house/office ...

1point for each correct answer. Maximum 2 points.

c You need to answer using the present progressive tense for future plans. For example: *I'm meeting with a new distributor tomorrow, and on Thursday I am seeing Nina for lunch.*
Maximum 4 points.

d Free activity using verbs of like and dislike. For example:
I like/dislike/hate/can't stand ...
I don't like ... very much. It's too ...
Maximum 3 points.

5 Telephone talk – Quiz Page 44

a Free activity. You may use any of the following telephone expressions:

1 *Hold the line. I'm putting you through. Yes, I'll just get him for you. I'm afraid he isn't in the office today. No, can I take a message?*

2 *That's no problem. OK! You're welcome.*

1 point for each correct answer. Maximum 2 points.

b Free activity using objects found on your desk. For example:
A stapler is for keeping my documents together. My diary is for keeping all my appointments in.
2 points for each correct answer. Maximum 4 points.

c Free activity expressing like. You may use any of the following, or your own choice:
I like playing football. I like chocolate.
1 point for each correct answer. Maximum 2 points.

d You need to answer using one of the given structures *I'd rather, I prefer* or *I'd prefer* and your two items from c. For example:
I prefer ... because I don't like ... I'd rather go ... than ...
2 points for each correct answer. Maximum 4 points.

6 Learning the job – Quiz Page 54

a You need to answer in the past simple. For example:
1 *I opened our new branch yesterday.*
2 *I visited our head office last week.*
3 *I walked on the beach at the weekend.*
2 points for each correct answer. Maximum 6 points.

b You need to answer using *should, shouldn't* or *need to*.

For example:

You should ask if you don't understand. You need to take regular breaks.
1 point for each correct answer. Maximum 2 points.

c Free activity using any of the following structures:

My office is ... and ... It has ...

I think that we should put some ...

My computer/desk/chair/lights/is/are ...

The ... in my office is ...

I would like ...

We should have ... I need ...

Maximum 4 points.

7 What's in a brand? – Quiz Page 64

a You need to answer using the modal verbs *must* and *have to*. For example:

1 *I must finish the marketing plan.*

2 *I have to ring the accountant this week.*

3 *I mustn't waste time e-mailing this week.*

2 points for each correct answer. Maximum 6 points.

b Figures read aloud:

1 *Fifty-one.*

2 *Nine hundred and thirty-six.*

3 *One hundred and twenty-three thousand, nine hundred and eighty-four.*

1 point for each correct answer. Maximum 3 points.

c You need to answer using the *~ing* form.

I enjoy skiing/swimming/reading.

1 point for each correct answer. Maximum 3 points.

8 Can I help you? – Quiz Page 74

a Answers as follows:

1 *What/How much is your daily rate, please?*

2 *Can you tell me what en suite facilities there are/are available/you have?*

3 *Does the room have a view?*

1 point for each correct answer. Maximum 3 points.

b Free activity. You could mention the following things: catering facilities, Internet facilities, bar, restaurant, conference rooms, seminar rooms, seating capacity. For example:

Well, we have ... which can seat ..., and we

Quiz answer key 8–15

have ... which ... We also have a ... and ...

Maximum 5 points.

- c **Free activity using any of the following:**
For example:

I would suggest ...

... are a/is a good idea ... is a/are a safe bet.

Maximum 2 points.

- d **Free activity using the modal auxiliary *would*.**
For example:

I would like to travel/improve in my job.

1 point for each correct answer. Maximum 2 points.

9 It's an order! – Quiz Page 84

- a **Suggested answers:**

- An invoice tells the customer the amount they must pay. It's also a document which gives details of the transaction, how many items have been ordered and so on.*
- A quotation tells the customer exactly how much they will pay for their order and what their order consists of.*

2 points for each correct answer. Maximum 4 points.

- b **You need to answer using the verb *be* or *get* and the past participle of the main verb to form the passive. For example:**

It was sent out yesterday.

The delivery was damaged after it left the warehouse.

2 points for each correct answer. Maximum 4 points.

- c **Free activity. You may use any of the following:**

*Can you tell me if they are available, please?
Are they available now? What is the best way to pay? How can I pay?*

Maximum 2 points.

- d **You need to answer using the imperative *let*.**
For example:

Let me help you with those boxes.

Let's get a coffee.

2 points for each correct answer. Maximum 2 points.

10 Global reach – Quiz Page 94

- a **1 You need to answer with any two countable nouns. For example: *file/agent***
2 You need to answer with any two

uncountable nouns. For example: *health/advice*

2 points for each correct answer. Maximum 4 points.

- b **You need to answer with any four phrasal verbs. For example:**

depend on, rely on, look for, look up, go out, carry out.

1 point for each correct answer. Maximum 4 points.

- c **You need to make sure that you use *a/an/the/one/my*, etc., before a singular countable noun. For example:**

Can you pass me the file? Peter is a sales agent.

Uncountable nouns refer to things you cannot count, so they do not have a plural form and you cannot use *a/an*. For example:

I am in good health. I would like some advice.

2 points for each correct answer. Maximum 4 points.

11 The big sell – Quiz Page 104

- a **You need to answer using reported speech. For example:**

He said that the ...

She decided that ... They agreed that ...

Maximum 2 points.

- b **Free activity. You may use any of the following:**

Yes, I agree. I think that is a good idea. I agree. What a good idea!

Maximum 3 points.

- c **Free activity. You may use any of the following:**

I'm not sure I agree. I disagree. I don't think that is a good idea. No, I disagree.

Maximum 3 points.

- d **You need to answer using the adjective + infinitive pattern. For example:**

It's important to meet this target.

I'm happy to work late occasionally.

Maximum 4 points.

12 It's in the making! – Quiz Page 114

- a **Free activity using a *make* phrasal verb. You could use any of the following phrasal verbs in a sentence: *Make way/off/out/up* For example:**

I made out the cheque yesterday.

I was late for the meeting, so I made up that there had been problems in the office.

I made up for my bad behaviour by sending Julie some flowers.

I made way for the new computer by clearing my desk.

2 points for each correct answer. Maximum 4 points.

- b You need to answer with a noun group. For example:**

the chairman's report, production line, sales staff, desktop computer, the manager's office, work rules.

1 point for each correct answer. Maximum 4 points.

- c You need to answer with to + infinitive to express purpose. For example:**

I went shopping to buy a new computer.

We advertised to raise the company profile.

2 points for each correct answer. Maximum 4 points.

13 Bank it! – Quiz Page 124

- a Free activity. You may use the following:**

I can withdraw money from my account with a debit card or pay for things in shops.

It's an account where you have a cheque book and a debit card.

You use it to buy things now but pay for them later.

Maximum 2 points.

- b Free activity using any of the following:**

Sorry about that. I'm so sorry. I'm terribly sorry. I'm awfully sorry. I do apologize.

Maximum 2 points.

- c You need to answer using need to and don't need to. For example:**

I need to go home earlier on Thursday.

I don't need to have those figures until next week.

2 points for each correct answer. Maximum 4 points.

- d You need to answer using the ~ing form. For example:**

I love swimming, I go five times a week.

I enjoy reading horror stories.

2 points for each correct answer. Maximum 4 points.

14 Food for thought – Quiz Page 134

- a You need to answer using the used to structure. For example:**

I used to work in a bank.

I used to cycle to work every day.

2 points for each correct answer. Maximum 4 points.

- b You need to have answered using the going to structure. For example:**

I'm going to work harder next week.

Maximum 2 points.

- c Free activity, see model answer:**

The best meal I had last month was a tuna steak dish. It tasted excellent/good/fantastic.

The best meal I had last month was an Italian meal. The restaurant offered good service, good food and an attractive environment.

Maximum 2 points.

- d You need to answer using second conditional sentences. For example:**

If I had more time, I would learn another foreign language.

If I had more time, I could read more.

2 points for each correct answer. Maximum 4 points.

15 It's an e-world! – Quiz Page 144

- a Free activity expressing doubt or reservation. You may use any of the following. For example:**

Ah yes. But ... I'm still not convinced. You think you can do that? Maybe you're right. That will be difficult, won't it? Umm. It certainly sounds ... But I'm not sure ... Are you sure ...

1 point for each correct answer. Maximum 4 points.

- b You need to answer using will for predictions. For example:**

The Internet will grow and grow.

The Internet will one day be the best way to communicate.

2 points for each correct answer. Maximum 4 points.

- c You need to answer using the present progressive. For example:**

More people are eating organic food. Internet businesses are struggling to survive.

2 points for each correct answer. Maximum 4 points.

C

Correspondence

OPENING SALUTATION

formal (+), informal (-) or neutral (0), depending on the content of the e-mail and relationship with the recipient

Dear Mr/Ms/Mrs/Miss (surname), (0)

Dear Sir or Madam, (+)

Dear (first name), (-)

BAD NEWS/APOLOGY/COMPLAINT

I'm afraid ...

I am sorry for any inconvenience.

REQUESTS

Please ...

Could you ...?

CLOSING REMARKS

If you have any queries regarding ..., then please do not hesitate to contact ...

If you have any further questions, then please let me know.

Thank you for your help.

I look forward to seeing/hearing from you.

CLOSING SALUTATION

formal (+), informal (-) or neutral (0), depending on relationship with the recipient and opening salutation

Yours sincerely,/Sincerely yours, (0)

Yours faithfully/truly, (+)

Best wishes,/Regards,/See you soon, (-)

FORMAL LETTER LAYOUT

<p>ReWrite Inc. 10 Denmark Hill London SE5 6NS Tel: 0207 465 4982 Fax: 0207 465 4983 E-mail: enquiries@rewrite.co.uk</p>	<p>Sender's company: name/ address/phone number/ e-mail address in the top right-hand corner</p>
<p>Ms Hanelore Staub F C Schrieber & Co. Viktoria - Luise - Platz 6 D-10686 Berlin Germany</p>	<p>Name/address of the person that you are writing to</p>
<p>Our ref: GAT 6597 Your ref: KL MP 123</p>	<p>Filing/correspondence reference numbers</p>
<p style="text-align: right;">6th June 2012</p>	<p>Date</p>
<p>Dear Mrs Staub,</p>	<p>Opening salutation</p>
<p>Re: New catalogue</p>	<p>To introduce the subject that the letter is about</p>
<p>Markus Wittig has asked me to send you a copy of our new catalogue.</p> <p>ReWrite Inc. is the leading producer of high-quality office supplies. We specialize in office stationery and equipment to cover all office requirements. If you wish to open an account, I have enclosed an account opening form.</p>	<p>The reason for writing</p>
<p>If you have any queries regarding our products or would like to open an account with us, then please do not hesitate to contact either Markus Wittig or me directly.</p>	<p>Closing remark</p>
<p>Many thanks for your enquiry.</p>	<p>Closing salutation</p>
<p>Yours sincerely,</p> <p><i>Susan Nice</i></p>	<p>Signature</p>
<p>Susan Nice Sales Administrator</p>	<p>Printed name and position</p>
<p>Enc.</p>	<p>Enclosures</p>

Correspondence

EXAMPLES OF E-MAIL CORRESPONDENCE

EXTERNAL E-MAILS:

From: kelly.watts@hotelparc.fr
To: guy.kito@hotmail.com
Subject: Reservation, May 14–16
<p>Thank you for your enquiry regarding a room reservation. I'm afraid that we do not have any rooms available on the nights of May 14 to May 16. I am sorry for any inconvenience. Please contact us again if we can be of assistance on another occasion.</p> <p>Yours sincerely, Kelly Watts Hotel Manager Hotel Parc www.hotelparc.com</p>

From: kim.long@orientspeed.com
To: tina.cheng@gmail.com
Subject: Sales conditions
<p>Dear Ms Cheng,</p> <p>Further to our telephone conversation this morning, I am attaching full details of our sales conditions as you requested. Please complete the credit account form and when we get it back we will be very happy to open a credit account for you. We would ask that you wait five days before placing your first order, so that your account can be processed.</p> <p>If you have any further questions, then please let me know.</p> <p>Yours sincerely, Kim Long Export Sales Assistant Orient Speed Inc. 168 Ti-ding Boulevard 200087 Shanghai P.R.China</p>

INTERNAL E-MAIL:

From: June Kramer
To: Robert Flowers
Subject: Marketing meeting
<p>Tim Bowen called to say he couldn't make the marketing meeting you arranged for this afternoon. He wants you to call him back to make another arrangement for the meeting as he will be out of the office for the rest of today. Tomorrow morning is fine to call him back.</p> <p>JK</p>

PERSONAL E-MAIL:

From: vparr@onetel.fr
To: clardi@hotmail.co.uk
Subject: last weekend
<p>Dear Claudia,</p> <p>Thank you very much for showing me the sights last weekend. It made my trip to London so much more enjoyable. I'm glad that you are settling in and I really liked your flat.</p> <p>The photographs from the London Eye have come out really well, and I hope you like the one of us together. The trip back wasn't too bad and everyone here says 'hello'. I am going out tonight to meet Ana and Lucie, so I will tell them how you are getting on.</p> <p>See you soon.</p> <p>Best wishes, Vanessa</p>

