

Workbook

Ed Pegg

A1

Business Partner

Your Employability Trainer

Vocabulary 1.1 Countries and nationalities

1 Write the nationalities for each country.

- | | | | |
|-------------|-------|------------|-------|
| 1 Argentina | _____ | 6 Mexico | _____ |
| 2 Brazil | _____ | 7 Poland | _____ |
| 3 India | _____ | 8 Spain | _____ |
| 4 Ireland | _____ | 9 the UK | _____ |
| 5 Japan | _____ | 10 the USA | _____ |

2 Complete the dialogues. Use the countries and nationalities in Exercise 1.

A: Where are you from?

B: I'm from New York. I'm ¹ _____. And you?A: Madrid. I'm from ² _____.A: Are you ³ _____, Kadesh?

B: Yes. I live in Mumbai. And where are you from?

A: Dublin. I'm ⁴ _____.A: I'm from ⁵ _____. I live in Buenos Aires. Where are you from?B: I'm ⁶ _____. I'm from Mexico City.

1.2 Personal details

3 Complete the form with the words and phrases in the box.

Email address First name/Given name Home address ID card/Passport number
 Marital status Nationality Phone/Mobile/Cell number Postcode/Zip code
 Surname/Last name Title

Employee Registration Form

1 _____ : Mrs

2 _____ : Sandra

3 _____ : Svth

4 _____ : British

5 _____ : 45 Woodlow Court, Petersfield

6 _____ : GU16 5DF

7 _____ : 56789567

8 _____ : 07985677432

9 _____ : s.smith@atqglobal.com

10 _____ : Married



Grammar 1.1 Introductions

1 Complete the sentences with the words in the box.

'm (x2) are (x2) 're (x2) is (x1) 's (x3)

- 1 **A:** _____ you Polish?
B: No, I _____ not.
- 2 **A:** Where _____ you from?
B: I _____ from Spain.
- 3 Marisol _____ not from Argentina. She _____ Mexican.
- 4 _____ he American?
- 5 We _____ from Ireland.
- 6 You _____ French and she's Spanish.
- 7 What _____ your name?

2 Complete the text with 'm/am, 're/are or 's/is.

Sales Division, Milan, Italy

People in my team ¹ _____ from many countries. I ² _____ Irish and my manager ³ _____ from Germany. There ⁴ _____ two British people, Isabel and Matt, and there ⁵ _____ one American employee, Ryan. Lucia ⁶ _____ from Mexico, and Kate and Daniil ⁷ _____ from Russia.

1.3 Describing your company

3 Choose the correct word.

- 1 There *is / are* a canteen in my office.
- 2 There *'s / are* four departments in my company.
- 3 There *is / are* no computers in the office.
- 4 There *'s / are* a meeting tomorrow.
- 5 There *is / are* no gym in our office.
- 6 There *'s / are* ten people in the sales department.
- 7 There *'s / are* a small sales division in Poland.
- 8 There *is / are* no warehouses in your country.

Reading and
listening

Filling in a form

1 Read the form below. What is it for? Tick (✓) the correct option.

- ☐ to stay in a hotel
- ☐ to start a new job
- ☐ to go to hospital

Employee Registration Form

Surname ¹ _____

First name ² _____

Gender ³ male ☐ female ☐ other ☐

Nationality ⁴ _____

Email address ⁵ _____

Phone/Mobile/Cell number ⁶ _____

Emergency contact number ⁷ _____

ID card / Passport number ⁸ _____

2  1.01 Listen to the conversation and complete the form in Exercise 1.

3 Listen again. Complete the questions.

- 1 What's your **s** _____ ?
- 2 _____ spell that please?
- 3 _____ first name?
- 4 _____ you from?
- 5 What's your email _____ ?
- 6 _____ marital status?

4 Complete the sentences with *my, your, his, her, its, our* or *their*. Use the words in brackets to help you.

- 1 He's my manager. (I)
- 2 What's _____ email address? (you)
- 3 Is this _____ report? (he)
- 4 This is _____ invoice. (they)
- 5 I'll give you _____ phone number. (we)
- 6 This is _____ office. (she)

Writing A description of a company or workplace

1 Choose the correct words.

My name is Erik. I work for a company called ForTex. The company has three locations in three countries. There ¹*is/are* an office in the USA, a factory in Vietnam and there ²*is/are* a warehouse in Italy. I ³*am/are* a manager in the marketing department. It ⁴*is/are* part of the sales and marketing division. I work in the office in the USA. There ⁵*is/are* a canteen and a gym in the office.

2 Read the text again. Are the sentences *true* (T) or *false* (F)?

- 1 The company has locations in three countries. ____
- 2 The office is in Italy. ____
- 3 There are two factories in Vietnam. ____
- 4 There is one warehouse in Italy. ____
- 5 Erik works in the marketing department. ____
- 6 There isn't a gym in the office. ____

3 Write a description of the company below. Use the description in Exercise 1 to help you.

Company Name: Puelo Alto S.A		
Head Office: Barcelona, Spain • sales and marketing department • example job: Marketing Manager • offices – modern • canteen and gym	Factory: Bogotá, Colombia • manufacturing division • production department • example job: Engineer • factory – noisy • canteen	Warehouse: Porto, Portugal • distribution division • shipping department • example job: Warehouse Manager • building – large • restaurants near the warehouse

Functional language

Workplace visits

1 Put the words and phrases in the correct order to make sentences and questions.

a your name, / what's / please / ?

b Elsa / my name's / Wolley / .

c how may / I help you / good morning, / ?

d please / spell that, / could you / ?

e I'm here / Mr Jones / to see / .

f like some / would you / thank you. / tea or coffee / ?

g W-O-L-L-E-Y / it's / yes, / .

2 Put the phrases from Exercise 1 in the correct order to make a conversation.

1 c 2 ____ 3 ____ 4 ____ 5 ____ 6 ____ 7 ____

3  1.02 Complete the conversation with the words in the box. Then listen and check your answers.

are you come in good to see how about no, thanks see you again

A: Hello Elsa. Good to ¹_____ .

B: ²_____ you, too. How ³_____ ?

A: I'm really well, thanks. Please ⁴_____ .

B: Thanks.

A: ⁵_____ a coffee?

B: ⁶_____ . I already have one.

Vocabulary 2.1 The work we do

1 Complete the job descriptions with the words in the box.

check designer make manage production sales specialist solve

- a I'm a ¹ _____ Engineer. I ² _____ the production processes are safe.
- b I'm a ³ _____ Manager. I ⁴ _____ the sales team.
- c I'm a Digital ⁵ _____. I ⁶ _____ designs for the website.
- d I'm an IT ⁷ _____. I ⁸ _____ technical problems.

2 Match the sentences (1-4) to the people in Exercise 1 (a-d).

- 1 I work on designs for social media. _____
- 2 I manage a team of five people. _____
- 3 I help people in different departments with their computers. _____
- 4 I work in the production department. _____

2.2 What companies do

3 Complete the sentences with the words in the box.

designs make provides provide sell sells

- 1 Etihad Airways _____ air transport services.
- 2 Ford Motor Company _____, makes and sells cars.
- 3 Inditex and H&M design, make and _____ clothes.
- 4 Many technology companies _____ and sell phones, televisions and other home electronics.
- 5 Amazon _____ books on the internet.
- 6 Banks _____ financial services for people and companies.

4 Write an example of each type of company in Exercise 3.

- 1 British Airways
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____

5 Write the numbers.

- 1 three hundred and forty-seven 347
- 2 one thousand three hundred _____
- 3 thirty-two thousand, six hundred and nine _____
- 4 five hundred thousand _____
- 5 three hundred and seventy-six thousand, eight hundred and twenty _____
- 6 two million, nine hundred thousand _____

Grammar 2.1 Talking about work

1 Complete the sentences with the correct form of the verb in brackets.

- 1 I _____ for an insurance company in Paris. (work)
- 2 She _____ IT problems for a bank. (solve)
- 3 Frank and Heike _____ a team of twelve people. (manage)
- 4 He _____ meetings at work every day. (have)
- 5 We _____ the process is safe for customers. (check)
- 6 You _____ clothes for a small company. (make)
- 7 They _____ e-books online. (sell)
- 8 We _____ hundreds of emails each week. (write)

2 Put the words in the correct order to make sentences.

- 1 electric / Nissan / cars / makes / .

- 2 manage / They / of ten people / a team / .

- 3 every Monday / We / a meeting / have / .

- 4 a bank / She / works for / .

- 5 reports / write / I / the sales / .

- 6 for his company / solves / He / IT problems / .

2.3 Talking about routines

3 Complete the dialogues with the correct form of the verbs in brackets.

- 1 A: Which department _____ you _____ in? (work)
B: I _____ in the Marketing department.
- 2 A: Does your boss _____ meetings every day? (have)
B: No, she _____ meetings on Fridays.
- 3 A: How _____ you _____ problems in your team? (solve)
B: We work together to _____ any problems.
- 4 A: _____ you _____ a team? (manage)
B: No, I _____ anyone.
- 5 A: How often _____ you _____ your email? (check)
B: I _____ my emails about twenty times a day.
- 6 A: What _____ that company _____ ? (make)
B: They _____ computers.

Reading and listening

Company information

1 Read the company profile and complete the table.

About Perfecta Cars

We are a car manufacturer. We design, make and sell cars. Our head office is in Bonn, Germany. We have a factory in Chengdu in China, and another in the UK. We sell cars all over the world, but our top sales are in Europe and the USA. We have 2,500 staff in ten different countries.

Company name	Perfecta Cars
Business	
Head office	
Factory	
Top sales	
Number of staff	
Number of countries	

2 2.01 Listen to Rosa talking about her company. Are the sentences *true* (T) or *false* (F)?

- Dosa Gurve makes T-shirts. _____
- The head office is in Italy. _____
- The factory is in Milan. _____
- Dosa Gurve sells clothes online. _____
- The company has 800 staff. _____
- The top sales are in Italy and Spain. _____

3 Listen again and complete the sentences.

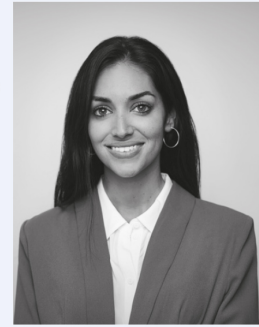
- I _____ Dosa Gurve.
- We _____ dresses.
- We _____ our dresses in shops.
- We _____ 800 staff all over the world.
- Most of our sales _____ in Italy and Spain.

4 Complete the sentences with *a* or *an*.

- I work for _____ multinational company.
- Lufthansa is _____ airline.
- We are _____ e-commerce company.
- The company is _____ car manufacturer.
- I manage _____ team of five staff.
- The client is _____ international transport company.
- We have _____ office in Bucharest.
- She studies for _____ MBA.