W | Word list

Legend

' primary stress
, secondary stress
abbrev abbreviation
adj adjective
adv adverb
n noun
npl plural noun
phr phrase
phr v phrasal verb
prep preposition
v verb
(coll) colloquial

1 First contact

(to) access /'ækses/ *v* (here) to get into, to use 1.C 10

across: from across Europe /frəm ə'krɒs 'juərəp/ *phr* from all over Europe 1.C 10

additional /ə'dɪʃənəl/ *adj* extra 1.Q 9

bad connection /bæd kə'nekʃn/ *n* if a connection is bad, you can't hear properly 1.Q 8

best suit /best 'su:t/ *n* your smartest jacket and trousers, or jacket and skirt 1.C 10

brilliant /'brɪliənt/ *adj* fantastic, really great 1.B 6

career fair /kə'riə ,feə(r)/ *n* an event at which people look for jobs, and employers look for new employees 1.C 10

cheaper /'tʃi:pə(r)/ *adj* not as expensive, which doesn't cost as much 1.C 10

choir /'kwaɪə(r)/ *n* a group of people who sing together 1.Q 9

city /'sɪti/ *n* a large town 1.A 4

classical music /'klæsɪkl ,mju:zɪk/ *n* music before the 20th century; not traditional, folk or pop music 1.B 6

club /klʌb/ *n* a group of people who have similar interests 1.B 7

clubbing /'klʌbɪŋ/ *n* going to night clubs 1.B 6

college /'kɒlɪdʒ/ *n* a place where you can go to study after you have left school 1.A 4

(to) cycle /'saɪkl/ *v* to use a bicycle 1.B 6

dedicated to /'dedɪkeɪtɪd tu:/ *adj* which concerns 1.C 10

delighted /dɪ'laɪtɪd/ *adj* very pleased 1.C 10

desk /desk/ *n* the table where you work 1.A 4

dreams: the job of their dreams

/ðə ,dʒɒb əv ,ðeə 'dri:mz/ *n* the job they would like best 1.C 10

driver /'draɪvə(r)/ *n* a person who drives a vehicle, for example a lorry 1.A 5

employer /ɪm'plɔɪə(r)/ *n* a person or company who pays people to work for them 1.C 10

event /ɪ'vent/ *n* (here) something that happens which is planned and organized 1.C 10

face-to-face /,feɪs tə 'feɪs/ *adj* in person, not by telephone or e-mail 1.C 10

fair /feə(r)/ *n* (here) a gathering of professional people 1.C 10

fine: I'm fine /,faɪm 'faɪn/ *phr* I'm well 1.A 4

floor /flɔ:(r)/ *n* a level in a building 1.C 10

free: for free /fə 'fri:/ *adv* without paying any money 1.C 10

friendly /'frendli/ *adj* where people are pleasant and talk to each other 1.Q 8

future employee /,fju:tʃəɪ ɪm'plɔɪi:/ *n* a person who will work for a company some time in the future 1.C 10

(to) greet /gri:t/ *v* to say hello to 1.Q 8

hip hop /'hɪp ,hɒp/ *n* a type of popular music 1.B 6

impression /ɪm'preʃn/ *n* an idea, a picture 1.C 10

incorrect /ɪnkə'rekt/ *adj* wrong 1.B 6

in cyberspace /ɪn 'saɪbəspeɪs/ *n* (here) on the Internet 1.C 10

information technology /ɪnfə'meɪʃn tek'nɒlədʒi/ *n* computing and telecommunications 1.C 10

intonation /ɪntə'neɪʃn/ *n* the way your voice rises and falls when you speak 1.A 5

(to) invite /ɪn'vaɪt/ *v* (here) to ask 1.C 10

IT systems support /aɪ ,ti: 'sɪstəmz sə,pɔ:t/ *n* help with computer problems 1.A 4

jazz trio /'dʒæz ,tri:əu/ *n* a group of three musicians who play jazz music together 1.Q 9

job title /'dʒɒb ,taɪtl/ *n* the name of a job 1.A 5

(to) keep fit /,ki:p 'fɪt/ *v* to stay healthy by taking exercise 1.B 6

last night /,lɑ:st 'naɪt/ *n* last night is the night of yesterday 1.A 4

leisure activities /'leɪʒə ək,tɪvətɪz/ *npl* things that you do in your spare time 1.B 7

lifestyle /'laɪfstɑɪl/ *n* a way of living 1.B 7

locked /lɒkt/ *adj* closed with a key 1.A 4

logged on /,lɒgd 'ɒn/ *adj* on the Internet, after using your password 1.C 10

missing /'mɪsɪŋ/ *adj* which isn't there 1.Q 8

(to) network /'netwɜ:k/ *v* to meet people who might be useful to you in your job 1.C 10

news: the bad news is that ... /ðə 'bæd ,nju:z ,ɪz ðət/ *phr (coll)* the bad thing is that... 1.Q 8

organizer /'ɔ:gənaɪzə(r)/ *n* a person or organization which plans and makes the arrangements for something 1.C 10

pardon /'pɑ:dn/ *phr* you say this when you want someone to repeat something 1.Q 8

payslip /'peɪslɪp/ *n* a document with details of how much you have earned and how much tax you have paid in the last week or month 1.A 4

pen pal /'penpæl/ *n* a person you write to and receive letters from although you may never have met 1.B 7

personal assistant /pɜ:sənəl ə'sɪstənt/ *n* a person who does office and administrative work for someone such as a manager 1.A 4

Personnel /pɜ:sə'neɪl/ *n* the part of a company which manages its employees and helps them with any problems 1.Q 9

public transport /pʌblɪk 'trænspɔ:t/ *n* shared transport that you pay for, such as buses and trains 1.B 6

qualification /kwɒlɪfɪ'keɪʃn/ *n* a qualification is an examination that you have passed 1.C 10

quiz /kwɪz/ *n* a kind of competition in which you have to answer questions 1.Q 8

recently /'ri:sntli/ *adv* not long ago, in the near past 1.C 10

(to) record /rɪ'kɔ:d/ *v* (here) to make a copy on a CD so that you can listen to it again 1.Q 8

(to) register /'redʒɪstə(r)/ *v* to put your name on an official list in order to be able to do something 1.C 10

representative /reprɪ'zentətɪv/ *n* (here) a person whose job it is to tell others about the company they work for 1.C 10

run /rʌn/ *n* a route to ski down 1.Q 8

Sales Manager /'seɪlz ,mænɪdʒə(r)/ *n* a person responsible for selling a company's goods 1.A 4

science fiction /,saɪəns 'fɪkʃn/ *n* stories that take place in the future or in other parts of the universe 1.C 11

Secretary /'sekɪrətɪ/ *n* a person who works in an office doing such things as typing letters, filing, or answering the phone 1.A 4

sector /'sektə(r)/ *n* an area 1.C 10

Security Guard /sɪ'kjʊərətɪ ,gɑ:d/ *n* a person who protects a building 1.A 4

statement /'steɪtmənt/ *n* (here) an expression which isn't a question 1.A 5

(to) take time off /,teɪk ,taɪm 'ɒf/ *v* to arrange time with your employer when you don't work 1.C 10

trades fair /'treɪdz ,feə(r)/ *n* an exhibition at which companies show their products to other professionals and try to get business 1.C 10

Word list 1-5

useful /'ju:sfl/ *adj* practical 1.C 10
username /'ju:zə,neɪm/ *n* a personal name which allows you to use a particular service or web site, for example 1.C 10
virtual /'vɜ:tʃuəl/ *adj* which takes place on the Internet and not in a real place 1.C 10
(to) waste time /,weɪst 'taɪm/ *v* to lose time doing things which are not important 1.C 10
work sector /'wɜ:k ,sektə(r)/ *n* a general area of work (for example, finance or information technology) 1.C 10
world music /'wɜ:ld ,mju:zɪk/ *n* popular music influenced by, or from outside, the western world 1.B 6

2 Starting work

ability /ə'biləti/ *n* if you have the ability to do something, you can do it 2.B 14
abuse /ə'bjʊ:s/ *n* doing something that you should not do 2.C 18
abusive /ə'bjʊ:sɪv/ *adj* offensive, very rude 2.C 19
address label /ə'dres ,leɪbl/ *n* a small piece of paper with an address on it, to stick on an envelope 2.B 15
arrangements /ə'reɪndʒmənts/ *npl* detailed plans 2.A 13
business interests /'bɪznəs ,ɪntrəsts/ *npl* advantages or benefits for a company 2.C 18
(to) call up /,kɔ:l 'ʌp/ *phr v* to phone 2.A 12
(to) cause harm /,kɔ:z 'hɑ:m/ *v* to damage 2.C 18
common /'kɒmən/ *adj* frequent 2.C 18
(to) cover /'kʌvə(r)/ *v* to include 2.Q 16
danger /'deɪndʒə(r)/ *n* (here) something that may cause a problem 2.C 18
depend: it depends ... /,ɪt dɪ'pendz/ *phr* used to say you cannot give a definite answer because a situation could change 2.Q 17
Excel /ek'sel/ *n* a computer spreadsheet program 2.B 14
(to) expect /ɪk'spekt/ *v* to be sure of something 2.B 15
fax machine /'fæks məʃi:n/ *n* piece of electronic equipment that sends faxes and e-mails from one computer to another 2.B 14
figures /'fɪgəz/ *npl* statistics, mathematical information 2.A 12
fine /faɪn/ *n* an amount of money that you have to pay because of something wrong you have done 2.C 18
future prediction /,fju:tʃə prɪ'dɪkʃn/ *n* saying what you think will happen 2.B 14
house /haus/ *n* (here) a company 2.C 18
human rights /,hju:mən 'raɪts/ *npl* basic rights such as freedom and justice 2.C 18
(to) impose /ɪm'pəʊz/ *v* if you impose a fine, you make people pay it 2.C 18
insult /ɪn'sʌlt/ *n* a rude remark 2.C 18
jail /dʒeɪl/ *n* prison 2.C 18
logically /'lɒdʒɪkli/ *adv* using the same argument 2.C 18

Mac package /'mæk ,pækɪdʒ/ *n* a program for Macintosh computers 2.B 14
mind: would you mind ...? /,wʊd ju 'maɪnd/ *phr* would it annoy you ...? 2.C 18
(to) monitor /'mɒnɪtə(r)/ *v* to check 2.C 18
myth /mɪθ/ *n* a story, something which isn't true 2.C 18
necessity /nə'sesəti/ *n* obligation, having to do something 2.B 14
off work: you have the afternoon off work /,ju: ,hæv ði ɑ:ftənu:n ,ɒf 'wɜ:k/ *adv* you are not working in the afternoon 2.B 14
offensive /ə'fensɪv/ *adj* very rude 2.C 18
polite request /pə,ləɪt rɪ'kwest/ *n* asking for something politely 2.B 14
possibility /pɒsə'bɪləti/ *n* if you have the possibility of doing something, you might do it 2.B 14
prison sentence /'prɪzn ,sentəns/ *n* time spent in prison as a punishment 2.C 19
privacy /'prɪvəsi/ *n* if you have privacy, you can act without other people being able to see or hear you, or know what you are doing 2.C 18
private /'praɪvət/ *adj* personal, which nobody else can see or read 2.C 18
protection /prə'tekʃn/ *n* (here) laws to protect people's freedom 2.C 18
(to) provide /prə'vaɪd/ *v* given, made available 2.C 18
punishment /'pʌnɪʃmənt/ *n* what you have to suffer, for example pay a fine, if you have done something wrong 2.C 19
racial harassment /,reɪʃl 'hærəsmənt/ *n* being rude to or offending somebody because of their race 2.C 18
reasonable /'ri:znəbl/ *adj* (here) fair, sensible 2.C 18
rights /raɪts/ *n* something you are morally or legally entitled to 2.C 18
ruling /'ru:lɪŋ/ *n* a decision made in a law court 2.C 18
sexual harassment /,sekʃuəl 'hærəsmənt/ *n* offending somebody with sexual comments, gestures or looks 2.C 18
(to) take someone to court /,teɪk 'sʌmwʌn tə 'kɔ:t/ *v* to take legal action against somebody, for example to accuse them of doing something wrong 2.C 18
(to be) up to date /,ʌp tə deɪt/ *v* if you are up to date with a job, you have done everything that you can do at the moment 2.B 15
voice message /vɔɪs ,mesɪdʒ/ *n* a message left on a telephone answering service 2.C 18
(to) win a case /,wɪn ə 'keɪs/ *v* if you win a case, a judge makes a legal decision in your favour 2.C 18