Writing A short blog post for a company intranet**1** Read the blog post and complete the table.**Timosan Pharmaceuticals****Meet our team****Sylvie Petit**

Hi, I'm Sylvie. I'm a Production Engineer. I'm based in our production department in Toulouse, in the south of France. In my job I check the production processes are safe and I provide technical solutions. I don't travel a lot for work, but I go to Paris every month to our head office. I spend two days there and have meetings with my manager. I work four days a week, from Monday to Thursday.



Name	
Job	
Company location	
Work tasks	
Work travel	
Work days	

2 Read the text again. Are the sentences *true* (T) or *false* (F)?

- 1 Sylvie works in Toulouse. _____
- 2 Sylvie makes designs for the company website. _____
- 3 Sylvie goes to Paris to have meetings with her manager. _____
- 4 Sylvie is in Paris for two days every month. _____
- 5 Sylvie works on Fridays. _____

3 Use the information in the table below to write a *Meet our team* blog post. Use the text in Exercise 1 to help you.

Name	Max Sidder
Job	Sales Manager
Company Location	Head office, Paris, France
Work tasks	Manage sales team, have meetings with clients, write reports.
Work travel	Frankfurt (two weeks every year)
Work days	Monday to Friday

Functional language

Making small talk

1 Match 1–6 with a–f.

- | | |
|--------------------------------|---|
| 1 Hi, my name's Steve Fuller. | a Yes, it's nice to meet you again, too. |
| 2 Nice to meet you again. | b No I don't. Does she work in marketing? |
| 3 Do you work in finance? | c Nice to meet you, Steve. My name's Wendy Jenkins. |
| 4 Which department are you in? | d No, I'm an Admin Assistant. |
| 5 Do you know Kelly Walker? | e I'm in the sales department. |
| 6 Nice talking to you. | f See you later. |

2 2.02 Listen to the conversation. Are the sentences *true* (T) or *false* (F)?

- 1 Paul and Maya are friends. _____
- 2 Maya works in the production department. _____
- 3 Paul works in the production department. _____
- 4 Paul works with Sylvie Petit. _____
- 5 Paul has a phone call with a client in Aberdeen. _____

3 Complete the conversation with the words in the box. Then listen again and check.

do you work I'm in in production my name's
nice talking nice to see you which department

- Paul:** Hi, ¹ _____ Paul Donneti.
- Maya:** Hi, I'm Maya Divan. ² _____ meet you.
- Paul:** Nice to meet you too. ³ _____ are you in?
- Maya:** ⁴ _____ sales. Which department are you in?
- Paul:** I'm ⁵ _____.
- Maya:** Oh, ⁶ _____ with Sylvie Petit?
- Paul:** Yes, she's my manager.
- Tom:** Hi Paul. Sorry, the client from Aberdeen is on the phone.
- Paul:** OK, thanks Tom. Excuse me, Maya. ⁷ _____ to you.
- Maya:** OK. ⁸ _____ later.

Vocabulary 3.1 Months and seasons

1 Write the months and seasons in the calendar.

Winter	² _____	Summer	⁶ _____
December	March	⁴ _____	September
January	³ _____	⁵ _____	⁷ _____
¹ _____	May	August	⁸ _____

2 Match the times 1-7 with the dates A-E on the calendar. There are two extra options.

- | | | | |
|---------------------|-------|---------------------|-------|
| 1 one p.m. | _____ | 5 quarter to two | _____ |
| 2 eleven forty | _____ | 6 quarter past five | _____ |
| 3 quarter to twelve | _____ | 7 quarter past one | _____ |
| 4 seven thirty | _____ | | |

MARCH						
1	2	3	4	5	6	7
8	9	10	11	12 A 13:00 - Lunch with Mark	13	14
15 B 13:45 - Team meeting	16	17	18	19 C 17:15 - Phone call with New York office	20	21
22	23	24	25 D 19:30 - Dinner with manager	26	27	28
29 E 11:40 - Train to Manchester	30	31				

3.2 Ordinal numbers and dates

3  3.01 Listen and write the dates.

- | | | |
|---------------------|---------|---------|
| 1 <u>13/05/2017</u> | 3 _____ | 5 _____ |
| 2 _____ | 4 _____ | 6 _____ |

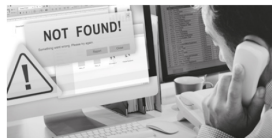
Grammar 3.1 Talking about ability and possibility

1 Look at the pictures and complete the sentences with *can* or *can't*.

1 He _____
meet the client at the
factory.



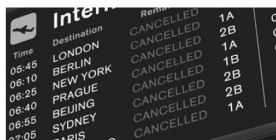
2 He _____
open the file.



3 You _____
work from home.



4 I _____
travel to the
conference.



5 She _____
go on holiday in
summer.



6 He _____
use the company
car park.



2 Write questions for the answers.

1 _____ ?
Yes, I can speak Italian.

2 _____ ?
No, we can't go on the business trip.

3 _____ ?
Yes, they can meet the client today.

4 _____ ?
No, he can't work late tomorrow.

3.3 Talking about the past

3 Complete the sentences with *was/were* and *wasn't/weren't*.

1 My boss _____ late for work yesterday. (✓)

2 There _____ a problem with the invoice. (✓)

3 We _____ on a business trip in Nice. (✓)

4 They _____ in a meeting at 4.30. (✗)

5 I _____ on the phone. (✓)

6 You _____ on holiday in May. (✗)

7 Jane _____ in Amsterdam with my colleague. (✓)

8 Our old office _____ on the fourth floor. (✗)

4 Write questions using the prompts.

1 what / the problem?

2 they / in a meeting / yesterday?

3 why / the product broken?

4 the delivery / correct?

Reading and
listening

Can I have some time off?

1 Read the email. What two things does Bill ask Sarah about?

flight information holiday dates hotel information office meeting working at home

Hi Sarah,

Good news! We have a two-day meeting with a client in Austin, Texas to talk about the new product range. The dates are Thursday 22nd and Friday 23rd November.

Can I work at home on Monday 19th and Tuesday 20th November to prepare for the meeting? My flight is on Wednesday 21st November.

Also, could I please take some time off from Monday 26th November to Wednesday 28th November to visit Texas?

Thanks,

Bill

2 3.02 Sarah phones Bill. Listen to the conversation and choose the correct answer, a, b or c.

- | | |
|---|---|
| <p>1 Can Bill work from home?</p> <p>a Yes.</p> <p>b He can work at home on the 19th November, but he can't work at home on the 20th.</p> <p>c No.</p> | <p>3 What does Sarah ask Bill to do after his holiday?</p> <p>a Have a meeting with the same client.</p> <p>b Have a meeting with a different client.</p> <p>c Have a meeting with the Sales Manager.</p> |
| <p>2 Can Bill go on holiday from 26th to 28th November?</p> <p>a Yes.</p> <p>b No, but he can go on holiday on the 29th and 30th November.</p> <p>c No.</p> | |

3 Complete the phrases from the conversation with the words in the box. Then listen again and check.

could you I'm afraid let me know of course you can

- 1 _____ work at home on the 19th.
- 2 ... but _____ you can't on the 20th.
- 3 And _____ you can take time off from the 26th to the 28th.
- 4 _____ stay in Texas and arrange a meeting with him?
- 5 Could you _____ what he says as soon as possible?

4 Complete the sentences with *in*, *at*, *on* or *from ... to*.

- 1 I can meet you ____ 1 o'clock.
- 2 I'm free ____ Monday.
- 3 We have a meeting ____ 3 p.m. ____ 4 p.m.
- 4 I'm on holiday ____ July.
- 5 We can meet ____ 10 a.m. ____ 12 p.m.
- 6 I have lunch ____ 12.30.
- 7 I'm travelling for business ____ October.
- 8 I'm working from home ____ Friday.

Writing An email to describe a problem and request action

1A Read the email. What wasn't a problem for Paul?

- | | |
|--|--|
| ☐ his delivery was late | ☐ the package was damaged |
| ☐ items were broken | ☐ the order was incorrect |
| ☐ items were missing | |

B What does Paul ask the company to do?

- | | |
|--|---|
| ☐ send the correct order | ☐ change the invoice |
| ☐ give him his money back | |

<
✉
✉
✉
📎
🖨
🗑

Dear Sir/Madam,

I'm writing to complain about our order (Ref AB 2365) from 10th July.

Our order was for twelve computer screens and ten computer keyboards, but two screens were missing and four keyboards were broken. The packages were very damaged.

Can you send two more computer screens, please? And could you also replace the keyboards?

I look forward to hearing from you.

Best regards,

Paul Finnegan

2 Read the email again. Answer the questions.

- 1 Was Paul happy or unhappy about his order?
- 2 What was the order number?
- 3 How many screens were in the delivery?
- 4 How many keyboards weren't broken?

3 Match 1-4 with a-d.

- | | |
|---------------------------|---|
| 1 I'm writing to complain | a for ten keyboards. |
| 2 Our order was | b hearing from you. |
| 3 Can you | c about our order. |
| 4 I look forward to | d send two more computer screens, please? |

4 Read the information and write an email. Use the email in Exercise 1 and the sentences in Exercise 3 to help you.

- The order number is AB 6754.
- Your company order was for twenty-five computer keyboards and ten computer screens from 12th January.
- Seven keyboards were missing and five computer screens were broken.
- Write to the supplier to explain the problems and request action.

Functional
language

A progress meeting

- 1  3.03 Complete the conversations with the phrases in the box. Then listen and check your answers.

I think we need more time. Where are we with planning the new project?
 We have a problem with the website. We need to ask an IT Specialist for help with it.
 Yes, I think we can. Yes, we're on schedule.

- 1 A: ¹ _____
 B: We aren't finished, I'm sorry. ² _____
 A: The website? What can we do to solve this?
 B: ³ _____
 A: OK. Can we meet the deadline for the product launch?
 B: ⁴ _____ I'm sorry.
- 2 A: Is everything on schedule?
 B: ⁵ _____
 A: Can you finish by next week?
 B: ⁶ _____

- 2  3.04 Listen to a conversation at a meeting. Are the sentences *true* (T) or *false* (F)?

- 1 The team can finish planning the project next week. ____
 2 The project is on schedule. ____
 3 There is a problem with the invoicing system. ____
 4 The team want to use the old system. ____
 5 The manager agrees with her colleague. ____

3 Choose the correct answer, a, b or c.

- 1 What's the situation with the reports?
 a We can solve it.
 b We aren't finished. There was a problem with the system.
 c Yes, I think we can finish it on Friday.
- 2 What can we do to solve this?
 a I think we can finish it by Thursday.
 b We can change to a new system.
 c We can see the solution.
- 3 Can you meet the deadline?
 a I think we need more time, I'm sorry.
 b We can solve it.
 c We can look for international suppliers.
- 4 Can you finish by next month?
 a We need to change how the system works.
 b Yes, I think we can.
 c It isn't finished.

Vocabulary 4.1 Past irregular verbs

1 Choose the correct word.

- 1 I *saw* / *said* / *made* the suppliers last week.
- 2 I *saw* / *wrote* / *had* a meeting last Tuesday.
- 3 They *wrote* / *went* / *said* a report about the product launch.
- 4 The client *said* / *gave* / *went* sorry for being late.
- 5 I *made* / *saw* / *said* a phone call to the client.
- 6 She *had* / *gave* / *went* to a meeting yesterday.

2 Complete the sentences with the words in the box.

gave made said saw went wrote

- 1 I _____ my colleague last week at the conference.
- 2 She _____ to a meeting yesterday.
- 3 We _____ the report yesterday.
- 4 My manager _____ the client her money back.
- 5 The client _____ a lot of good things about the service.
- 6 I _____ a mistake in the report.

4.2 Solutions

3 Put the words in the correct order to make solutions to problems.

- 1 your / check / spam / folder

- 2 about / the supplier / contact / the order

- 3 a message / to / send / delivery company / the

- 4 that / your / check / internet / works

- 5 for / a colleague / ask / help

- 6 ask / help / the IT department / for

- 7 the supplier / contact / email / by

- 8 check / the receptionist / ask / to / the address

4 Match the solutions in Exercise 3 with the problems.

- | | | | |
|--|-------|------------------------------------|-------|
| a The client's email address is wrong. | _____ | e I can't use the photocopier. | _____ |
| b My computer doesn't work. | _____ | f The price of the order is wrong. | _____ |
| c I can't find the email. | _____ | g I can't see the website. | _____ |
| d The supplier doesn't answer the phone. | _____ | h The delivery is late. | _____ |

Grammar 4.1 Talking about the past

1 Rewrite the sentences using the past form of the verb and the time expression in brackets.

- 1 They provide financial services this year. (last year)

They provided financial services last year.

- 2 She manages a team of ten people in her job this year. (last year)

- 3 They stop work at 2 p.m. every day. (at 1 p.m. yesterday)

- 4 You study English. (two weeks ago)

- 5 You start work at 8 a.m. every day. (at 9 a.m. yesterday)

- 6 I travel to work by bus every day. (yesterday)

2 Complete the text with the past form of the verbs in the box.

ask give go have phone say stop travel

I ¹ _____ to Boston to meet a client. My train ² _____ for two hours and I was late for the meeting. I ³ _____ the client, I ⁴ _____ sorry, and ⁵ _____ to meet later in the day. She agreed. I ⁶ _____ to her office at 3 p.m. and we ⁷ _____ a meeting. The meeting was good. She was happy because I ⁸ _____ her a discount.

4.3 Using negatives in the past; Asking questions

3 Complete the sentences and questions with the past form of the verb in brackets.

- 1 My client _____ (not come) to our meeting yesterday.

- 2 _____ the people in the marketing team _____ (have) any problems?

- 3 Our order from China _____ (not arrive) on time.

- 4 _____ the computer _____ (stop) working at 2 p.m.?

- 5 You _____ (not see) the supplier.

- 6 _____ you _____ (make) the presentation slides?

4 Complete the sentences with the question or answer.

- 1 A: Did the customers complain?

B: No, *they didn't (complain).*

- 2 A: _____

B: Yes, he went to New York last week.

- 3 A: Did you restart the computer?

B: No, _____

- 4 A: _____

B: Yes, we gave the client a discount.

Listening On the phone

1 Put the words in the correct order to make sentences and questions.

1 you / how / I / help / can / ?

2 I / please / speak / to / could / Jaime, / ?

3 a meeting / I'm / Jaime / is / afraid / in / .

4 I / can / a message / take / ?

5 ask / you / could / Jaime / call / to / me / ?

6 is / this / from / Will / Zedtronica / .

7 I'll / Jaime / give / the message / .

8 you / with / else / I / anything / can / help / ?

2A 4.01 Listen to a phone call. Tick (✓) the problem.

☐ There's a problem with a delivery.

☐ There's a problem with a machine.

☐ There's a problem with an order.

B Listen again. Are the sentences *true* (T) or *false* (F)?

1 Sam is on holiday. _____

2 Pamela wants Sam to email her. _____

3 Pamela works for BTG Tech. _____

4 Pamela's number is 01632 960068. _____

5 Pamela asks for Sam's email address. _____

C 4.02 Listen to Sam and Pamela's conversation. Choose the correct option.

1 The problem started *yesterday* / *this morning*.

2 There is *a* / *no* problem with the power.

3 The parts *are* / *aren't* damaged.

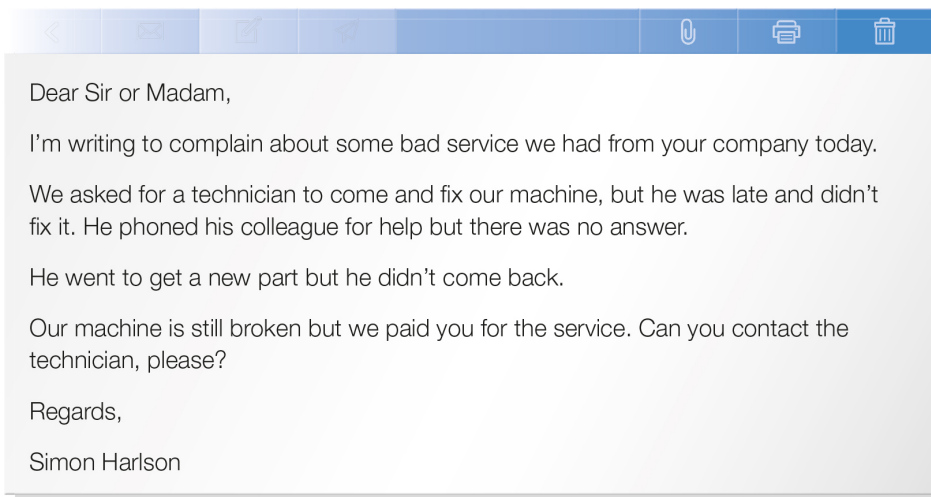
4 *Sam* / *Katie* can check the machine.

5 The technician will come tomorrow at *8 a.m.* / *9 a.m.*

Writing A reply email

1 Read the email. Tick (✓) the problems Simon writes about.

- ☐ a broken machine
- ☐ bad customer service
- ☐ a wrong invoice
- ☐ a damaged package



2 Match 1-6 with a-f.

- | | |
|---------------------------------|--|
| 1 We are sorry that | a when he can return? |
| 2 Can we get some | b say sorry? |
| 3 Did the technician | c more information about the problem? |
| 4 Did the technician say | d we speak to the technician. |
| 5 We'll phone you after | e for the problems you had. |
| 6 We are sorry again | f you had some problems. |

3 Read the information and write a reply to the customer's email in Exercise 1. Use the email in Exercise 1 and the sentences in Exercise 2 to help you.

- Apologise for the bad service.
- Ask for more information about the problem.
- Ask two or three questions about the technician.
- Say what you will do next.

Functional language

Responding to a complaint

1  4.03 Complete the conversation with phrases from the box. Then listen and check your answers.

can give did you help you I'll order the problem you can choose

A: Hello. How can I ¹ _____?

B: Well, I bought this phone last week, but it doesn't work.

A: Oh. Really?
What's ² _____?

B: I can't turn it on.

A: OK. ³ _____ try taking the battery out and putting it back in?

B: Yes, but it didn't work.

A: OK. Let me check. Yes, it's broken. So, I ⁴ _____ you your money back or ⁵ _____ a different phone.

B: Can I have a new phone, please?

A: Yes, of course. ⁶ _____ it today and you can collect it on Friday.

2  4.04 Complete the conversation. Then listen and check your answers.

Sales Assistant: How ¹ _____?

Customer: My laptop doesn't work.

Sales Assistant: What's ² _____?

Customer: The sound doesn't work.

Sales Assistant: Did you ³ _____ again?

Customer: Yes, I turned it off and on three times.

Sales Assistant: Did you ⁴ _____?

Customer: Yes. I tried the headphones, but the sound still didn't work.

Sales Assistant: OK, one moment please. Yes, I'm sorry, it's broken. Well, I can give you your money back, or I can ⁵ _____.

Customer: I'd like a new one, please.

Sales Assistant: I'll order it today and you ⁶ _____.

Customer: Thank you. I'll collect it on Wednesday.

Vocabulary 5.1 Word pairs

1 Complete the sentences with the words in the box.

client email have make reports suppliers

- 1 We _____ a meeting at 2 p.m. today.
- 2 Can you send an _____ to the client?
- 3 I need to _____ a phone call before I leave.
- 4 We can write the _____ by Friday.
- 5 I see _____ every week on Wednesday.
- 6 I can visit the _____ tomorrow at his office.

2 Match 1–6 with a–f.

- | | |
|-------------------------|---|
| 1 I need to prepare for | a the supplier next week. |
| 2 We receive | b the phone call from New York? |
| 3 John writes | c a colleague in Sacramento last month. |
| 4 I went to visit | d a phone call when they send the delivery. |
| 5 We can visit | e the meeting tomorrow. |
| 6 Can you wait for | f the minutes of our meetings. |

3 Complete the diary with the correct words.

March 13th	
9 a.m. – 5 p.m.:	¹ p_____ for the meeting with the client
March 14th	
9 a.m. – 12 p.m.:	² v_____ the client at their office
	and ³ h_____ the ⁴ m_____
1 p.m. – 2 p.m.:	⁵ w_____ the meeting ⁶ m_____
March 15th	
10 a.m.:	⁷ m_____ a ⁸ p_____ call to the new supplier
11 a.m.:	⁹ w_____ a ¹⁰ r_____ about the new supplier
2 p.m.:	¹¹ v_____ a colleague in London
4 p.m.:	¹² g_____ to a meeting with my manager

5.2 Word pairs

4 Complete the sentences with *product* or *meeting*.

- 1 Can you send me the _____ specifications?
- 2 I need to postpone the _____ next week.
- 3 We have high _____ quality.
- 4 Can we arrange a _____ to talk about the problems?
- 5 The _____ launch is next month.
- 6 We have a large _____ range.
- 7 I had to cancel the _____ today. I'm too busy.
- 8 We can have a _____ with the IT department.



Grammar 5.1 Talking about things happening now

1 Rewrite the sentences to talk about things happening now. Use contractions.

- 1 I work every day. I'm working at the moment.
- 2 We don't have a meeting at 2 p.m. _____ right now.
- 3 She visits a client twice a week. _____ now.
- 4 I write an email every day. _____ at the moment.
- 5 They don't write the meeting minutes. _____ right now.
- 6 He doesn't make a phone call every day. _____ now.