3 Consumer power

as: it's as simple as that /,ɪts əz ,sɪmpl əz 'ðæt/ *phr* that's all; it's not complicated 3.Q 25
(to go) bankrupt /'bæŋkrʌpt/ *v* if a company goes bankrupt, it does not have

enough money to pay what it owes 3.Q 25
bathroom /'bɑ:θru:m/ *n* (US) the toilet 3.C 26
blood /blʌd/ *n* the red liquid that is inside your body, in your veins and arteries 3.C 26
bonus /'bɒnəs/ *n* extra money 3.C 26
campus /'kæmpəs/ *n* a site occupied by a university or college 3.C 26
cause /kɔ:z/ *n* (here) an aim or principle which someone is fighting for 3.C 27
cheap /tʃi:p/ *adj* not expensive 3.A 20
(to) come round /,kʌm 'raʊnd/ *phr v* to come and see someone 3.Q 25
consumer power /kən'sju:mə ,paʊə(r)/ *n* the ability of consumers to affect how or which goods are produced 3.A 20
decent /'di:snt/ *adj* fairly good 3.C 27
(to) deduct /dɪ'dʌkt/ *v* to take away, to subtract 3.C 26
disappointed /dɪsə'pɔɪntɪd/ *adj* sad because something has not happened that you wanted to happen 3.Q 24
dull /dʌl/ *adj* boring 3.C 27
DVD /,di: ,vi: 'di:/ *n* abbrev digital versatile disk; a pre-recorded disk used for films or concerts that you can buy or hire 3.Q 25
exploitation /eksplɔɪ'teɪʃn/ *n* unfair treatment, for example not paying a fair wage 3.C 27
fan /fæn/ *n* (here) a machine with blades that turn which helps to keep the air in a room cool 3.C 26
(to) fire /'faɪə(r)/ *v* to force an employee to leave their job 3.C 26
further /'fɜ:ðə(r)/ *adv* at a greater distance 3.A 21
in stock /,ɪn 'stɒk/ *adv* available to sell 3.Q 25
intense /ɪn'tens/ *adj* very strong 3.C 26
label /leɪbl/ *n* (here) a make, a brand 3.C 26
labour conditions /'leɪbə kən,dɪʃnz/ *npl* conditions of work (for example, hours and safety) 3.C 26
labour: cost of labour /,kɒst əv leɪbə(r)/ *n* the cost of wages paid to workers 3.C 26
(to) last /lɑ:st/ *v* (here) to continue working 3.A 21
light /laɪt/ *adj* (here) not heavy 3.A 20
living wage /,lɪvɪŋ 'weɪdʒ/ *n* a wage which is enough to pay for basic housing, food, clothes and bills 3.C 26
longer /'lɒŋgə(r)/ *adv* for more time 3.A 21
loud /laʊd/ *adj* the opposite of quiet 3.C 27
lung /lʌŋ/ *n* your lungs are used for breathing and are in your chest 3.C 26
manual worker /'mænʃuəl ,wɜ:kə(r)/ *n* a worker who does physical and not office work 3.C 26
material /mə'tɪəriəl/ *n* cloth, what clothes are made from 3.C 26
minimum wage /,mɪnɪməm 'weɪdʒ/ *n* the smallest amount of money you can legally be paid for work 3.C 26

(to) miss the bus /ˌmɪs ðə 'bʌs/ *v* if you miss a bus, you are late for it and don't catch it 3.B 22

model /'mɒdl/ *n* a design 3.Q 25

paycheck /'peɪtʃek/ *n* (US) the amount of money you receive for work 3.C 26

plan of action /ˌplæn əv 'ækʃn/ *n* a list of things to do 3.B 22

pregnancy test /'pregnənsi ,test/ *n* a test to check whether a woman is going to have a baby 3.C 26

proper /'prɒpə(r)/ *adj* real 3.C 26

protected /prə'tektɪd/ *adj* secure, safe 3.B 22

purified /'pjʊərɪfaɪd/ *adj* clean, with any chemicals removed 3.C 26

(to) repay /rɪ'peɪ/ *v* to give back money that you owe 3.B 23

report /rɪ'pɔ:t/ *n* a written document which gives details of a situation 3.C 26

retail price /rɪ'teɪl ,praɪs/ *n* the price of something to the customer in a shop 3.C 26

Salvadoran /sæl'vədɔ:rən/ *adj* from El Salvador 3.C 26

set /set/ *n* (here) a television 3.Q 25

(to) sew /səʊ/ *v* to make clothes 3.C 26

sewing operator /'səʊɪŋ ,ɒpəreɪtə(r)/ *n* someone who works a sewing machine 3.C 26

shorts /ʃɔ:ts/ *npl* short trousers 3.C 26

single mother /ˌsɪŋgl 'mʌðə(r)/ *n* a woman who is bringing up her child or children alone, without a husband or partner 3.C 26

(to) store /stɔ:(r)/ *v* (here) to keep in its memory 3.A 21

strange /streɪndʒ/ *adj* (here) which you do not know 3.B 22

source /sɔ:s/ *n* the origin of something 3.C 26

tap water /'tæp ,wɔ:tə(r)/ *n* water which comes out of the pipes in a building, not from a bottle 3.C 26

testimony /'testɪməni/ *n* a statement made in a law court 3.C 26

testing /'testɪŋ/ *adj* very difficult 3.C 26

(to) update /ʌp'deɪt/ *v* to modernize or replace with something new 3.Q 25

wage /weɪdʒ/ *n* money paid to a worker every week 3.C 26

(to) work a five-day week /wɜ:k ə ,faɪv ,deɪ 'wi:k/ *v* to work five days in a week 3.C 27

(to) work overtime /wɜ:k 'əʊvətəɪm/ *v* to work extra hours 3.C 26

4 At work

abstract art /ˌæbstrækt 'ɑ:t/ *n* works of art which do not show real things such as people or landscapes 4.D 36

apartment /ə'pɑ:tmənt/ *n* a flat, a home which is all on one level 4.A 28

archive box /'ɑ:kɑɪv ,bɒks/ *n* a box for storing documents that you need to keep 4.C 33

artwork /'ɑ:twɜ:k/ *n* works of art (paintings, drawings, prints, sculpture) 4.D 36

band /bænd/ *n* a pop group, a group of musicians 4.B 30

bland /blænd/ *adj* boring, not exciting 4.D 36

briefcase /'bri:fkeɪs/ *n* a case for carrying documents and books in 4.C 33

bye! /baɪ/ *phr* (coll) goodbye! 4.B 31

caffeine /'kæfi:n/ *n* the substance in coffee which can stop you sleeping 4.D 36

calm /kɑ:m/ *n* peace, quiet 4.D 36

(the) City /'sɪti/ *n* the financial area of London where international banks have their offices and where the Stock Exchange is 4.D 36

commitments /kə'mɪtmənts/ *npl* things that you have to do, for example attend meetings 4.B 31

contemporary /kən'tempərəri/ *adj* living, modern 4.D 36

corner /'kɔ:nə(r)/ *n* where two walls meet 4.C 32

creative /kri'eɪtɪv/ *adj* imaginative, having new ideas 4.D 36

creative energy /kri'eɪtɪv 'enədʒi/ *n* the energy needed to have new ideas 4.D 36

directions /dɪ'rekʃnz, dɪ-, daɪ-/ *npl* instructions for how to get to a particular place 4.A 28

error /'erə(r)/ *n* a mistake 4.D 36

(to) exhaust (somebody) /ɪg'zɔ:st/ *v* to make somebody very tired 4.D 36

focus /'fəʊkəs/ *n* something to look at or concentrate on 4.D 36

(to) give a speech /gɪv ə 'spi:tʃ/ *v* to give a formal talk 4.B 31

go-ahead /'gəʊ ə ,hed/ *adj* dynamic and modern 4.D 36

immensely /ɪ'mensli/ *adv* very much 4.Q 35

(to) increase /ɪn'kri:s/ *v* to make greater 4.D 36

instruction manual /ɪn'strʌkʃn ,mænjuəl/ *n* a book with instructions, for example for how to use a machine 4.Q 35

main road /ˌmeɪn 'rəʊd/ *n* an important road 4.A 28

manual /'mænjuəl/ *n* (here) a book with instructions 4.Q 35

neutral /'nju:trəl/ *adj* (here) which does not create a strong reaction in people 4.D 36

news kiosk /'nju:z ,kiɒsk/ *n* a small shop which sells newspapers 4.A 28

no longer /ˌnəʊ 'lɒŋɡə(r)/ *adv* if you no longer do something, you have stopped doing it 4.D 36

noon /nu:n/ *n* midday, 12 o'clock 4.A 29

open to interpretation /əʊpən tu ɪntɜ:prɪ'teɪʃn/ *adj* which does not have an obvious meaning, which people can interpret in their own way 4.D 36

output /'aʊtpʊt/ *n* how much work people do 4.D 36

pastel /'pæstl/ *adj* pale 4.D 36

powerful /'paʊəfl/ *adj* having a strong effect 4.D 36

print /prɪnt/ *n* a work of art made using a printing technique (not a painting) 4.D 37

productive /prə'dʌktɪv/ *adj* who does a lot of work 4.D 37

profit /'prɒfɪt/ *n* income from a company or activity after deducting all costs 4.A 28

(to) project an image /prə'dʒekt ən 'ɪmɪdʒ/ *v* to give an impression 4.D 36

(to) promote /prə'məʊt/ *v* (here) to help create 4.D 36

(to) promote their image /prə'məʊt ðeə 'ɪmɪdʒ/ *v* (here) to create a good impression 4.D 36

psychologist /saɪ'kɒlədʒɪst/ *n* a person who studies how people behave 4.D 36

purse /pɜ:s/ *n* where a woman keeps her money 4.C 33

(to) raise /reɪz/ *v* to increase, to make greater 4.D 36

(to) reduce /rɪ'dju:s/ *v* to make smaller 4.D 36

row /rəʊ/ *n* a line 4.D 36

scheme /ski:m/ *n* (here) the colours used 4.D 36

shopping centre /'ʃɒpɪŋ sentə(r)/ *n* a large building with shops inside 4.A 28

social activities /'səʊʃl æk,tɪvətɪz/ *npl* things which you do with other people, for pleasure 4.B 31

splash of colour /ˌsplæʃ əv 'kʌlə(r)/ *n* a small area of colour 4.D 36

square /skweə(r)/ *n* an open area in a town which is the shape of a square 4.A 28

sterile /'steraɪl/ *adj* (here) dull and uninteresting 4.D 36

stimulation /stɪmju'leɪʃn/ *n* energy to create things, dynamism 4.D 36

stress /stres/ *n* worry and tension 4.D 36

(to) take a look /ˌteɪk ə 'lʊk/ *v* to look 4.B 31

(the) trouble with ... /ðə 'trʌbl ,wɪð/ *phr* the problem with ... 4.D 36

(to) work /wɜ:k/ *v* (here) to function 4.Q 34

5 Telephone talk

(to) activate (something) /'æktɪveɪt/ *v* to make something ready for use, to switch something on 5.D 47

addicted /ə'dɪktɪd/ *adj* if you are addicted to something, such as a drug, you cannot live without it 5.D 46

analysis /ə'næləsɪs/ *n* (here) an explanation 5.D 46

badge /bædʒ/ *n* a label 5.C 43

beware /bɪ'weə(r)/ *phr* be careful 5.D 46

billing statement /'bɪlɪŋ ,steɪtmənt/ *n* a document giving details of bills 5.B 41

Word list 5–8

bother! /'bɒðə/ *phr* (coll) an expression which you can use when something annoys you 5.A 39

(to) burn /bɜːn/ *v* to set fire to 5.B 43

chip /tʃɪp/ *n* a piece of fried potato; a small piece of silicon with an electronic circuit 5.C 43

(to) control (something) /kən'trəʊl/ *v* to make something work; to regulate something 5.A 38

crime story /'kraɪm ,stɔːri/ *n* a story about something illegal, such as a murder 5.Q 45

(to) delete /dɪ'li:t/ *v* to erase, to remove completely 5.D 47

(to) disturb /dɪ'stɜːb/ *v* to bother, to annoy 5.A 39

drive /draɪv/ *n* the part of a computer into which you insert a CD 5.Q 45

edge /edʒ/ *n* the edge of something such as a table is where the surface stops 5.C 43

freak /fri:k/ *n* a person who is very enthusiastic about something 5.D 46

(to) fume /fju:m/ *v* (here) to be very angry 5.B 41

genius /'dʒiːniəs/ *n* a very clever person 5.C 43

geography /dʒi'ɒgrəfi/ *n* the study of the land, sea and climate 5.C 43

go for it /'gəʊ fər ,ɪt/ *phr* (coll) an expression used to encourage somebody to do something 5.D 47

guy /gaɪ/ *n* a man 5.B 41

hold: to be on hold /('tuː),biː ,ɒn 'həʊld/ *v* to be waiting on the telephone 5.A 38

key /kiː/ *n* a button on a keyboard 5.A 38

keypad /'kiːpæd/ *n* the set of buttons on a telephone 5.D 47

(to) lend (something to somebody) /lend/ *v* to give something to someone to use for a short time and then return it to you 5.A 39

link /lɪŋk/ *n* a relationship, an association 5.B 41

means of communication /,miːnz əv kəmjuːnɪ'keɪʃn/ *n* a method of communicating 5.D 46

necessary evil /,nesəsəri 'iːvl/ *n* something unpleasant which you cannot avoid 5.D 46

no worries /,nəʊ 'wʌrɪz/ *phr* (coll) you don't have any problems 5.D 46

paper clip /'peɪpə ,klɪp/ *n* a small piece of bent metal used for holding papers together 5.Q 45