2 Complete the text with the correct form of the words in brackets.

Our team ¹_____ (prepare) for a meeting with an important client at the moment. We ²_____ (write) the agenda now and we ³_____ (make) phone calls to discuss what we need to talk about. I ⁴_____ (write) a presentation to give at the meeting and John ⁵_____ (write) a report. Mark and Tim ⁶_____ (not help) us right now because they ⁷_____ (visit) a new supplier. Sarah ⁸_____ (not work) today because of a problem at home.

5.3 Talking about future arrangements

3 Write sentences and questions about future arrangements using the prompts.

- 1 He work / late tomorrow

- 2 We visit / a client / next week

- 3 I not have / any meetings / tomorrow

- 4 you visit / the supplier / tomorrow?

4 Look at Joe's calendar and complete his arrangements for next week.

- 1 On Monday morning he isn't having a project meeting.
- 2 On Monday at twelve _____
- 3 On Tuesday from 10.00 to 11.30 _____
- 4 On Tuesday afternoon _____
- 5 On Wednesday morning _____
- 6 On Wednesday afternoon _____

Monday	
10.00 – 11.00	Have project meeting
12.00 – 12.30	Have lunch with Mark and Lucy
Tuesday	
10.00 – 11.30	Have meeting about delivery dates with ExPressSupplies
1.00 – 1.30	Give presentation about the new product range
Wednesday	
10:00 – 11:00	Prepare for a meeting with the Production Engineer
1.00 – 2.00	Have progress meeting

Listening Organising meetings

1 Put the words and phrases in the correct order to make sentences and questions.1 arrange / can / we / a meeting / on Tuesday / ?
_____2 busy / sorry, / I'm / on Tuesday / .
_____3 free / I'm / on Wednesday / .
_____4 I / sorry, / do / can't / but / Wednesday / .
_____5 you / are / on / free / Thursday / ?
_____6 me / just / let / check / .
_____7 do / we / can / Thursday / ?
_____8 see / I'll / you / then / .
_____**2** 5.01 Listen. Tick (✓) the reason for the phone call.

- ☐ to arrange a meeting
- ☐ to postpone a meeting
- ☐ to prepare for a meeting

3 Listen again. Are the sentences *true* (T) or *false* (F)?

- 1 Otto is meeting a supplier tomorrow. _____
- 2 Otto asks to meet on Friday. _____
- 3 Amy is free on Friday. _____
- 4 Amy is working from home on Monday. _____
- 5 Amy is busy on Tuesday morning. _____
- 6 Otto and Amy are both free on Tuesday afternoon. _____

4 Complete the conversation with the missing words. Then listen again and check.**Amy:** Hello?**Otto:** Hi Amy. It's Otto. Listen, I ¹ _____ our meeting tomorrow. I'm visiting a ² _____. Are you ³ _____ on Friday?**Amy:** Let me just check. No, sorry. ⁴ _____ on Friday and I'm ⁵ _____ on Monday.**Otto:** Okay. Are you free on Tuesday morning?**Amy:** No, I ⁶ _____ Tuesday morning. I'm free in the afternoon.**Otto:** Yes, can we do Tuesday afternoon? What time?**Amy:** 2 p.m.?**Otto:** Yes, that's great. I'll see you then.

Writing An email arranging a meeting

1 Complete the email with the phrases in the box.

can meet can't do free on I'd like to I'm visiting we meet

To: chrishopkins@apm.co.uk

From: stevelanceton@apm.co.uk

Subject: Project meeting

Hi Chris,

Can ¹ _____ on Monday? ² _____ talk about the new project.
 I ³ _____ in the morning, but ⁴ _____ clients in the afternoon.
 I'm ⁵ _____ Thursday morning if you ⁶ _____ Monday.

Thanks,

Steve

2 Match 1–6 with a–f.

- | | |
|------------------------------------|----------------------------|
| 1 Can we meet on | a past ten? |
| 2 I'm sorry, I'm busy on | b for Thursday? |
| 3 I'm not working | c Thursday? |
| 4 Can you do half | d in the office on Monday. |
| 5 Can we arrange a meeting | e twelve o'clock. |
| 6 We need to finish the meeting by | f Monday. |

3 Write a reply to Steve's email in Exercise 1. Use the information below and the sentences in Exercise 2 to help you.

- Say you are busy on Monday.
- Give a reason.
- Ask to meet on Thursday morning.
- Suggest a time.

Functional language

Doing favours

1 Match the sentences 1–7 to the functions a–g.

- | | |
|---------------------------------------|--|
| 1 That's no problem. | a asking for help |
| 2 Can I help you? | b offering help |
| 3 Thanks, that would be great! | c agreeing to help |
| 4 I'm really sorry, but I'm too busy. | d accepting help |
| 5 Could I ask a favour? | e refusing to help |
| 6 Maybe David can help. | f refusing help |
| 7 No, I'm fine. Thanks. | g suggesting someone else who can help |

2 5.02 Complete the conversations with the words in the box. Then listen and check.

afraid I can't could ask I'm working on please some help too busy

- 1 A: Do you need _____ ?
B: Yes, _____ .
- 2 A: Could I ask for some help?
B: I'm _____ help you because _____ a report.
- 3 A: Could you help me?
B: Sorry, I'm _____ . You _____ Ian.

3 Read the answers to offers/requests for help. Write questions.

- 1 A: _____
B: I'm really sorry, but I'm too busy.
- 2 A: _____
B: Thanks. That would be great.
- 3 A: _____
B: Yes, sure. I can help.
- 4 A: _____
B: No, I'm fine. Thanks.

6 An office move



Vocabulary 6.1 Descriptions

1 Match the words 1–6 with their opposites a–f.

- | | |
|-----------------|-------------|
| 1 dark | a modern |
| 2 noisy | b large |
| 3 old-fashioned | c expensive |
| 4 small | d quiet |
| 5 long | e light |
| 6 cheap | f short |

2 Complete the conversation with the words from the box.

cheap close easy modern short spacious

A: Was it difficult to find a new office?

B: No, it was ¹_____. There was a big choice.

A: Is it far from the city centre?

B: No, it's ²_____ to the centre and a ³_____ walk from a train station, just five minutes.

A: What's the building like?

B: It's a glass building. They built the building in 2019, so it's very ⁴_____. Inside, it has ⁵_____ offices. They are very large!

A: It sounds nice. Was it expensive?

B: No, it was ⁶_____. I was surprised!

6.2 Orders

3 Complete the invoice with the phrases a–f.

- | | |
|-------------------|----------------|
| a Number of units | d Product name |
| b Delivery time | e Total price |
| c Payment terms | f Unit price |

QUOTE FOR WASHING MACHINES

Mr. H. Greenway, Sutton Park, Hatfield

1 _____	KPH Washermatic Gold Model
2 _____	£450
3 _____	40
4 _____	30 days from order
5 _____	30 days from date of invoice by bank transfer
6 _____	£18,000

Delivery charges – free on items over £100

Grammar 6.1 Comparing two things

1 Complete the sentences with the correct form of the word in brackets.

- 1 My new job is _____ to the city centre than my old job. (close)
- 2 My new office is _____ than my old office. (spacious)
- 3 The countryside is _____ than the city. (quiet)
- 4 The train station is _____ from my house than the bus stop. (far)
- 5 New York is _____ than New Orleans. (modern)
- 6 Buying a house is _____ than buying a car. (difficult)

2 Write sentences using the prompts.

- 1 The city / busy / countryside

- 2 Our new office / large / the old office

- 3 Trains / expensive / buses / in my country

- 4 My new journey / to work / short / my old journey

- 5 Your new phone / small / your old phone

- 6 London's metro / old-fashioned / New York's metro

6.3 Making proposals with *if*

3 Write the sentences with the two words in brackets in the correct positions.

- 1 If you more, we lower the price. (buy / will)
If you buy more, we will lower the price.
- 2 If we today, we'll money. (order / save)

- 3 he more, he'll make more money. (if / sells)

- 4 If they this package, will cost more. (buy / it)

- 5 If she on holiday, she'll the meeting. (goes / miss)

- 6 we choose the business package, it cost \$45 a month. (if / will)

4 Complete the conversations with the correct form of the words from the box.

buy (x2) deliver (x2) get (x2)

- A: If we ¹_____ this model, we ²_____ a discount.
 B: Yes, but if we ³_____ that model, they ⁴_____ it tomorrow.
 A: That's great! If they ⁵_____ it tomorrow, we ⁶_____ it by 1.00 p.m.

Reading Describing different options

1 Read the email and tick (✓) the correct subject.

- ☐ Quotes for the new IT system
- ☐ Computer invoices
- ☐ Sales report

2 Complete the email using *better*, *the best*, *worse* and *the worst*.

Subject: _____

Dear Chris,

I looked at three software packages from three different suppliers. Here are my opinions.

In summary:

PBR is ¹_____ quality package. It has better quality scores than both of the others. Fenflow is ²_____ quality than PBR but ³_____ quality than Senex. Senex is ⁴_____ quality of the three packages. It has the worst quality scores.

Fenflow has ⁵_____ price. It only costs \$2,300. Senex has a ⁶_____ price than PBR but a ⁷_____ price than Fenflow. It costs \$2,500. PBR has ⁸_____ price of the three machines. It costs \$3,000.

In my opinion Fenflow has ⁹_____ customer service. The company has great reviews from its customers. PBR have ¹⁰_____ reviews than Senex but ¹¹_____ than Fenflow. Senex have ¹²_____ customer service. Their reviews are all bad.

I think we should buy the package from _____, because they have the best customer service and price.

Let me know if you have any questions.

Thanks,
Dave

3 Complete the table with *PBR*, *Fenflow* or *Senex*.

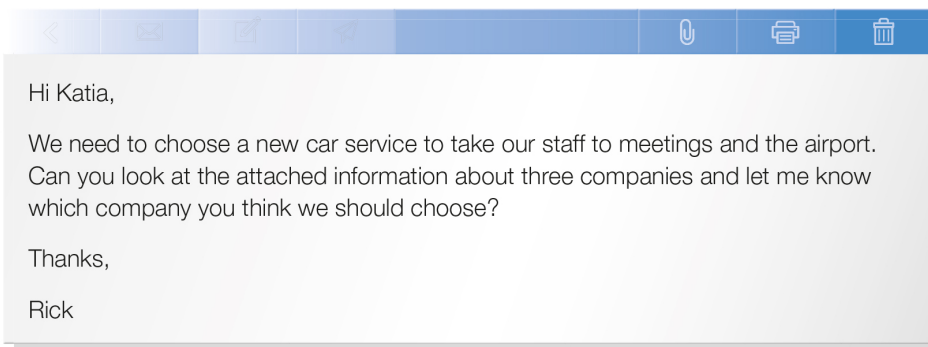
	***	**	*
Quality			
Price			
Service			

4 Complete the last line of the email with the correct company name.

Writing An email comparing three offers

1 Read the email. What does Rick want Katia to do? Tick (✓) the correct answer.

- ☐ choose a car for him
- ☐ drive staff
- ☐ say which car company is best



2 Look at the information about the three different car services. Write eight sentences comparing them.

	AtoZ Cars	Super Cars	Ace Cars
Price	\$32 per trip	\$40 per trip	\$35 per trip
Quality of cars	**	***	*
Service	*	**	***
Minimum order	five trips per month	six trips per month	two trips per month

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____
- 7 _____
- 8 _____

3 You are Katia. Write an email to Rick explaining which car company you prefer and why. Use the information from the table in Exercise 2 in your answer. Include these points.

- Compare the three services
- Say which service you think is best
- Give a reason for your choice

Functional language

Talking about presentation slides

1 Complete the sentences with the phrases from the box.

can see let's look on the slide slide shows you look at the fourth

- 1 Now, _____ at the next slide.
- 2 As you _____ on the line graph, internet sales increased last month.
- 3 This _____ two bar charts.
- 4 If _____ the table, you can see sales fell.
- 5 As you can see _____, customer satisfaction improved.
- 6 If you look at _____ row, you'll see that rent increased.

2 6.01 Listen. Write the descriptions in the correct order (1-5).

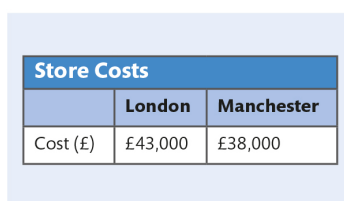
- | | | | |
|---------------|----------|----------------|-------|
| a A pie chart | _____ | d A line graph | _____ |
| b A list | <u>1</u> | e A diagram | _____ |
| c A table | _____ | | |

3 Match 1-5 to a-e.

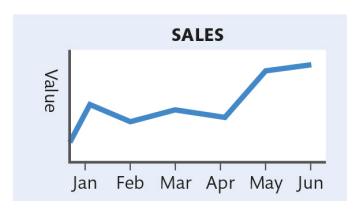
- 1 This diagram shows _____
 - 2 As you can see in the pie chart, sales of machine _____
 - 3 Now, let's look at customer satisfaction. As you can see in the chart, _____
 - 4 If you look at the table, you _____
 - 5 This slide shows sales _____
- a parts are higher than sales of other products.
b are increasing.
c the order process.
d business customers are more satisfied than private customers.
e can see London is more expensive than Manchester.

4 Match sentences 1-5 in Exercise 3 to the slides A-E.

A 4



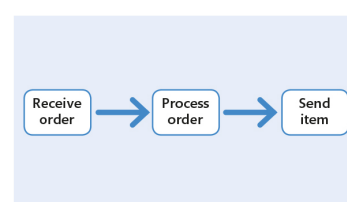
B _____



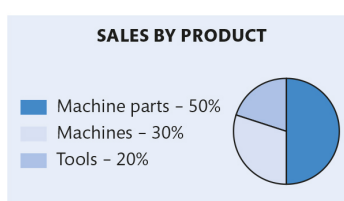
C _____



D _____



E _____



Vocabulary 7.1 Describing a procedure

1 Choose the correct word.

- 1 The manager has to *notify/approve* the invoice before we can pay it.
- 2 ABH *supplies/enters* our office paper.
- 3 Can you *issue/enter* the supplier's details into the system?
- 4 The supplier has to *notify/request* us when they send the goods.
- 5 When we receive the invoice, we can *notify/issue* payment.
- 6 The supplier sends an invoice to *approve/request* payment.

2 Complete the steps in the process with the words in the box.

approves enters notifies receives request supplies

- 1 The supplier _____ the goods.
↓
- 2 The supplier _____ the customer and sends an invoice to _____ payment.
↓
- 3 The admin assistant _____ the invoice details on the system.
↓
- 4 The manager _____ the payment.
↓
- 5 The customer _____ payment.

7.2 Descriptions

3 Complete the sentences with the correct adjective. Use the letters to help you.

- 1 The service was **e** _ _ **e** _ _ _ **t**. It's the best service in the city.
- 2 The language of the document is **c** _ _ _ **r** and easy to read.
- 3 Their delivery system is **u** _ **r** _ _ _ _ **e**. Products don't arrive on time.
- 4 The process is **s** _ _ _ _ **e** and easy to complete.
- 5 It's a difficult and **c** _ _ _ _ **c** _ _ _ **d** system with many stages.
- 6 My team is very **e** _ _ **i** _ _ _ **t** and finishes projects quickly.
- 7 I have a very **r** _ _ _ _ **e** car. It never stops working.
- 8 My phone case is **p** _ _ **r** quality. It broke after three days.

Grammar 7.1 Talking about obligation

1 Complete the sentences with the correct form of *have to*.

- 1 Maria _____ come to the office, she can attend the meeting online.
- 2 I _____ meet a client at 2 p.m. Can you come too?
- 3 _____ you _____ give a presentation today?
- 4 _____ Frank _____ work late tonight?
- 5 You _____ notify the supplier because the system sends them an email.
- 6 All the team members _____ go to a conference in Manila.

2 Read Roger's calendar. Correct the false sentences. There is one correct sentence.

- 1 Roger has to write the agenda on Monday.
Roger doesn't have to write the agenda on Monday, he has to email it to colleagues.
- 2 Roger and Tom have to give a presentation on Monday.

- 3 Roger has to attend a planning meeting on Tuesday.

- 4 Jo has to visit a supplier with Roger on Tuesday.

- 5 Roger has to travel to Germany on Thursday.

- 6 Roger doesn't have to give a presentation on Thursday.

Monday

- Email the agenda for the KP meeting in Germany to colleagues
- Write a presentation with Tom

Tuesday

- Attend a planning meeting for the KP project
- Visit (with Jo, if she's free) the supplier to discuss new contract

Wednesday

- Travel to Germany

Thursday

- Visit KP in Germany
- Give presentation

7.3 Instructions

3 Choose the correct word to complete the instructions.

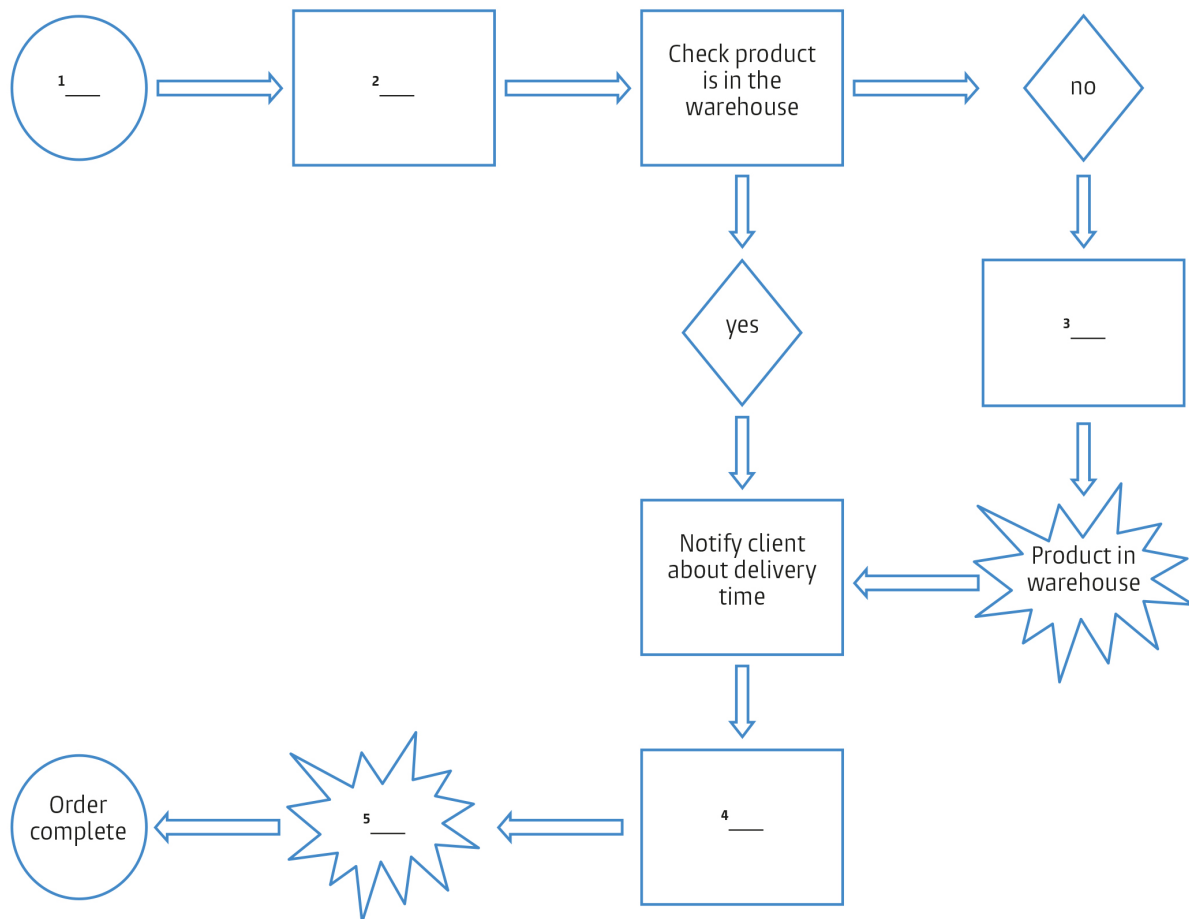
- 1 *Download/Downloading* the report to your computer.
- 2 *Not check/Check* the report carefully.
- 3 *Clicking/Click* here to share the report with the team.
- 4 *Not send/Send* an email to the client about the report.
- 5 *Forget/Don't forget* to attach the report.

Reading and listening

A workflow problem

1 7.01 Complete the workflow with the stages a-e. Then listen and check.

- a Deliver the item to the client
- b Enter the order into the system
- c Receive an order from the client
- d Request the product from the supplier
- e Ship the order from the warehouse



2 7.02 Listen to a conversation about the workflow in Exercise 1. Tick (✓) the problem(s) they talk about.

- ☐ damaged packages
- ☐ incorrect invoices
- ☐ late deliveries

3 Listen again. Are the sentences *true* (T) or *false* (F)?

- 1 There were more orders this month than last month. _____
- 2 The process was longer because the products were not in the warehouse. _____
- 3 Customers often get the wrong information about delivery times. _____
- 4 Product delivery is always three to five days after the company receives an order. _____
- 5 The team agree to change the workflow. _____

Writing Giving instructions

- 1** Read the instructions on how to register for New Starter Training. Which is clearer, A or B?