(to) pause /pɔːz/ *v* to stop for a short time 5.D 47

(to) press /pres/ *v* (here) to squeeze, to squash 5.A 38

rap music /ræp ,mjuːzɪk/ *n* a kind of pop music 5.Q 45

(to) require /rɪ'kwaɪə(r)/ *v* to need 5.B 41

(to) resume /rɪ'zju:m/ *v* to start again 5.D 47

(to) ring /rɪŋ/ *v* if a phone rings, it makes a noise when someone is calling that number 5.A 38

skip: to skip to the end /,skɪp tə ðɪ 'end/ *v* to go immediately to the end 5.D 47

solution /sə'luːʃn/ *n* an answer 5.B 40

(to) spurn /spɜːn/ *v* to reject 5.B 41

standard /'stændəd/ *adj* (here) average 5.D 47

step /step/ *n* (here) a stage 5.D 47

(to) switch /swɪtʃ/ *v* to change 5.D 46

technophobe /'teknə'fəʊb/ *n* a person who does not like technology 5.D 46

text message /'tekst ,mesɪdʒ/ *n* a short written message sent by mobile phone 5.D 46

(to) transfer /træns'fɜː(r)/ *v* to move 5.A 38

transfer key /'trænsfɜː ,kiː/ *n* a button which allows you to send a call to another extension 5.A 38

(to) unravel /ʌn'rævl/ *v* to sort out, to put in the correct order 5.Q 45

6 Learning the job

against: to be against (something) /tuː ,biː ə'genst/ *v* to oppose 6.D 56

around: who is always around /,huː ɪz ,ɔːlweɪz ə'raʊnd/ *phr* (here) who is always at work 6.D 56

balanced /'bælənst/ *adj* (here) which combines work and leisure in good proportions 6.D 56

client-based job /'klaɪənt ,beɪst ,dʒɒb/ *n* a job in which customers are the most important thing 6.D 56

(to) combine /kəm'baɪn/ *v* to mix 6.D 56

consultancy /kən'sʌltənsɪ/ *n* an organization which gives specialist advice 6.D 56

dignity /'dɪgnəti/ *n* (here) value as a person 6.D 56

effectively /ɪ'fektɪvli/ *adv* efficiently, well 6.D 56

elbow /'elbəʊ/ *n* where your arm bends 6.A 48

(to) end up doing (something) /'end ,ʌp ,duːɪŋ/ *v* to do something even though you didn't intend to originally 6.D 56

fixed /fɪkst/ *adj* which cannot be changed 6.D 57

for: to be there for (something) /tuː ,biː ðeə(r)'fɔː(r)/ *v* to support 6.D 56

labelled: to be labelled /tuː ,biː 'leɪblɪd/ *v* to be called 6.D 56

mad: it's mad /,ɪts 'mæd/ *phr* (coll) (here) it's very busy 6.B 50

piece of advice /,piːs əv əd'vaɪs/ *n* an individual bit of advice 6.Q 54

project-type job /'prɒdʒekt ,taɪp ,dʒɒb/ *n* a job which involves work on an individual task, such as developing software or setting up an exhibition 6.D 56

public sector /'pʌblɪk ,sektə(r)/ *n* areas of activity, such as health and education, which are funded by the government 6.D 56

(to) put in longer hours /,pʊt ,ɪn ,lɒŋgəz 'aʊəz/ *phr* (here) to work more hours 6.D 56

recruitment /rɪ'kruːtmənt/ *n* the process of finding new employees 6.D 56

(to) send out /,send 'aʊt/ *phr* *v* (here) to send, to despatch 6.B 50

shirker /'ʃɜːkə(r)/ *n* a person who is lazy about work 6.D 56

showroom /'ʃəʊru:m/ *n* where a company exhibits its products 6.C 52

stress-free /,stres 'friː/ *adj* which doesn't make you feel stressed or anxious, calm 6.A 48

stressful /'stresfl/ *adj* which make you worried 6.D 56

suppose: I suppose so /,aɪ sə'pəʊz ,səʊ/ *phr* I think so 6.B 51

(to) take (time) out /,teɪk ,taɪm 'aʊt/ *phr* *v* (coll) to stop working (for a period of time) 6.Q 55

up till /ʌp ,tɪl/ *adv* until 6.Q 55

(to) vary your tasks /,veəri ,jɔː tɑːskz/ *v* to do different things 6.A 48

within the next ten years /wɪθɪn ðə ,nekst ,ten 'jɪəz/ *adv* before the next ten years are finished 6.D 56

working practices /'wɜːkɪŋ præk'tɪsɪz/ *npl* ways of working 6.D 56

7 What's in a brand?

active /'æktɪv/ *adj* dynamic, energetic 7.B 61

(to) adjust /ə'dʒʌst/ *v* to change, to move 7.A 58

adolescent /ædə'lesnt/ *n* a young person aged between about 12 and 17 7.D 67

annual /'ænjʊəl/ *adj* happening every year 7.C 63

appliance /ə'plaiəns/ *n* an electrical machine, especially one used in the kitchen (kettles, food processors, etc.) 7.D 66

approach /ə'prəʊtʃ/ *n* a way of doing something 7.D 66

as is /,æz 'ɪz/ *adv* without being changed in any way 7.D 66

attributed to (something) /ə'trɪbjʊːtɪd tə/ *adj* caused by 7.D 67

aware of /ə'weə əv/ *adj* conscious of, knowing about 7.B 61

blank /blæŋk/ *adj* empty, dead 7.Q 65

brightly /'braɪtli/ *adv* colourfully 7.D 67

(to) come to /,kʌm 'tuː/ *phr* *v* (here) to regain consciousness 7.Q 65

core /kɔː(r)/ *adj* central 7.D 66

dead /ded/ *adj* if a telephone line is dead, it is not working and you cannot hear any sound 7.Q 64

decade /'dekeɪd/ *n* a period of ten years 7.C 63

(to) decline /dɪ'klaɪn/ *v* to get smaller, decrease 7.C 63

decorative /'dekə'reɪtɪv/ *adj* pretty and attractive 7.D 66

drunk /drʌŋk/ *adj* having had too much alcohol 7.D 67

ecological /i:kə'lɒdʒɪkəl/ *adj* which does minimum damage to the environment 7.D 67

(to) eliminate /ɪ'lɪmɪneɪt/ *v* to avoid, to get rid of 7.D 66

exotic /ɪg'zɒtɪk/ *adj* foreign, interesting and attractive 7.D 66

flashing /'flæʃɪŋ/ *adj* which goes on and off 7.D 66

forbidden /fə'bɪdn/ *adj* not allowed 7.Q 64

functional /'fʌŋkʃənəl/ *adj* practical 7.D 66

functionality /fʌŋkʃə'næləti/ *n* how practical something is 7.D 66

good: it's just not good enough /,ɪts ,dʒʌst ,nɒt 'gʊd ɪ,nʌf/ *phr* a phrase used to reprimand someone seriously when they have done something wrong or disappointing 7.Q 64

healthy /'helθi/ *adj* (here) good 7.D 66

informational /ɪnfə'meɪʃənəl/ *adj* for information 7.D 66

league table /'li:ɡ ,teɪbl/ *n* a list which shows how successful companies are in relation to each other 7.C 63

literature /'lɪtrətʃə(r)/ *n* (here) the writing on the packaging 7.D 66

loyal /'lɔɪəl/ *adj* faithful 7.C 63

means: that means ... /'ðæt ,mi:nz/ *phr* as a result ... 7.Q 65

natural fibres /,nætʃrəl 'faɪbəz/ *npl* natural materials such as cotton and linen 7.D 66

neon sign /,ni:ðn 'saɪn/ *n* a sign which is made of electric lights 7.D 66

novel /'nɒvl/ *adj* new and interesting 7.D 66

organic /ɔ:'gænɪk/ *adj* (here) natural 7.D 66

(to) pride oneself on (something) /'praɪd wʌn'self ,ɒn/ *v* to be proud of 7.B 61

(to) purchase /'pɜ:tʃɪs/ *v* to buy 7.C 62

recycled /rɪ:'saɪkld/ *adj* reused 7.D 66

regimen /'redʒɪmən/ *n* a set of rules 7.D 66

(to) restrict /rɪ'strɪkt/ *v* to limit 7.A 59

SE /,sauθ i:st/ *abbrev* southeast 7.Q 65

slashed /slæʃt/ *adj* cut by large amounts 7.D 66

sophisticated /sə'fɪstɪkeɪtɪd/ *adj* complex, advanced 7.D 66

spare /speə(r)/ *adj* minimal, used in small quantities 7.D 66

(to) spill /spɪl/ *v* if you spill a liquid, it comes out of its container and makes a mess 7.Q 64

(to) start out /,stɑ:t 'aʊt/ *phr* *v* to begin 7.D 66

stockbroker /'stɒkbrəʊkə(r)/ *n* a person who buys and sells shares in companies 7.C 62

streamlined /'stri:mlaɪnd/ *adj* which has been made to work efficiently 7.D 66

(to) take risks /,teɪk 'rɪskz/ *v* to try to do something even though you know it might cause problems or might not succeed

7.B 60

target /'tɑ:ɡɪt/ *n* a thing you aim to achieve 7.B 60

these days /'ði:z ,deɪz/ *adv* nowadays, today 7.D 66

tranquil /'træŋkwɪl/ *adj* peaceful, calm 7.D 66

unadorned /ʌnə'dɔ:nd/ *adj* without any decoration 7.D 66

unique /ju:'ni:k/ *adj* if something is unique, there is nothing else like it; very special 7.D 66

wooden /'wʊdn/ *adj* made of wood 7.A 59

8 Can I help you?

acquisition /ækwɪ'zɪʃn/ *n* something which you have bought 8.D 77

antique /æ'n'ti:k/ *n* an old and valuable object 8.D 77

backpack /'bækpæk/ *n* a rucksack, a bag that you carry on your back 8.A 68

(to) become mixed up /bɪ,kʌm ,mɪkst 'ʌp/ *v* to get in the wrong order 8.Q 74

biology /baɪ'ɒlədʒi/ *n* the study of living things 8.C 73

boardroom /'bɔ:d,rʊ:m/ *n* the room where the directors of a company meet 8.D 77

cafeteria /kæfə'tɪəriə/ *n* a self-service restaurant in an office, factory or college 8.C 72

capital city /,kæpɪtl 'sɪti/ *n* the city where the government of a country is (London is the capital city of Britain) 8.Q 74

chairman /'tʃeəmən/ *n* the head of an organization or company 8.D 76

(to) check-in /,tʃek 'ɪn/ *phr* *v* to register, to book into (a hotel) 8.D 77

(the) coming year /,kʌmɪŋ 'jɪə(r)/ *n* next year 8.Q 74

compact /kəm'pækt/ *adj* small 8.A 68

daily /'deɪli/ *adv* every day 8.A 69

dinner party /'dɪnə ,pɑ:ti/ *n* a fairly formal dinner in someone's home 8.Q 75

diversification /daɪvɜ:sɪfɪ'keɪʃn/ *n* the creation of new products 8.D 77

domestic /də'mestɪk/ *adj* for use in the home 8.Q 75

economic /i:kə'nɒmɪk/ *adj* relating to the economy; which makes a profit 8.C 73

en suite /,ɒn 'swɪt/ *n* a private bathroom in a hotel 8.B 71

(an) evening out /,i:vniŋ 'aʊt/ *n* an evening spent socially, for example at the theatre or a restaurant 8.Q 75

flat /flæt/ *adj* (here) level, not rising 8.B 71

forecast /'fɔ:kɑ:st/ *n* a prediction, for example saying what the weather is going to be like 8.B 70

guest /gest/ *n* a person who is staying in a hotel; someone you have invited to your house 8.B 70