New Starters

- | | |
|--|---|
| <p>A</p> <ol style="list-style-type: none"> 1 Click on the intranet. Find the HR page. 2 Enter your employee ID number and password on the HR page. 3 Download the training software from the HR page. 4 Open the software and find 'New Starter Training'. 5 Complete the training and notify your manager. | <p>B</p> <ol style="list-style-type: none"> 1 In your first week, you have to complete 'New Starter Training'. First, click on the intranet and find the HR page. You have to enter your employee ID number and password in the correct section. 2 Then you have to download the training software to your computer and open it. Next, look for 'New Starter Training'. 3 Finally you have to complete the training. Don't forget to notify your manager when you finish! |
|--|---|

- 2** Read Instructions A in Exercise 1. Are the sentences *true* (T) or *false* (F)?

- | | |
|---|-------|
| 1 The employee has to email HR about the training software. | _____ |
| 2 The employee has to use the company intranet to find the training software. | _____ |
| 3 The employee has to enter their surname and password on the HR page. | _____ |
| 4 The employee has to complete the training on their computer. | _____ |
| 5 The employee has to tell their manager when they complete the training. | _____ |

- 3** Complete the instructions with the words in the box.

ask check click remember request send



New Starters

How to book your first meeting room

- ¹ _____ an email to an Admin Assistant at officeadmin@pltyp.net, with the subject 'Office meeting rooms'.
 In the email, ² _____ the Admin Assistant to create your account on the meeting room system.
³ _____ to give your first name and surname in the email.
 When the Admin Assistant approves it, ⁴ _____ here to enter the system.
⁵ _____ the meeting room, date and time you want.
⁶ _____ the information is correct and click 'Submit'.

- 4** Read the instructions. Rewrite them to make them clearer.

- 1 In your first month, you have to change your employee profile on the HR page. First, you have to click on the intranet and find the HR page. Then you have to enter your employee ID number and password in the correct section.
- 2 Then you have to find and click on 'Edit Employee Profile'. Next, you have to enter your details – job title, department, etc. Then you have to check all the information is correct.
- 3 Finally, you have to click on 'Submit' to complete your profile. If you have any problems, you have to send an email to help@pltyp.net.

To change your employee profile

- 1 Click on the intranet.

Functional language

Making and responding to suggestions

1 Write sentences for making and responding to suggestions using the prompts.

1 OK / not totally convinced / .

2 interesting . / tell more / .

3 why don't / ask HR to find someone / ?

4 that / good idea / .

5 why not / ask finance for more money / ?

6 not sure / that / .

7 think / should hire / a new person / .

2 Match the sentences from Exercise 1 to the correct category.

Giving ideas: ____

Responding to ideas: 1 ____3 7.03 Complete the conversation with the phrases from Exercise 1. Then listen and check.

A: So the team has too much work. We need to help them. How can we improve the situation?

B: I think ¹ _____.A: That's interesting. Tell ² _____.B: We can get a new person to help with the work. Why ³ _____?A: I'm ⁴ _____. We don't have the money.B: Why ⁵ _____?A: OK, ⁶ _____.

B: I can arrange a meeting with them to talk about it.

A: That ⁷ _____.

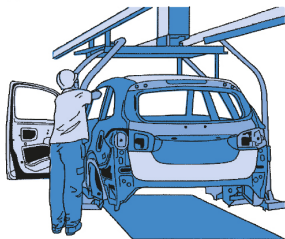
8 Managing projects

Vocabulary 8.1 Production

1 Match the words with the pictures 1-8.

custom model demand inspection in stock lead time
manufacturing out of stock standard model

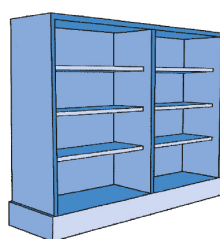
1



2



3



4



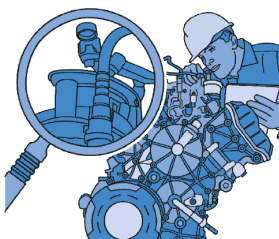
5



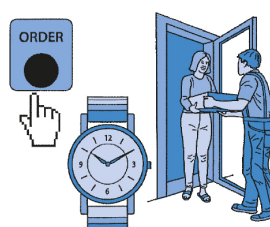
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7



8



2 Complete the sentences with the words in Exercise 1.

- 1 I'm afraid that product isn't available. It's _____.
- 2 This is the _____. It's the product customers normally buy.
- 3 From order to delivery we have a _____ of six weeks.
- 4 Yes, we have that product. It's _____ in our shops.
- 5 The _____ department makes all the products.
- 6 It's a really popular product. There's a lot of _____ for it.
- 7 We check all cars before we deliver them. The _____ usually takes a day.
- 8 This isn't the normal model, it's a _____.

8.2 Saving money

3 Choose the correct option.

- 1 We often *review* / *outsource* / *relocate* expenses to see how much money we spend.
- 2 The new machines will allow us to *upgrade* / *automate* / *review* more tasks.
- 3 I *save* / *relocate* / *work* remotely three days a week.
- 4 We will *work* / *upgrade* / *negotiate* our technology with better software next year.
- 5 We *relocate* / *review* / *outsource* our human resource work to a company in Spain.
- 6 In my job I always *work* / *automate* / *negotiate* with customers, normally about prices.
- 7 We will *relocate* / *upgrade* / *work* to the city centre next month.
- 8 We can *upgrade* / *automate* / *save* energy if we turn the computers off at night.

Grammar 8.1 Revision of the present

1 Complete the sentences and questions with the correct form of the verbs in brackets.

- 1 Manufacturing of this model _____ (take) five days.
- 2 Demand _____ (not be) very high this year.
- 3 _____ (be) the standard model in stock?
- 4 It _____ (take) three days to ship items to customers in Canada.
- 5 _____ you _____ (need) to order it today?
- 6 Simon _____ (not need) a day to write his presentation.
- 7 The lead time _____ (be) five days, but we want to reduce it to four.
- 8 _____ it _____ (take) a long time to deliver the product?

8.2 Revision of the past

2 Write sentences and questions in the past using the prompts.

- 1 The rent / be / cheaper last month.

- 2 You / work remotely / yesterday?

- 3 He / not finish / the report yesterday.

- 4 The client / make / changes to their office costs.

- 5 We / sell / more cars last year.

- 6 We / give / the client / a new software package.

- 7 He / negotiate / the price?

- 8 I / buy / LED lights to save energy.

8.3 Revision of the future

3 Complete the sentences with *will* and the words in the box.

have hire improve move not continue not write provide ~~travel~~

- 1 I 'll travel to Warsaw for the start of the new project.
- 2 We _____ a meeting with all managers to discuss the changes.
- 3 The project _____ next year.
- 4 When _____ the company _____ offices?
- 5 I _____ the report tomorrow, I'm too busy this week.
- 6 The IT department _____ training on the new software.
- 7 The company _____ the canteen with better tables and chairs.
- 8 My team _____ a new employee next month.

Reading An online interview

1 Read the interview. Tick (✓) the ways the company reduced costs.

- | | |
|---|--|
| ☐ negotiated with managers | ☐ relocated to another office |
| ☐ reviewed expenses | ☐ saved energy |

Q: So, Ms. Caballero, how did you reduce costs in your department?

A: First, I negotiated with management for realistic project dates. So we saved money because we didn't miss deadlines. We also stopped outsourcing work to other companies because we always received poor-quality work.

Q: How much money did you save?

A: A lot! We reduced costs by five percent. With more money, we upgraded our technology and automated tasks. The employees were happy because we improved their jobs.

Q: Did you make other changes?

A: Yes, we relocated to a new office two kilometres from the old office. It's more spacious, more modern and cheaper!

2 Read the interview again. Are the sentences *true* (T) or *false* (F)?

- 1 Ms. Caballero negotiated with management for changes in schedules. ____
- 2 After the changes, Ms. Caballero's department missed some deadlines. ____
- 3 Before the changes, Ms. Caballero's department outsourced work. ____
- 4 Employees were happy because they received more money. ____
- 5 The company moved to a bigger office. ____

3 Complete the second part of the interview with the questions in the box.

- ^a Did the employees like the new office?
^b What did management say about the changes?
^c What didn't you change?

Q: ¹ _____

A: Public transport was a longer walk, and the internet was slower, so not everyone was happy. But most employees prefer it now.

Q: ² _____

A: They were happy. We saved money and now make better products. Also, sales in the company are better.

Q: ³ _____

A: We changed a lot. But the team didn't change. We didn't hire any new employees.

Writing Scope statements

1 Read the scope statement. Tick (✓) the aim of the project.

- ☐ improve client and employee experience
- ☐ improve project planning
- ☐ improve quality of work
- ☐ improve sales

This project will automate our payment system. It will take three months to complete.

Firstly, we'll test three different software packages. **Then** we'll ask employees which package they think is the best. **Finally**, we'll choose the package. We will launch it in November.

The result is that the payment system will be easier for our clients to use. It will also reduce work in the finance department.

2 Read the scope statement again and complete the notes.

Project aim	
Time to complete	
Stage 1	
Stage 2	
Stage 3	
Result	

3 Use the notes below to write a scope statement. Use the phrases in bold in Exercise 1 to help you.

Project aim	Improve company website
Time to complete	Six months
Stage 1	Ask employees and clients about the website
Stage 2	Have meetings with managers and agree on the website changes
Stage 3	Ask digital designers and IT team to change the website
Result	Clients buy more services on our website

Functional language

Giving feedback

1 Complete the sentences with the words in the box.

done fantastic future happy job means remember result

- 1 We're very _____ with your work.
- 2 Great _____ managing the project.
- 3 This _____ that we can increase our sales.
- 4 In _____, contact the supplier about the problem.
- 5 That was _____ work.
- 6 Well _____ on negotiating with the supplier.
- 7 The _____ is that we can automate tasks.
- 8 _____ to have progress meetings every day.

2A 8.01 Listen and choose the correct sentence to complete the feedback.

Feedback 1

- a ...this means that we can make a new product.
- b ... in future, ask for a higher price.
- c ... the result is that we can hire a new employee.

Feedback 2

- a ... the result is that we can make the product in Mexico.
- b ... in future, negotiate with suppliers.
- c ... try to invite more people.

Feedback 3

- a ... try to invite more people.
- b ... remember to review expenses every month.
- c ... the result is that we can hire a new employee.

B 8.02 Listen and check your answers to Exercise 2A.

3 Write feedback for each situation. Use the sentences in Exercise 1 to help you.

- 1 A team member doesn't reply to a client's email.

- 2 A team member makes a very good presentation.

- 3 Your team gets a new client.

- 4 A team member misses an important meeting.

- 5 A team member has a good idea that will save money.

- 6 A team member doesn't ask a supplier for a better price.



Pronunciation

Unit 1

1.2 The alphabet

1 P1.01 Listen and write the letters.

A	O											

2 P1.02 Say the alphabet. Then listen and check.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

3 P1.03 Listen and write the company names.

- | | | |
|--------------|---------|---------|
| 1 <u>KLM</u> | 4 _____ | 7 _____ |
| 2 _____ | 5 _____ | 8 _____ |
| 3 _____ | 6 _____ | 9 _____ |

4 P1.04 Listen and write the words.

- | | | |
|-------------|---------|---------|
| 1 <u>OK</u> | 4 _____ | 7 _____ |
| 2 _____ | 5 _____ | 8 _____ |
| 3 _____ | 6 _____ | 9 _____ |

5 P1.05 Listen and complete the addresses.

- | | |
|------------------|---------------------|
| 1 www _____ | 4 _____@media _____ |
| 2 service@ _____ | 5 _____com _____ |
| 3 _____@ _____ | 6 _____ |

6 P1.06 Listen and correct the spelling mistakes. Tick (✓) the correct words.

- | | | |
|---------------------|---------------------|-------------------|
| 1 Th a m s e | 4 B r o o m b e r g | 7 L e o n g |
| 2 G e o f r e y | 5 A s h l y n | 8 R o d r i g e s |
| 3 L i e c e s t e r | 6 B a r v i s k i | 9 N t v H o |

1.3 Plural -s

1 P1.07 Listen and repeat.

- | | | | |
|--------------|-------------|-----------------|---------------|
| 1 one book | two books | 4 one factory | no factories |
| 2 one shop | no shops | 5 one bus | two buses |
| 3 one number | two numbers | 6 one warehouse | no warehouses |

2A P1.08 Listen and write the words in the correct place in the table.

addresses breaks codes employees jobs locations nights offices restaurants workplaces
--

P1.08a /s/	P1.08b /z/	P1.08c /ɪz/
		addresses

B P1.09 Listen and check. Then practise saying the words.

Unit 2

2.2 Numbers

1  P2.01 Say the numbers from 1–30. Listen and check after every number.

2  P2.02 Listen and circle the numbers you hear.

1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30

3  P2.03 Listen and circle the numbers you hear.

- | | | |
|---------------------|---------------------|---------------------|
| 1 13 / 30 products | 4 17 / 70 computers | 7 18 / 80 companies |
| 2 30 / 40 emails | 5 15 / 50 shops | 8 16 / 60 countries |
| 3 19 / 90 employees | 6 14 / 40 dollars | 9 13 / 30 pounds |

4  P2.04 Listen and write the phone numbers.

- | | | |
|-----------|---|---|
| 1 504 815 | 3 | 5 |
| 2 | 4 | 6 |

5  P2.05 Listen and tick (✓) the position of the word *and* in the numbers. Listen again and repeat.

- | | | |
|---------|------|-------------|
| 1 289 | 2✓89 | 4 43,650 |
| 2 365 | | 5 337,514 |
| 3 1,238 | | 6 4,810,713 |

2.3 Questions

1A  P2.06 Listen and chose the correct option.

- Do you / Do they have a canteen?
- Do you / Do they sell this product online?
- Do I / Do we have meetings every week?
- Does she / Does he answer your calls?
- Does he / Does it solve technical problems?

B Listen again and practise saying the sentences in Exercise 1A.

2  P2.07 Listen and write the words. Listen again and repeat.

- _____ sell products online?
- _____ write emails to clients?
- _____ phone suppliers?
- _____ know their boss?
- _____ provide financial services?

3  P2.08 Listen and write the questions. Listen again and repeat.

- _____ ?
- _____ ?
- _____ ?
- _____ ?
- _____ ?

Unit 3

3.1 *can* and *can't*

1  P3.01 Listen to the dialogue. Where is *can* stressed? Circle the correct word.

We ¹*can* talk about this later.

²*Can* I call you on Monday?

Yes, you ³*can*. What time?

2  P3.02 Listen and write the words you hear. Listen again and repeat.

1 _____ spell the address, please?

2 _____ speak German?

3 _____ buy a new computer?

4 _____ start on Wednesday?

3  P3.03 Listen and write *can* or *can't*. Listen again, check and repeat.

1 She _____ answer the phone.

2 We _____ work at the weekend.

3 You _____ finish the report on Friday.

4 I _____ go to the meeting.

5 He _____ take a break at 12:30.

3.2 Ordinal numbers

1  P3.04 Complete the sentences. Then listen, check and repeat.

1 April is the fourth month.

7 July is the _____ month.

2 January is the _____ month.

8 October is the _____ month.

3 December is the _____ month.

9 June is the _____ month.

4 March is the _____ month.

10 August is the _____ month.

5 February is the _____ month.

11 November is the _____ month.

6 May is the _____ month.

12 September is the _____ month.

2  P3.05 Listen and repeat the numbers.

12th – 20th

15th – 50th

18th – 80th

13th – 30th

16th – 60th

19th – 90th

14th – 40th

17th – 70th

10th – 100th

3  P3.06 Listen and write the dates. Listen again, check and repeat.

1 _____ March _____

6 _____ October _____

2 _____ June _____

7 _____ April _____

3 _____ August _____

8 _____ May _____

4 _____ July _____

9 _____ January _____

5 _____ December _____

10 _____ November _____

4  P3.07 Listen and write the numbers. Listen again, check and repeat.

1 It's my _____ day in the company.

2 It's the _____ order this month.

3 It's John's _____ birthday.

4 It's on the _____ floor.

B Listen again and practise saying the numbers in Exercise 4A.

Unit 4

4.1 The -ed ending

1 P4.01 Listen and repeat.

press → pressed /t/

like → liked /t/

travel → travelled /d/

live → lived /d/

start → started /ɪd/

need → needed /ɪd/

2A P4.02 Listen and write the words in the correct place in the table.

accepted asked called changed complained ended fixed helped
planned provided wanted worked

 P4.02a /t/	 P4.02b /d/	 P4.02c /ɪd/
		accepted

B P4.03 Listen and check. Then practise saying the words.

3A P4.04 Listen and tick (✓) the sentences you hear.

- | | | | |
|--|--------------------------|--|-------------------------------------|
| 1 I like my job. | ☐ | I liked my job. | ☒ |
| 2 They always help me. | ☐ | They always helped me. | ☐ |
| 3 I want to take a holiday. | ☐ | I wanted to take a holiday. | ☐ |
| 4 I work for a transport company. | ☐ | I worked for a transport company. | ☐ |
| 5 We provide financial services. | ☐ | We provided financial services. | ☐ |

B P4.05 Listen and practise saying the sentences in Exercise 3A.

4.3 'th' as /θ/ and /ð/

1A P4.06 Listen and write the words in the correct place in the table.

birth month nothing thanks that there they think thirty this together with

 P4.06a /θ/	 P4.06b /ð/
birth	

B P4.07 Listen and check. Then practise saying the words.

2 P4.08 Listen and repeat.

- | | | | |
|-------------------|------------------|-------------------|----------------|
| 1 then | 3 Kathy | 5 thousand | 7 other |
| 2 anything | 4 clothes | 6 thing | 8 them |

3 P4.09 Listen and repeat.

- | | | | | | | | |
|----------------|------|-----------------|-------|----------------|---------------|--------------|--------------|
| 1 three | free | 3 thanks | tanks | 5 eight | eighth | 7 six | sixth |
| 2 think | sink | 4 they | day | 6 four | fourth | 8 ten | tenth |

4 P4.10 Listen and write the words.

- | | | | |
|---------|---------|---------|---------|
| 1 _____ | 3 _____ | 5 _____ | 7 _____ |
| 2 _____ | 4 _____ | 6 _____ | 8 _____ |

Unit 5

5.1 /ŋ/ and the Present Continuous

1A  P5.01 Listen and number the words in the order you hear them.

_____ building _____ evening _____ everything _____ marketing
 _____ spring _____ thing _____ washing 1 wrong

B Listen again and practise saying the words in Exercise 1A.

2  P5.02 Listen and repeat the words and sentences.

1 studying	I'm studying.	5 coming	It's coming.
2 working	You're working.	6 arriving	We're arriving.
3 complaining	He's complaining.	7 helping	You're helping.
4 travelling	She's travelling.	8 calling	They're calling.

3  P5.03 Listen and complete the sentences. Listen again, check and repeat.

1 _____ a meeting.
 2 _____ to a meeting
 3 _____ for a meeting.
 4 _____ for the meeting.

5.3 /ɪ/ and /i:/

1A  P5.04 Listen and write the words in the correct place in the table.

beach big fix feel give gym ill key print read screen speak

 P5.04a /ɪ/	 P5.04b /i:/
	beach

B  P5.05 Listen and check. Then practise saying the words.

2A  P5.06 Listen and repeat the words.

1 live	leave	4 Tim	team
2 living	leaving	5 his	he's
3 fill	feel	6 sit	seat

B  P5.07 Listen and circle the words you hear in Exercise 2A.

3  P5.08 Listen and complete the sentences. Listen again, check and repeat.

1 Tim's _____ with us.
 2 I can _____ with you at five o'clock.
 3 This message is for your _____.
 4 Have a _____, please.
 5 Can you _____ this in?

Unit 6

6.1 The vowel /ə/

1A P6.01 Listen and underline the words you hear.

- | | | | |
|---------|---------|----------|---------|
| 1 big | bigger | 6 old | older |
| 2 dark | darker | 7 short | shorter |
| 3 large | larger | 8 noisy | noisier |
| 4 cheap | cheaper | 9 quiet | quieter |
| 5 late | later | 10 happy | happier |

B P6.02 Listen and practise saying the words in Exercise 1A.

2A P6.03 Listen and complete the sentences.

- | | |
|-----------------------------|-----------------------------|
| 1 We need a _____ car. | 4 I live in a _____ street. |
| 2 It was a _____ project. | 5 We moved to a _____ room. |
| 3 They offer _____ quality. | 6 There are _____ models. |

B Listen again and practise saying the sentences.

6.3 /æ/ and /ʌ/

1A P6.04 Listen and write the words in the correct place in the table.

bad bank brand bus have just lunch one plan plus touch that

 P6.04a /æ/	 P6.04b /ʌ/
bad	

B P6.05 Listen and check. Then practise saying the words.

2A P6.06 Listen and underline the words you hear.

- | | | | | | |
|-------|-----|---------|------|---------|-------|
| 1 app | up | 3 cap | cup | 5 track | truck |
| 2 bat | but | 4 match | much | | |

B P6.07 Listen and practise saying the words in Exercise 2A.