(to) head for /'hed ,fɔ:(r), fə(r)/ *v* to go towards 8.C 72

highlights /'haɪlaɪts/ *npl* the most special

and interesting events 8.D 77

horse: I could eat a horse /,aɪ kʊd ,ɪt ə 'hɔ:s/ *phr* (coll) I'm very hungry indeed 8.B 70

hospitality /hɒspɪ'tæləti/ *n* (here) the things provided by a company to welcome visitors 8.Q 74

hotelier /həʊ'teliə(r)/ *n* a person who owns or manages a hotel 8.B 71

impolite /ɪmpə'laɪt/ *adj* rude 8.C 73

likely /'laɪkli/ *adj* probable 9.B 80

lobby /'lɒbi/ *n* entrance hall and reception area 8.D 77

logo /'ləʊɡəʊ/ *n* a small design which is unique to a company and that it puts on its products 8.D 77

lounge /laʊndʒ/ *n* a sitting room 8.B 71

luxurious /lʌg'ʒʊəriəs/ *adj* very comfortable and expensive 8.D 76

mind: to make up your mind /,meɪk ,ʌp ,jɔ: 'maɪnd/ *v* to decide 8.B 70

on target /,ɒn 'tɑ:ɡɪt/ *adv* if something is on target, it is doing well and you are likely to achieve the result you want 8.D 76

open-air cinema /,əʊpən ,eə 'sɪnəmə/ *n* a cinema which is outside, not in a building 8.D 77

outing /'aʊtɪŋ/ *n* a short trip to visit somewhere interesting or relaxing 8.Q 75

(to) perform /pə'fɔ:m/ *v* to give a show, to give a performance 8.D 77

photography /fə'tɒɡrəfi/ *n* the art of taking photographs 8.C 73

(to) pollute /pə'lju:t/ *v* to put harmful substances in the atmosphere 8.Q 75

porter /'pɔ:tə(r)/ *n* a person who carries people's luggage 8.B 71

production line /prə'dʌkʃn ,laɪn/ *n* in a production line, products move continuously from one machine or process to the next until they are finished 8.D 77

rate /reɪt/ *n* a charge 8.A 69

robot /'rəʊbɒt/ *n* a machine which does tasks automatically 8.Q 75

rucksack /'rʌksæk/ *n* a backpack, a bag that you carry on your back 8.C 72

(a) series of /'sɪəri:z əv/ *n* a number of 8.D 76

slim /slɪm/ *adj* thin 8.A 68

stereo system /'steriəʊ ,sɪstəm/ *n* a device with loudspeakers for playing CDs, records or cassettes 8.C 72

traffic /'træfɪk/ *n* cars, lorries, buses, etc. 8.B 70

traffic-free /,træfɪk 'fri:/ *adj* without any traffic (cars, buses, etc.) 8.Q 75

wallet /'wɒlɪt/ *n* a purse for keeping banknotes in 8.A 68

WC /,dʌbl ju: 'si:/ *n* a toilet 8.A 69

wedding anniversary /'wedɪŋ ænɪ,vɜ:səri/ *n* your wedding anniversary is the date on which you were married; for example, your fifth wedding anniversary is exactly five years after you got married 8.Q 75

Word list 9–12

9 It's an order!

aid /eɪd/ *n* help to poor countries 9.D 87

attachment /ə'tætʃmənt/ *n* an electronic file which you send with an e-mail 9.Q 85

beans /bi:nz/ *npl* (here) cocoa beans, the seeds of the cocoa plant, from which chocolate comes 9.D 86

board /bɔ:d/ *n* (here) a committee 9.D 86

(to) bother /'bɒðə(r)/ *v* (here) to make the effort to do something 9.B 81

CD-ROM /,si:,di:'rɒm/ *n* abbrev a CD which has information on it but on which you cannot record other information 9.A 79

(to) charm /tʃɑ:m/ *v* to please 9.A 79

(to) check your tongue /tʃek ʃɔ:'tʌŋ/ *v* to be careful what you say 9.A 79

cluster /'klʌstə(r)/ *n* a group 9.A 79

(to) come across /'kʌm ə,kɾɒs/ *phr v* to find by chance 9.C 83

(to) come into (money) /,kʌm ,ɪntə ('mʌni)/ *phr v* to get money from somebody when they die 9.C 83

(to) come up with (an idea) /'kʌm ,ʌp ,wɪð (ən aɪ'diə)/ *phr v* to have an idea 9.C 83

creamy /'kri:mi/ *adj* smooth and which tastes of cream 9.D 86

discreetly /dɪ'skri:tli/ *adv* quietly, without anybody noticing 9.Q 84

equator /'iːkwəɪtə(r)/ *n* the imaginary line around the middle of the earth 9.D 86

GDP /dʒi: ,di: 'pi:/ *n* abbrev gross domestic product; the total value of what a country produces and the services it provides in a year 9.D 87

(to) get on with (something) /,get 'ɒn ,wɪð/ *phr v* to continue working on something 9.C 83

(to) get over (an illness) /,get 'əʊvə(r)/ *phr v* to recover from an illness 9.C 83

(to) get round to (doing something) /,get 'raʊnd tə/ *phr v* to find the time to do something 9.C 83

hopeless /'həʊpləs/ *adj* if you say that something is hopeless, you mean the situation can't be improved 9.B 81

loo /lu:/ *n* (coll) toilet 9.Q 84

(to) look in on (somebody) /,lʊk 'ɪn ,ɒn/ *phr v* to visit somebody 9.C 83

(to) look into (something) /,lʊk 'ɪntə/ *phr v* to examine something 9.C 83

(to) look out for (somebody) /,lʊk 'aʊt fə(r)/ *phr v* to watch for when a person arrives 9.C 83

(to) look up to (somebody) /,lʊk 'ʌp ,tu:, tə/ *phr v* to admire somebody 9.C 83

manner /'mænə(r)/ *n* behaviour 9.A 79

mind: to change your mind /,tʃeɪndʒ ʃɔ:'maɪnd/ *v* to change your decision or view about something 9.Q 85

now and again /,naʊ ən ə'gen/ *adv* occasionally 9.D 86

port /pɔ:t/ *n* a town by the sea where ships arrive and from where they leave 9.D 86

portable /'pɔ:təbl/ *adj* which you can carry with you 9.A 76

(to) put off (doing something) /,put 'ɒf/ *phr v* to delay doing something 9.C 83

(to) repair /rɪ'peə(r)/ *v* to mend, to fix 9.B 80

(to) take (information) in /,teɪk (ɪnfə'meɪʃn) 'ɪn/ *phr v* to understand information 9.C 83

(to) take away /,teɪk ə'weɪ/ *phr v* to remove 9.C 83

(to) take up (an activity) /'teɪk ,ʌp/ *phr v* to start practising an activity 9.C 83

valuable /'væljuəbl/ *adj* worth a lot of money 9.A 79

vat /væt/ *n* a large barrel or tank 9.A 79

with regards to ... /,wɪð rɪ'gɑ:dz tə/ *phr* concerning, about 9.A 79

work-related /'wɜ:k rɪ'leɪtɪd/ *adj* associated with work 9.C 82

10 Global reach

agenda /ə'dʒendə/ *n* political issues 10.D 96

anniversary /æ'nɪ'vɜ:səri/ *n* the date which marks one or more years since something happened 10.D 90

cash dispenser /'kæʃ dɪ'spensə(r)/ *n* a machine from which you can get money 10.A 89

cent /sent/ *n* 100th of a dollar 10.A 89

change: have you got change for ...? /həv ju ,gɒt 'tʃeɪndʒ fə(r)/ *phr* if you ask for change, you ask for smaller notes and coins in place of a large note or coin 10.A 89

crate /k্রেɪt/ *n* a large box for transporting or storing things 10.A 89

crime /kraɪm/ *n* an illegal action (robbing a bank, murder, theft, etc.) 10.C 93

currency /'kʌrənsi/ *n* money (for example, the currency used in Britain is the pound sterling) 10.C 93

(to) cut back /,kʌt 'bæk/ *phr v* to reduce 10.B 90

fear /fɪə(r)/ *n* the feeling of being afraid 10.A 89

fortnight /'fɔ:tnaɪt/ *n* two weeks 10.B 90

freight: by freight /,baɪ 'freɪt/ *adv* by ship, train, lorry or aircraft 10.C 92

G8 /,dʒi: 'eɪt, ,gru:p əv 'eɪt/ *abbrev* Group of Eight; the world's eight largest industrial nations (France, US, UK, Germany, Japan, Canada, Italy, Russian Federation) 10.D 96

loop /lu:p/ *n* a circular shape (of wire or string, for example) 10.A 89

market researcher /,mɑ:kɪt rɪ'sɜ:tʃə(r)/ *n* a person who gets information about what customers want and like 10.Q 95

movement /'mu:vmənt/ *n* (here) a trend, a group of people who share the same beliefs 10.D 96

parking meter /'pɑ:kɪŋ ,mɪ:tə(r)/ *n* a machine you find on the pavement into which you put money to pay for parking

10.A 89

progress /'prɒʊgres/ *n* advances, improvements 10.C 93

rear /rɪə(r)/ *n* the back part of something, for example of a train 10.A 89

(to) record /rɪ'kɔ:d/ *v* (here) to make a note of, to write down 10.Q 95

(to) ring up /,rɪŋ ʌp/ *phr v* to phone 10.B 90

safe /seɪf/ *n* (here) a secure box 10.A 89

(to) spread /spreɪd/ *v* to extend to different places 10.A 89

summit /'sʌmɪt/ *n* a meeting of the leaders of two or more countries to discuss important questions 10.D 96

tint /tɪnt/ *n* a colour, a shade 10.A 89

tiny /'taɪni/ *adj* very small 10.A 89

tour /tuə(r)/ *n* a visit of a town, area or country 10.A 89

(to) weigh (something) /weɪ/ *v* to check how heavy something is 10.A 88

11 The big sell

affordable /ə'fɔ:dəbl/ *adj* not too expensive 11.D 106

appreciated /ə'pri:ʃieɪtɪd/ *adj* valued, approved of 11.D 106

(to) attempt /ə'tempt/ *v* to try 11.D 106

awkward /'ɔ:kwəd/ *adj* difficult 11.B 101

baby-care range /'beɪbi ,keə ,reɪndʒ/ *n* products used in looking after a baby 11.Q 104

(to) benefit from (something) /'benəfɪt frəm/ *v* to gain an advantage from 11.D 106

body odour /'bɒdi ,əʊdə(r)/ *n* bad smells from your body 11.A 98

bulky /'bʌlki/ *adj* big and difficult to handle 11.C 102

capable of /'keɪpəbl əv/ *adj* able to 11.C 103

(to) cleanse /klenz/ *v* to clean 11.A 99

commitment /kə'mɪtmənt/ *n* a promise 11.D 107

committed /kə'mɪtɪd/ *adj* (here) doing what they can to help 11.D 106

culture /'kʌltʃə(r)/ *n* (here) a common way of behaving or aspect of society 11.D 106

definite /'defɪnət/ *adj* (here) real 11.D 106

deodorant /di'əʊdərənt/ *n* something you use under your arms to prevent bad smells 11.A 98

due: she's due back in ... /ʃi:z 'dju: ,bæk ,ɪn/ *phr* she should be here in ... 11.Q 104

ethical /'eθɪkəl/ *adj* behaving in a way that is considered moral or correct 11.D 106

excess /ɪk'ses/ *n* an excess of something is too much of it 11.C 102

(to) exercise /'eksəsaɪz/ *v* (here) to behave according to 11.D 106

fit for /'fɪt fə(r)/ *adj* which can be used for 11.C 103

fond: to be fond of /tu:,bi 'fɒnd əv/ *v* to like 11.C 103

fundraising /'fʌnd, reɪzɪŋ/ *n* making money for charities or specific projects 11.D 106

funds /fʌndz/ *npl* money 11.D 106

(to) gather /'gæðə(r)/ *v* to collect 11.D 106

glow /gləʊ/ *n* (here) a good feeling 11.D 106

(to) go out of business /,gəʊ ,aʊt əv 'bɪznəs/ *v* to fail 11.A 98

(to) involve (somebody) /ɪn'vɒlv/ *v* to allow somebody to participate 11.D 106

involved: to be involved in /,bi: ɪn'vɒlvd ,ɪn/ *adj* to participate in 11.D 106

keen: to be keen on (something) /,bi ki:n ,ɒn/ *v* to like something a lot 11.C 103

landlady /'lændleɪdi/ *n* the woman who owns the place you live in 11.Q 105

(to) lose one's position /,lu:z wʌnz pə'zɪʃn/ *v* to do worse, to fall 11.B 100

(to) match pound-for-pound /,mætʃ ,paʊnd fə 'paʊnd/ *v* to give exactly the same amount of money 11.D 106

(to) miss the post /,mɪs ðə 'pəʊst/ *v* to be too late to send things by post 11.A 98

monitor /'mɒnɪtə(r)/ *n* the part of a computer which includes the screen 11.Q 105

obedient /ə'bi:diənt/ *adj* who does what they are told to do 11.B 101

(to) pledge /pledʒ/ *v* to promise 11.D 106

(to) put value on /,put 'vælju: ,ɒn/ *v* to consider as important 11.D 106

raffle ticket /'ræfl ,tɪkɪt/ *n* a kind of lottery ticket; in a raffle, there are prizes to win 11.D 106

(to) recruit staff /rɪ,kru:t 'stɑ:f/ *v* to take on new employees 11.D 107

rent /rent/ *n* the money you pay every week or month to live where you do when you do not own the property yourself 11.Q 105

sales point /'seɪlz ,pɔɪnt/ *n* the place on a website where you can buy things 11.D 107

scheme /ski:m/ *n* (here) a plan for doing a particular thing 11.D 106

shaving gel /'ʃeɪvɪŋ ,dʒel/ *n* a kind of cream that you use before shaving 11.A 98

(to) shout about (something) /'ʃaʊt ə ,baʊt/ *v* to make public statements about something, to let people know clearly about something 11.D 106

social conscience /,səʊʃl 'kɒnʃəns/ *n* beliefs about what is right and wrong in relation to society 11.D 106

social problems /,səʊʃl 'prɒbləmz/ *npl* problems in society (poor housing, low pay, drugs, etc.) 11.D 106

soft /sɒft/ *adj* not hard, smooth 11.A 98

(to) soothe (your skin) /su:ð/ *v* to stop your skin feeling sore 11.A 98

sponsor /'spɒnsə(r)/ *n* a person or organization which gives money for an event 11.D 107

(to) sponsor /'spɒnsə(r)/ *v* (here) to say that you will give someone money if they do a particular thing (a way of making money for charities) 11.D 106

(to) spread a little happiness /,spred ə ,lɪtl 'hæpɪnəs/ *v* to help make other people happy 11.D 106

(to) support /sə'pɔ:t/ *v* (here) to help, to be in favour of 11.D 106

ultraviolet rays /ʌltrə,vaiələt 'reɪz/ *npl* harmful radiation from the sun 11.A 98

well-off: less well-off than ... /'les ,wel ,ɒf ðə/ *adj* who doesn't have as much money as ... 11.D 107

(the) wider world / 'waɪdə ,wɜ:ld/ *n* the world in general, not just your local area 11.D 106

youthful look /'ju:θfl ,lʊk/ *n* a young appearance 11.A 98

12 It's in the making!

A4 paper /,eɪ ,fɔ: 'peɪpə(r)/ *n* the standard size of paper in offices 12.B 110

acidity /ə'sɪdətɪ/ *n* how acidic something is 12.Q 115

aim /eɪm/ *n* a goal, objective 12.D 117

(to) attach /ə'tætʃ/ *v* (here) to join together 12.B 111

bid: in a bid to ... /,ɪn ə 'bɪd tə/ *adv* in an attempt to 12.D 116

blending /'blendɪŋ/ *n* mixing 12.B 111

(to) can /kæn/ *v* to put into tins 12.Q 115

(to) come top /,kʌm 'tɒp/ *v* to come first 12.A 108

(to) coordinate /kəʊ'ɔ:dɪneɪt/ *v* to organize 12.D 116

corner shop /'kɔ:nə ,ʃɒp/ *n* a small, local shop 12.Q 114

corporate logo /,kɔ:pəret 'ləʊgəʊ/ *n* a small design used by a company so that its products, or name will be recognized 12.D 116

cot /kɒt/ *n* a small bed with high sides for very young children 12.A 109

diploma /dɪ'plɒmə/ *n* a certificate, a qualification 12.B 111

direct-mail campaign /dɪ,rekt, dɪ, daɪ-'meɪl kæm,peɪn/ *n* a campaign which involves sending letters or information directly to people by post 12.D 116

disabled /dɪs'eɪbld/ *adj* having a permanent physical problem 12.D 116

energy consumption /'enədʒɪ kən,sʌmpʃn/ *n* the amount of gas and electricity that is used 12.Q 115

extractor /ɪk'stræktə(r)/ *n* a machine which removes, something 12.Q 115

(to) facilitate /fə'sɪlɪteɪt/ *v* to encourage, to promote, to make easier 12.D 116

favour: can you do me a favour? /kən ju ,du: ,mi: ə 'feɪvə(r)/ *phr* something you do for someone in order to help 12.A 108

ferry /'feri/ *n* a boat for passengers which is used for a short distance 12.A 109

five seater /,faɪv 'si:tə(r)/ *n* a car with seats for five people 12.C 113

gear /gɪə(r)/ *n* equipment, clothes 12.D 117

gin /dʒɪn/ *n* an alcoholic drink 12.A 109

graphic /'græfɪk/ *adj* using pictures and clear writing 12.D 117

halfway through /,hɑ:fweɪ 'θru:/ *adv* having finished half (50%) 12.Q 114

high-visibility /,haɪ vɪzə'bɪlətɪ/ *n* the possibility of being seen easily by a lot of people 12.D 116

in-house /,ɪn 'haʊs/ *adj* carried out within the company 12.C 113

life-saving /'laɪf ,seɪvɪŋ/ *n* (here) preventing somebody from drowning 12.D 116

local inhabitants /,ləʊkl ɪn'hæbɪtənts/ *npl* people who live locally 12.D 117

marathon /'mæərəθən/ *n* a long running race over a distance of 42 km 12.D 116

pan /pæn/ *n* a container for cooking things in 12.A 109

plant /plɑ:nt/ *n* (here) a factory 12.B 111

plunge: to take the plunge /tu:,teɪk ðə 'plʌndʒ/ *v* to jump into the water 12.D 116

popular demand /,pɒpjələ dɪ'mɑ:nd/ *n* what people say they want 12.Q 115

print advertising /'prɪnt ,ædvətaɪzɪŋ/ *n* advertising in newspapers and magazines, etc. (not on TV or radio, for example) 12.D 116

public /'pʌblɪk/ *adj* not private, relating to government organizations 12.D 116

quality assurance /,kwɒlətɪ ə'ʃʊərəns/ *n* managing the activities involved in ensuring that the quality of products or services remains good 12.Q 115

recreation /rekri'eɪʃn/ *n* leisure 12.D 116

regionally /'ri:dʒənəli/ *adv* within a region (an area larger than a town) 12.D 116

relay /'ri:leɪ/ *n* a race in which two or more people or teams take part, each person or team running just one section of the race 12.D 116

shampoo /'ʃæm'pu:/ *n* what you wash your hair with 12.B 110

surveillance /sə'veɪləns/ *n* watching of people for security reasons 12.Q 115

tip-top /'tɪp ,tɒp/ *adj* excellent 12.D 116

tube /tju:b/ *n* the type of packaging that things such as toothpaste come in, which you squeeze 12.B 111

tuna /'tju:nə/ *n* a kind of very large fish 12.B 110

two-step process /'tu: ,step ,prəʊses/ *n* a process which has two stages 12.C 113

under-privileged /,ʌndə'prɪvələdɪzd/ *adj* from a poor background or one with social problems 12.D 116

unloading /ʌn'ləʊdɪŋ/ *n* removing goods from a lorry or other form of transport 12.B 111

Word list 13–15

13 Bank it!

alcoholic drink /ælkə'hɒlɪk 'drɪŋk/ *n* a drink which has alcohol in it (beer, wine, etc.) 13.C 122

amazing /ə'meɪzɪŋ/ *adj* fantastic, wonderful 13.D 127

application /æplɪ'keɪʃn/ *n* a written request for a job 13.A 118

arms sales /'ɑ:mz ,seɪlz/ *npl* the selling of guns and other weapons 13.D 126

bank clerk /'bæŋk ,kɪ:k/ *n* a person who works in a bank 13.Q 125

bank rate /'bæŋk ,reɪt/ *n* the rate of interest charged by a bank when it lends money 13.C 123

bear /beə(r)/ *n* a large mammal, usually brown or white, that eats flesh, insects and plants 13.A 119

beard /bɪəd/ *n* the hair on a man's chin 13.A 119

bike /baɪk/ *n* a bicycle 13.B 120

(to) break up /'breɪk 'ʌp/ *phr v* to divide 13.D 126

(to) channel funds /'tʃænl ,fʌndz/ *v* to arrange for money to be used in a particular way 13.D 126

conspicuous /kən'spɪkjʊəs/ *adj* very visible, very obvious 13.D 126

conversion /kən'vɜ:ʃn/ *n* exchange, changing into a different currency 13.D 127

couple: a couple of weeks /ə ,kʌpl əv 'wi:kz/ *n* about two weeks 13.Q 125

criminal /'krɪmɪnəl/ *n* a person involved in illegal activities 13.D 126

daytime /'deɪtaɪm/ *adj* for use during the day 13.A 119

delay /dɪ'leɪ/ *n* if there is a delay to something, it is not done on time, it is late 13.B 120

deposit /dɪ'pɒzɪt/ *n* part of the total price of something which you pay when you agree to buy the thing 13.A 118

(to) differ /'dɪfə(r)/ *v* to be different, to vary 13.C 122

(to) disguise (something) /dɪs'gaɪz/ *v* to hide something by changing its appearance 13.D 126

drug trafficking /'drʌg ,træfɪkɪŋ/ *n* buying and selling illegal drugs 13.D 126

(to) exchange /ɪks'tʃeɪndʒ/ *v* to change 13.C 122

fraud /frɔ:d/ *n* getting money by lying or tricking somebody 13.D 126

(to) generate /'dʒenəreɪt/ *v* to create, to make 13.D 126

(the) globe /'gləʊb/ *n* the world 13.D 126

integration /ɪntɪ'greɪʃn/ *n* the process of making something part of something else 13.D 126

launderer /'ləʊndərə(r)/ *n* a person who launders money 13.D 126

legitimate /lɪ'dʒɪtɪmət/ *adj* legal 13.D 126

(to) legitimize /lɪ'dʒɪtɪmaɪz/ *v* to make legal 13.D 126

money laundering /'mʌni ,ləʊndəɪŋ/ *n* processing illegally-obtained money so that it appears legitimate 13.D 126

money-making /'mʌni ,meɪkɪŋ/ *adj* which makes money 13.D 126

moped /'məʊpəd/ *n* a small motorbike 13.Q 125

moth /mʊθ/ *n* an insect similar to a butterfly 13.A 119

(a) national /'næʃnəl/ *n* a citizen of a country 13.C 122

occupation /ɒkju'peɪʃn/ *n* a job, a profession 13.A 119

overdraft /'əʊvədɾɑ:ft/ *n* the amount of money which you owe your bank on an individual account 13.A 118

(to) pay back /,peɪ 'bæk/ *phr v* to give back money that you owe 13.C 122

phase /feɪz/ *n* a stage 13.D 126

placement /'pleɪsmənt/ *n* placing, putting (something) somewhere 13.D 126

prostitution /prɒ'stɪ'tʃu:ʃn/ *n* having sex with people in exchange for money 13.D 126

real estate /'ri:əl ɪ,steɪt/ *n* property (buildings, apartments, land) 13.D 126

refund: to give somebody a refund /tu:ɡɪv'sʌmbədi: ə 'ri:fʌnd/ *v* to give somebody their money back 13.B 120

(to) run up debts /,rʌn ,ʌp 'dets/ *phr v* to get into debt, to owe a lot of money 13.A 118

scheming /'ski:mɪŋ/ *n* planning 13.D 127

smuggling /'smʌɡlɪŋ/ *n* bringing something into or out of a country illegally 13.D 126

surname /'sɜ:neɪm/ *n* your last name 13.A 119

title /'taɪtl/ *n* (here) a form of address such as Mr, Mrs or Dr 13.A 119

TOEFL /'təʊfl/ *abbrev* Test of English as a Foreign Language 13.Q 125

tough /tʌf/ *adj* hard, difficult 13.A 118

unlawful /ʌn'lɔ:fəl/ *adj* illegal, against the law 13.D 126

weak /wi:k/ *adj* the opposite of strong 13.A 119

14 Food for thought

antioxidant /,æntɪ'ɒksɪdənt/ *n* a type of food which is thought to help protect you against cancer 14.D 136

astronaut /'æstrənɔ:t/ *n* a person who travels in space 14.A 129

beef /bi:f/ *n* the meat from a cow or bull 14.A 129

bowl /bəʊl/ *n* a dish 14.D 136

broke: I'm broke /,aɪm 'brəʊk/ *phr* (coll) I haven't got any money 14.Q 135

(to) build defences against /,bɪld dɪ'fensɪz ə,ɡenst/ *v* to create resistance to, to protect against 14.D 136

cancer /'kænsə(r)/ *n* a serious disease in which you get a tumour somewhere in your body 14.D 136

cell /sel/ *n* the smallest part of a plant or animal that can function independently 14.D 136

cereal /'sɪəriəl/ *n* a plant such as wheat or oats 14.D 136

circulation /sɜ:kjə'leɪʃn/ *n* the flow of blood in the body 14.D 136

(to) corrupt /kə'rʌpt/ *v* to damage 14.D 136

dehydrated /di:haɪ'dreɪtɪd/ *adj* lacking water in your body 14.C 136

dehydration /di:haɪ'dreɪʃn/ *n* lack of water in the body 14.D 136

dependent: to be dependent on /tu:bi dɪ'pendənt ,ɒn/ *v* (here) to have to use 14.D 136

diet: to go on a diet /tu:ɡəʊ ,ɒn ə 'daɪət/ *v* to eat less food, especially in order to lose weight 14.A 129

disgusting /dɪs'gʌstɪŋ/ *adj* horrible 14.B 130

distorted /dɪs'tɔ:tɪd/ *adj* changed in a bad way 14.D 136

ease: the ease with which /ði 'i:z wɪð ,wɪtʃ/ *n* how easily ... 14.D 136

fed up: I'm fed up with ... /,aɪm 'fed ,ʌp wɪð/ *phr* (coll) I'm tired of ... 14.Q 135

free radicals /'fri: ,rædɪklz/ *npl* molecules in the body which are thought to encourage cancer and heart disease 14.D 136

fries /fraɪz/ *npl* chips; pieces of fried potato 14.A 129

GM foods /,dʒi: ,em fu:dz/ *npl* genetically-modified foods; foods that have been changed by the introduction of a gene from another plant, etc., for example to make a plant which resists disease 14.Q 134

healthily /'helθɪli/ *adv* in a way that is good for you 14.Q 134

lamb /læm/ *n* the meat from a sheep or lamb 14.A 129

look: it looks like rain /ɪt ,lʊks ,laɪk 'reɪn/ *phr* I think it's going to rain 14.B 130

mashed potatoes /,mæʃt pə'teɪtəʊz/ *npl* cooked potatoes which have been crushed into a soft mass 14.B 130

mozzarella /mɒtsə'relə/ *n* a type of Italian cheese 14.B 130

muscles /'mʌslz/ *n* muscles are the parts of the body which you need in order to move 14.D 137

nutritious /nju'trɪʃəs/ *adj* nutritious food is good for you because it gives you energy and contains vitamins 14.D 137

omelette /'ɒmlət/ *n* a dish made with eggs 14.B 130

pork /pɔ:k/ *n* the meat from a pig 14.A 129

(to) resist (something) /rɪ'zɪst/ *v* if you resist something that you would like, you choose not to have it 14.D 136

risotto /rɪ'zɒtəʊ/ *n* a rice dish typical of Italy 14.B 130

salami /sə'lɑ:mi/ *n* a kind of sausage 14.B 130

score /skɔ:(r)/ *n* result 14.C 132

starving /'stɑ:vɪŋ/ *adj* very hungry 14.B 130

steak /steɪk/ *n* a slice of beef 14.B 130

strike /straɪk/ *n* if there is a strike, the people in a particular job have decided not to work, for example because they want more pay 14.B 130

tuna steak /'tju:nə ,steɪk/ *n* a slice of tuna 14.B 130

varied /'veəriəd/ *adj* having different things in it 14.D 136

vegetarian /vedʒə'teəriən/ *adj* (adj) not containing meat or fish 14.B 130

why bother? /,waɪ 'bɒðə/ *phr* what's the point? it's not worth it 14.C 132

15 It's an e-world!

browser /'braʊzə(r)/ *n* a program that allows you to look at and interact with information on the web 15.B 141

cookie /'kʊki/ *n* software that saves information from the web on your computer when you are browsing, tracks what you view, and registers your computer to the sites you use 15.B 141

crazy /'kreɪzi/ *adj* mad 15.B 140

decline /dɪ'klaɪn/ *n* a reduction 15.C 143

digital /'dɪdʒɪtl/ *adj* using a technology that produces thousands of very small, electrical signals 15.D 146

download /'daʊnləʊd/ *n* something that you can copy onto your computer legally from the internet 15.C 142

downturn /'daʊntɜ:n/ *n* a worsening, the fact of becoming less successful 15.Q 144

(to) face /feɪs/ *v* to confront, to have to deal with 15.Q 144

global warming /,gləʊbl 'wɔ:mɪŋ/ *n* the increase in temperature in the world, generally believed to be caused by burning fuel 15.Q 145

home page /'həʊm ,peɪdʒ/ *n* the main page of information about an organization or company when you go to its website 15.B 141

hostile /'hɒstaɪl/ *adj* unfriendly, aggressive 15.A 139

in real time /,ɪn 'riəl ,taɪm/ *adv* if something happens in real time, it happens instantly and is not delayed 15.B 141

inflation /ɪn'fleɪʃn/ *n* general increase in prices in an economy 15.Q 144

(to) interact with (something) /ɪntər'ækt wɪð/ *v* to react to, to respond to 15.B 141

message board /'mesɪdʒ ,bɔ:d/ *n* a website where you can leave messages 15.B 141

nature: the nature of the business /ðə ,neɪtʃər əv ðə 'bɪznəs/ *n* what the business is like 15.D 147

option /'ɒpʃn/ *n* a possible choice 15.D 146

outlook /'aʊtlʊk/ *n* the way things look for the future of something 15.Q 144

piracy /'paɪrəsi/ *n* the act of making illegal copies of music, software, etc. 15.D 146

(to) poll (a group of people) /pəʊl (ə ,gru:p əv pi:pl)/ *v* to ask a group of people a question or series of questions in a survey 15.D 146

server /'sɜ:və(r)/ *n* part of a computer network which stores files and which you can connect to in order to retrieve files 15.B 141

service sector /'sɜ:vɪs ,sektə(r)/ *n* the areas of business concerned with providing services, for example banking, insurance and tourism 15.A 138

(to) subscribe /səb'skraɪb/ *v* to become a participant in a mailing list 15.B 141

vase /vɑ:z/ *n* a container for putting flowers in 15.A 139

I | Index

A4 paper	12.B 110	beef	14.A 129	city	1.A 4
ability	2.B 14	(to) benefit from		(the) City	4.D 36
abstract art	4.D 36	(something)	11.D 106	classical music	1.B 6
abuse	2.C 18	best suit	1.C 10	(to) cleanse	11.A 99
abusive	2.C 19	beware	5.D 46	client-based job	6.D 56
(to) access	1.C 10	bid: in a bid to ...	12.D 116	club	1.B 7
acidity	12.Q 115	bike	13.B 120	clubbing	1.B 6
acquisition	8.D 78	billing statement	5.B 41	cluster	9.A 79
across: from across Europe	1.C 10	biology	8.C 73	college	1.A 4
(to) activate (something)	5.D 47	bland	4.D 36	(to) combine	6.D 56
active	7.B 61	blank	7.Q 65	(to) come across	9.C 83
addicted	5.D 46	blending	12.B 111	(to) come into (money)	9.C 83
additional	1.Q 9	blood	3.C 26	(to) come round	3.Q 25
address label	2.B 15	board	9.D 86	(to) come to	7.Q 65
(to) adjust	7.A 58	boardroom	8.D 77	(to) come top	12.A 108
adolescent	7.D 67	body odour	11.A 98	(to) come up with (an idea)	9.C 83
affordable	11.D 106	bonus	3.C 26	(the) coming year	8.Q 74
against: to be against		bother!	5.A 39	committed	11.D 106
(something)	6.D 56	(to) bother	9.B 81	commitments	4.B 31
agenda	10.D 96	bowl	14.D 136	common	2.C 18
aid	9.D 87	(to) break up	13.D 126	compact	8.A 68
aim	12.D 117	briefcase	4.C 33	conspicuous	13.D 126
alcoholic drink	13.C 122	brightly	7.D 67	consultancy	6.D 56
amazing	13.D 127	brilliant	1.B 6	consumer power	3.A 20
analysis	5.D 46	broke: I'm broke	14.Q 135	contemporary	4.D 36
anniversary	10.D 90	browser	15.B 141	(to) control (something)	5.A 38
annual	7.C 63	(to) build defences against	14.D 136	conversion	13.D 127
antioxidant	14.D 136	bulky	11.C 102	cookie	15.B 141
antique	8.D 77	(to) burn	5.B 43	(to) coordinate	12.D 116
apartment	4.A 28	business interests	2.C 18	core	7.D 66
appliance	7.D 66	bye!	4.B 31	corner	4.C 32
application	13.A 118	cafeteria	8.C 72	corner shop	12.Q 114
appreciated	11.D 106	caffeine	4.D 36	corporate logo	12.D 116
approach	7.D 66	(to) call up	2.A 12	(to) corrupt	14.D 136
archive box	4.C 33	calm	4.D 36	cot	12.A 109
arms sales	13.D 126	campus	3.C 26	couple: a couple of weeks	13.Q 125
around: who is always around	6.D 56	(to) can	12.Q 115	(to) cover	2.Q 16
arrangements	2.A 13	cancer	14.D 136	crate	10.A 89
artwork	4.D 36	capable of	11.C 103	crazy	15.B 140
as: it's as simple as that	3.Q 25	capital city	8.Q 74	creamy	9.D 86
as is	7.D 66	career fair	1.C 10	creative	4.D 36
astronaut	14.A 129	cash dispenser	10.A 89	creative energy	4.D 36
(to) attach	12.B 111	cause	3.C 27	crime	10.C 93
attachment	9.Q 85	(to) cause harm	2.C 18	crime story	5.Q 45
(to) attempt	11.D 106	CD-ROM	9.A 79	criminal	13.D 126
aware of	7.B 61	cell	14.D 136	culture	11.D 106
awkward	11.B 101	cent	10.A 89	currency	10.C 93
baby-care range	11.Q 104	cereal	14.D 136	(to) cut back	10.B 90
backpack	8.A 68	chairman	8.D 76	(to) cycle	1.B 6
bad connection	1.Q 8	change: have you got		daily	8.A 69
badge	5.C 43	change for ...?	10.A 89	danger	2.C 18
band	4.B 30	(to) channel funds	13.D 126	daytime	13.A 119
bank clerk	13.Q 125	(to) charm	9.A 79	dead	7.Q 64
bank rate	13.C 123	cheap	3.A 20	decade	7.C 63
(to go) bankrupt	3.Q 25	cheaper	1.C 10	decent	3.C 27
bathroom	3.C 26	(to) check-in	8.D 77	(to) decline	7.C 63
beans	9.D 86	(to) check your tongue	9.A 79	decline	15.C 143
bear	13.A 119	chip	5.C 43	decorative	7.D 66
beard	13.A 119	choir	1.Q 9	dedicated to	1.C 10
(to) become mixed up	8.Q 74	circulation	14.D 136	(to) deduct	3.C 26

definite	11.D 106			(to) hassle	2.C 19
dehydrated	14.C 136	favour: can you do me		(to) head for	8.C 72
dehydration	14.D 136	a favour?	12.A 108	healthily	14.Q 134
delay	13.B 120	fax machine	2.B 14	healthy	7.D 66
(to) delete	5.D 47	fear	10.A 89	high visibility	12.D 116
delighted	1.C 10	fed up: I'm fed up with ...	14.Q 135	highlights	8.D 77
deodorant	11.A 98	ferry	12.A 109	hip hop	1.B 6
depend: it depends ...	2.Q 17	figures	2.A 12	hold: to be on hold	5.A 38
dependent: to be		fine	2.C 18	home page	15.B 141
dependent on	14.D 136	fine: I'm fine	1.A 4	hopeless	9.B 81
deposit	13.A 118	fingers	6.A 48	horse: I could eat a horse	8.B 70
desk	1.A 4	(to) fire	3.C 26	hospitality	8.Q 74
diet: to go on a diet	14.A 129	five seater	12.C 113	hostile	15.A 139
(to) differ	13.C 122	fixed	6.D 57	hotelier	8.B 71
digital	15.D 146	flashing	7.D 66	house	2.C 18
dignity	6.D 56	flat	8.B 71	human rights	2.C 18
diploma	12.B 111	floor	1.C 10	immensely	4.Q 35
direct-mail campaign	12.D 116	focus	4.D 36	impolite	8.C 73
directions	4.A 28	for: to be there for (something)	6.D 56	(to) impose	2.C 18
disabled	12.D 116	forbidden	7.Q 64	impression	1.C 10
disappointed	3.Q 24	forecast	8.B 70	in cyberspace	1.C 10
discreetly	9.Q 84	fortnight	10.B 90	in real time	15.B 141
(to) disguise (something)	13.D 126	fraud	13.D 126	in stock	3.Q 25
disgusting	14.B 130	freak	5.D 46	incorrect	1.B 16
distorted	14.D 136	free: for free	1.C 10	(to) increase	4.D 36
(to) disturb	5.A 39	free radicals	14.D 136	inflation	15.Q 144
domestic	8.Q 75	freight: by freight	10.C 92	information technology	1.C 10
download	15.C 142	friendly	1.Q 8	informational	7.D 66
downturn	15.Q 144	fries	14.A 129	in-house	12.C 113
dreams: the job of their dreams	1.C 10	(to) fume	5.B 41	instruction manual	4.Q 35
drive	5.Q 45	functional	7.D 66	insult	2.C 18
driver	1.A 5	functionality	7.D 66	integration	13.D 126
drug trafficking	13.D 126	fund-raising	11.D 106	intense	3.C 26
drunk	7.D 67	funds	11.D 106	(to) interact with (something)	15.B 141
due: she's due back in ...	11.Q 104	further	3.A 21	intonation	1.A 5
dull	3.C 27	future employee	1.C 10	(to) invite	1.C 10
DVD	3.Q 25	future prediction	2.B 14	(to) involve (somebody)	11.D 106
ecological	7.D 67	G8	10.D 96	involved: to be involved in	11.D 106
economic	8.C 73	(to) gather	11.D 106	IT systems support	1.A 4
edge	5.C 43	GDP	9.D 87	jail	2.C 18
effectively	6.D 56	gear	12.D 117	jazz trio	1.Q 9
elbow	6.A 48	(to) generate	13.D 126	job title	1.A 5
(to) eliminate	7.D 66	genius	5.C 43	keen: to be keen on	
employer	1.C 10	geography	5.C 43	(something)	11.C 103
en suite	8.B 71	(to) get on with (something)	9.C 83	(to) keep fit	1.B 6
(to) end up doing (something)	6.D 56	(to) get over (an illness)	9.C 83	key	5.A 38
energy consumption	12.Q 115	(to) get round to (doing		keypad	5.D 47
equator	9.D 86	something)	9.C 83	label	3.C 26
error	4.D 36	gin	12.A 109	labelled: to be labelled	6.D 56
ethical	11.D 106	(to) give a speech	4.B 31	labour: cost of labour	3.C 26
(an) evening out	8.Q 75	global warming	15.Q 145	labour conditions	3.C 26
event	1.C 10	(the) globe	13.D 126	lamb	14.A 129
Excel	2.B 14	glow	11.D 106	landlady	11.Q 105
excess	11.C 102	GM foods	14.Q 134	(to) last	3.A 21
(to) exercise	11.D 106	go-ahead	4.D 36	last night	1.A 4
(to) exhaust (somebody)	4.D 36	go for it	5.D 47	launderer	13.D 126
exotic	7.D 66	(to) go out of business	11.A 98	league table	7.C 63
(to) expect	2.B 15	good: it's just not good		legitimate	13.D 126
exploitation	3.C 27	enough	7.Q 64	(to) legitimize	13.D 126
extractor	12.Q 115	graphic	12.D 117	leisure activities	1.B 7
(to) face	15.Q 144	grateful	11.B 101	(to) lend (something to	
face-to-face	1.C 10	(to) greet	1.Q 8	somebody)	5.A 39
(to) facilitate	12.D 116	guest	8.B 70	life-saving	12.D 116
fair	1.C 10	guy	5.B 41	lifestyle	1.B 7
fan	3.C 26	halfway through	12.Q 114	light	3.A 20

Index

likely	9.B 80	news kiosk	4.A 28	private	2.C 18
link	5.B 41	no longer	4.D 36	production line	8.D 77
literature	7.D 66	no worries	5.D 46	productive	4.D 37
living wage	3.C 26	noon	4.A 29	profit	4.A 28
lobby	8.D 77	novel	7.D 66	progress	10.C 93
local inhabitants	12.D 117	now and again	9.D 86	(to) project an image	4.D 36
locked	1.A 4	nutritious	14.D 137	project-type job	6.D 56
logged on	1.C 10	obedient	11.B 101	(to) promote	4.D 36
logically	2.C 18	occupation	13.A 119	(to) promote their image	4.D 36
logo	8.D 77	off work: you have the		proper	3.C 26
longer	3.A 21	afternoon off work	2.B 14	prostitution	13.D 126
loo	9.Q 84	offensive	2.C 18	protected	3.B 22
look: it looks like rain	14.B 130	omelette	14.B 130	protection	2.C 18
(to) look in on (somebody)	9.C 83	on target	8.D 76	(to) provide	2.C 18
(to) look into (something)	9.C 83	open-air cinema	8.D 77	psychologist	4.D 36
(to) look out for (somebody)	9.C 83	open to interpretation	4.D 36	public	12.D 116
(to) look up to (somebody)	9.C 83	option	15.D 146	public sector	6.D 56
loop	10.A 89	organic	7.D 66	public transport	1.B 6
(to) lose one's position	11.B 100	organizer	1.C 10	punishment	2.C 19
loud	3.C 27	outing	8.Q 75	(to) purchase	7.C 62
lounge	8.B 71	outlook	15.Q 144	purified	3.C 26
loyal	7.C 63	output	4.D 36	purse	4.C 33
lung	3.C 26	overdraft	13.A 118	(to) put in longer hours	6.D 56
luxurious	8.D 76	pan	12.A 109	(to) put off (doing something)	9.C 83
Mac package	2.B 14	paper clip	5.Q 45	(to) put value on	11.D 106
mad: it's mad	6.B 50	pardon	1.Q 8	qualification	1.C 10
main road	4.A 28	parking meter	10.A 89	quality assurance	12.Q 115
manner	9.A 79	pastel	4.D 36	quiz	1.Q 8
manual	4.Q 35	(to) pause	5.D 47	racial harassment	2.C 18
manual worker	3.C 26	(to) pay back	13.C 122	raffle ticket	11.D 106
marathon	12.D 116	paycheck	3.C 26	(to) raise	4.D 36
market researcher	10.Q 95	payslip	1.A 4	rap music	5.Q 45
mashed potatoes	14.B 130	pen pal	1.B 7	rapid	15.A 138
(to) match pound-for-pound	11.D 106	pencil sharpener	5.Q 45	rate	8.A 69
material	3.C 26	per night	8.A 69	real estate	13.D 126
means: that means ...	7.Q 65	(to) perform	8.D 77	rear	10.A 89
means of communication	5.D 46	personal assistant	1.A 4	reasonable	2.C 18
message board	15.B 141	Personnel	1.Q 9	recently	1.C 10
mind: to change your mind	9.Q 85	phase	13.D 126	(to) record	1.Q 8
mind: to make up your mind	8.B 70	photography	8.C 73	recreation	12.D 116
mind: would you mind ...?	2.C 18	piece of advice	6.Q 54	(to) recruit staff	11.D 107
minimum wage	3.C 26	piracy	15.D 146	recruitment	6.D 56
(to) miss the bus	3.B 22	placement	13.D 126	recycled	7.D 66
(to) miss the post	11.A 98	plan of action	3.B 22	(to) reduce	4.D 36
missing	1.Q 8	plant	12.B 111	refund: to give somebody	
model	3.Q 25	(to) pledge	11.D 106	a refund	13.B 120
(to) monitor	2.C 18	plunge: to take the plunge	12.D 116	regimen	7.D 66
money laundering	13.D 126	polite request	2.B 14	regionally	12.D 116
money-making	13.D 126	(to) poll (a group of people)	15.D 146	(to) register	1.C 10
moped	13.Q 125	(to) pollute	8.Q 75	relay	12.D 116
moth	13.A 119	popular demand	12.Q 115	rent	11.Q 105
movement	10.D 96	pork	14.A 129	(to) repair	9.B 80
mozzarella	14.B 130	port	9.D 86	(to) repay	3.B 23
muscles	14.D 137	portable	9.A 79	report	3.C 26
myth	2.C 18	porter	8.B 71	representative	1.C 10
(a) national	13.C 122	possibility	2.B 14	(to) require	5.B 41
natural fibres	7.D 66	powerful	4.D 36	(to) resist (something)	14.D 136
nature: the nature of the		pregnancy test	3.C 26	(to) restrict	7.A 59
business	15.D 147	(to) press	5.A 38	(to) resume	5.D 47
necessary evil	5.D 46	(to) pride oneself on		retail price	3.C 26
necessity	2.B 14	(something)	7.B 61	right	2.C 18
neon sign	7.D 66	print	4.D 37	(to) ring	5.A 38
(to) network	1.C 10	print advertising	12.D 116	(to) ring up	10.B 90
neutral	4.D 36	prison sentence	2.C 19	risotto	14.B 130
news: the bad news is that ...	1.Q 8	privacy	2.C 18	robot	8.Q 75

row	4.D 36	stockbroker	7.C 62	voice message	2.C 18
rucksack	8.C 72	(to) store	3.A 21	wage	3.C 26
ruling	2.C 18	strange	3.B 22	wallet	8.A 68
run	1.Q 8	streamlined	7.D 66	(to) waste time	1.C 10
(to) run up debts	13.A 118	stress	4.D 36	WC	8.A 69
safe	10.A 89	stress-free	6.A 48	weak	13.A 119
salami	14.B 130	stressful	6.D 56	wedding anniversary	8.Q 75
Sales Manager	1.A 4	strike	14.B 130	(to) weigh (something)	10.A 88
sales point	11.D 107	(to) subscribe	15.B 141	well-off: less well-off than ...	11.D 107
Salvadoran	3.C 26	summit	10.D 96	why bother?	14.C 132
scheme	4.D 36	(to) support	11.D 106	(the) wider world	11.D 106
scheming	13.D 127	suppose: I suppose so	6.B 51	(to) win a case	2.C 18
science fiction	1.C 11	surname	13.A 119	with regards to ...	9.A 79
score	14.C 132	surveillance	12.Q 115	within the next ten years	6.D 56
SE	7.Q 65	(to) switch	5.D 46	wooden	7.A 59
Secretary	1.A 4	(to) take a look	4.B 31	woody	11.C 102
sector	1.C 10	(to) take away	9.C 83	(to) work	4.Q 34
Security Guard	1.A 4	(to) take (information) in	9.C 83	(to) work a five-day week	3.C 27
(to) send out	6.B 50	(to) take (time) out	6.Q 55	(to) work overtime	3.C 26
(a) series of	8.D 76	(to) take risks	7.B 60	work-related	9.C 82
server	15.B 141	(to) take someone to court	2.C 18	work sector	1.C 10
service sector	15.A 138	(to) take time off	1.C 10	working practices	6.D 56
set	3.Q 25	tap water	3.C 26	world music	1.B 6
(to) sew	3.C 26	target	7.B 60	youthful look	11.A 98
sewing operator	3.C 26	technophobe	5.D 46		
sexual harassment	2.C 18	testimony	3.C 26		
shampoo	12.B 110	testing	3.C 26		
shaving gel	11.A 98	text message	5.D 46		
shirker	6.D 56	tint	10.A 89		
shopping centre	4.A 28	tiny	10.A 89		
shorts	3.C 26	tip-top	12.D 116		
(to) shout about (something)	11.D 106	title	13.A 119		
showroom	6.C 52	TOEFL	13.Q 125		
single mother	3.C 26	tough	13.A 118		
skip: to skip to the end	5.D 47	tour	10.A 89		
slashed	7.D 66	trades fair	1.C 10		
slim	8.A 68	traffic	8.B 70		
smuggling	13.D 126	traffic-free	8.Q 75		
social activities	4.B 31	tranquil	7.D 66		
social conscience	11.D 106	(to) transfer	5.A 38		
social problems	11.D 106	transfer key	5.A 38		
soft	11.A 98	(the) trouble with ...	4.D 36		
solution	5.B 40	tube	12.B 111		
(to) soothe (your skin)	11.A 98	tuna	12.B 110		
sophisticated	7.D 66	tuna steak	14.B 130		
source	3.C 26	two-step process	12.C 113		
spare	7.D 66	ultraviolet rays	11.A 98		
(to) spill	7.Q 64	unadorned	7.D 66		
splash of colour	4.D 36	underprivileged	12.D 116		
(to) sponsor	11.D 106	unique	7.D 66		
sponsor	11.D 107	unlawful	13.D 126		
(to) spread	10.A 89	unloading	12.B 111		
(to) spread a little happiness	11.D 106	(to) unravel	5.Q 45		
(to) spurn	5.B 41	up till	6.Q 55		
square	4.A 28	(to be) up to date	2.B 15		
standard	5.D 47	(to) update	3.Q 25		
stapler	5.Q 45	useful	1.C 10		
(to) start out	7.D 66	username	1.C 10		
starving	14.B 130	valuable	10.D 96		
statement	1.A 5	varied	14.D 136		
steak	14.B 130	(to) vary your tasks	6.A 48		
step	5.D 47	vase	15.A 139		
stereo system	8.C 72	vat	9.A 79		
sterile	4.D 36	vegetarian	14.B 130		
stimulation	4.D 36	virtual	1.C 10		

BUSINESS UPDATE 1

Business Update provides students with the English skills they need for business, using a carefully planned combination of task-based and multi-functional practice. It teaches specialist vocabulary and provides authentic business scenarios in which skills can be practised. The approach to learning prepares students to deal with everyday office life, such as telephoning, working with facts and figures, taking orders and dealing with customer enquiries. *Business Update* is made up of three components: a Course Book, a Workbook and a Teacher's Book.

The Workbook comprises of 15 companion units that have follow-up activities which practise skills such as reading, writing, listening, vocabulary, pronunciation and grammar. There is a quiz in each unit to help students monitor their progress.

Level 1

Course Book & audio CDs	978 1 85964 659 5
Workbook & audio CD	978 1 85964 660 1
Teacher's Book	978 1 85964 661 8

Suitable for:

Pre-Intermediate

IELTS 3.0–4.0

CEF Levels A2–B1

ISBN 978-1-85964-660-1



9 781859 646601 >