3A P6.08 Listen and write the words you hear.

- | | |
|-----------------------------|---------------------------|
| 1 Did you move that _____? | 4 Can you see that _____? |
| 2 It's a really nice _____. | 5 That _____ is broken. |
| 3 Do you need a _____? | |

B Listen again and practise saying the sentences in Exercise 3A.

4A P6.09 Find the /æ/ and /ʌ/ sounds in these sentences. Listen and check.

- The standard package is cheaper.
- We sell hundreds of new products.
- The summer months are not busy.
- You can find the contract in the attachment.
- It's not easy to manage an international team.

B Listen again and practise saying the sentences in Exercise 4A.

Unit 7

7.2 /aɪ/ and /eɪ/

1A  P7.01 Listen and write the words in the correct place in the table.

day great late light make nine sign train type white

 P7.01a /aɪ/	 P7.01b /eɪ/
	day

B  P7.02 Listen and check. Then practise saying the words.

2A  P7.03 Find the /aɪ/ and the /eɪ/ sound in the sentences.

- We installed the app in April.
- How many items are missing?
- He said that he paid a lot for the internet.
- I can't find the purchase order number.
- They say they have to check the invoice again.

B Listen again and practise saying the sentences in Exercise 2A.

7.3 /l/ and /r/

1A  P7.04 Listen and number the words in the order you hear them.

1 last ____ left ____ let ____ lift ____ lunch
____ ready ____ red ____ rent ____ ring ____ room

B Listen again and repeat the words in Exercise 1A.

2A  P7.05 Listen and underline the words you hear.

- | | | | |
|---------|-------|-----------|---------|
| 1 lead | read | 4 low | row |
| 2 light | right | 5 collect | correct |
| 3 long | wrong | | |

B  P7.06 Listen and repeat the words in Exercise 2A.

3A  P7.07 Listen and write the words you hear.

- | | |
|-----------------|-----------------|
| 1 _____ books | 5 _____ numbers |
| 2 _____ books | 6 _____ numbers |
| 3 _____ answers | 7 _____ colours |
| 4 _____ answers | 8 _____ colours |

B Listen again and practise saying the words in Exercise 3A.

4A  P7.08 Listen and complete the sentences.

- Remember to _____ it in the list.
- The deadline for _____ is tomorrow.
- They sell a wide range of _____ and tablets.
- It's an _____ location in a very green area.

B Listen again and practise saying the words in Exercise 4A.

Unit 8

8.2 Pronouncing the letter 'o'

1A  P8.01 Listen and write the words in the correct place in the table.

~~box~~ clothes copy home love job month money other program shop show

 P8.01a /ɒ/	 P8.01b /əʊ/	 P8.01c /ʌ/
box		

B  P8.02 Listen and check. Then practise saying the words.

2A  P8.03 Find the /ɒ/, /əʊ/ and /ʌ/ sounds in the sentences.

- I'm sorry. We don't sell this product.
- I often stay at this hotel when I'm in Poland.
- Can you come to the meeting on Monday?

B Listen again and practise saying the sentences in Exercise 2A.

3A  P8.04 Listen and complete the sentences.

- The photocopier _____ working this morning.
- Can you copy the _____ for me?
- The _____ price for the laptops is £8,549.
- There's no _____ ink in the printer.
- He called to _____ the meeting.

B Listen again and practise saying the sentences in Exercise 3A.

8.3 The vowel /ɜ:/

1A  P8.05 Listen to words with the sound /ɜ:/. Write *ir*, *ur*, *er* or *or* to complete the words.

- f____st
- 3 w____k
- 5 s____ve
- 7 f____ther
- 9 t____m
- 2 t____n
- 4 s____
- 6 w____ld
- 8 w____d
- 10 b____th

B Listen again and practice saying the words in Exercise 1A.

2A  P8.06 Listen and underline the word you hear.

- ten turn 3 fast first 5 walked worked
- walk work 4 save serve 6 term Tim

B  P8.07 Listen and repeat the words in Exercise 2A.

3A  P8.08 Listen and complete the sentences.

- The finance officer approves _____ orders.
- They _____ the price yesterday.
- We have to hire more construction _____.
- The supplier didn't _____ my call.
- My company moved office on the _____ of June.
- I sent an email to the wrong _____.

B Listen again and practise saying the words.



Answer key

Unit 1

Vocabulary

- 1** 1 Argentinian
2 Brazilian
3 Indian
4 Irish
5 Japanese
6 Mexican
7 Polish
8 Spanish
9 British
10 American
- 2** 1 American
2 Spain
3 Indian
4 Irish
5 Argentina
6 Mexican
- 3** 1 Title
2 First name/Given name
3 Surname/Last name
4 Nationality
5 Address
6 Postcode/ Zip code
7 Passport/ID card number
8 Phone/Mobile/Cell number
9 Email address
10 Marital status

Grammar

- 1** 1A Are
1B 'm
2A are
2B 'm
3 's, 's
4 Is
5 're
6 're
7 's
- 2** 1 are
2 'm/am
3 's/is
4 are
5 's/is
6 's/is
7 are
- 3** 1 is
2 are
3 are
4 's
5 is
6 are
7 's
8 are

Reading and listening

- 1** to start a new job
- 2** 1 Beto
2 Anna
3 female
4 Mexican

- 5 anna_beto@adu.com
6 07665 674 556
7 07855 334 212
8 ED4567689

- 3** 1 surname
2 Can you
3 (And) What's your
4 (And) Where are
5 address
6 What's your
- 4** 2 your 3 his
4 their 5 our
6 her

Writing

- 1** 1 is 2 is 3 am 4 is 5 is
2 1 T 2 F 3 F 4 T 5 T 6 F
3 Sample answer

I work for Puelo Alto S.A. My company has three locations in three countries. There's a head office in Barcelona, Spain, a factory in Bogotá, Colombia and a warehouse in Porto, Portugal.

I'm a Warehouse Manager in the shipping department. It's part of the distribution division. I work in the warehouse in Porto. The building is large and there are restaurants near the warehouse.

Functional language

- 1** a What's your name, please?
b My name's Elsa Wolley.
c Good morning, how may I help you?
d Could you spell that, please?
e I'm here to see Mr Jones.
f Thank you. Would you like some tea or coffee?
g Yes, it's W-O-L-L-E-Y.
- 2** 2 e 3 a 4 b 5 d 6 g 7 f
- 3** 1 see you again
2 Good to see
3 are you
4 come in
5 How about
6 No, thanks

Unit 2

Vocabulary

- 1** 1 Production 2 check
3 Sales 4 manage
5 Designer 6 make
7 Specialist 8 solve
- 2** 1 c 2 b 3 d 4 a

- 3** 1 provides 2 designs
3 sell 4 make
5 sells 6 provide
- 4** Student's own answers
- 5** 2 1,300 3 32,609
4 500,000 5 376,820
6 2,900,000

Grammar

- 1** 1 work 2 solves
3 manage 4 has
5 check 6 make
7 sell 8 write
- 2** 1 Nissan makes electric cars.
2 They manage a team of ten people.
3 We have a meeting every Monday.
4 She works for a bank.
5 I write the sales reports.
6 He solves IT problems for his company.
- 3** 1 do, work, work
2 have, has
3 do, solve, solve
4 do, manage, don't manage
5 do, check, check
6 does, make, make

Reading and listening

1

Company name	Perfecta Cars
Business	Car manufacturer
Head office	Bonn, Germany
Factory	Chengdu, China; the UK
Top sales	Europe, the USA
Number of staff	2,500/two thousand five hundred
Number of countries	10/ten

- 2** 1 F 2 T 3 F 4 T 5 T 6 T
- 3** 1 work for 2 make and sell
3 sell 4 have
5 are
- 4** 1 a 2 an 3 an 4 a
5 a 6 an 7 an 8 an

Writing

1

Name	Sylvie Petit
Job	Production Engineer
Company location	Toulouse, France
Work tasks	Check the production processes are safe, provide technical solutions. (Have meetings with manager.)
Work travel	Paris every month for two days.
Work days	Monday to Thursday.

2 1 T 2 F 3 T 4 T 5 F

3 Sample answer

Hi, I'm Max. I'm a Sales Manager in the head office in Paris, France. I manage the sales team, have meetings with clients, and write reports. I travel to Frankfurt for two weeks every year. I work from Monday to Friday.

Functional language

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

2 1 F 2 F 3 T 4 T 5 T

- 3 1 my name's
2 Nice to
3 Which department
4 I'm in
5 in production
6 do you work
7 Nice talking
8 See you

Unit 3

Vocabulary

- 1 1 February 2 Spring
3 April 4 June
5 July 6 Autumn
7 October 8 November

2 1 A 2 E 3 - 4 D
5 B 6 C 7 -

3 2 30/06/2017 3 15/10/2006
4 05/11/2006 5 20/02/2001
6 12/02/2001

Grammar

1 1 can 2 can't
3 can 4 can't
5 can't 6 can

- 2 1 Can you speak Italian?
2 Can we go on the business trip?
3 Can they meet the client today?
4 Can he work late tomorrow?

3 1 was 2 was
3 were 4 weren't
5 was 6 weren't
7 was 8 wasn't

- 4 1 What was the problem?
2 Were they in a meeting yesterday?
3 Why was the product broken?
4 Was the delivery correct?

Reading

1 holiday dates, working at home

2 1 b 2 a 3 b

3 1 You can
2 I'm afraid
3 of course
4 Could you
5 let me know

4 1 at
2 on
3 from, to
4 in
5 from, to
6 at
7 in
8 on

Writing

1A his delivery was late

B send the correct order

2 1 unhappy
2 AB 2365
3 ten/10
4 six/6

3 1 c 2 a 3 d 4 b

4 Sample answer

I'm writing to complain about our order (Ref AB 6754) on 12th January.

Our order was for twenty-five computer keyboards and ten computer screens, but seven keyboards were missing and five screens were broken.

Can you send the missing part of our order and replace the broken items, please?

I look forward to hearing from you.

Best regards,

Functional language

- 1 1 Where are we with planning the new project?
2 We have a problem with the website.
3 We need to ask an IT Specialist for help with it.
4 I think we need more time.
5 Yes, we're on schedule.
6 Yes, I think we can.

2 1 F 2 F 3 T 4 F 5 T

3 1 b 2 b 3 a 4 b

Unit 4

Vocabulary

1 1 saw 2 had
3 wrote 4 said
5 made 6 went

2 1 saw 2 went
3 wrote 4 gave
5 said 6 made

- 3 1 Check your spam folder.
2 Contact the supplier about the order.
3 Send a message to the delivery company.
4 Check that your internet works.
5 Ask a colleague for help.
6 Ask the IT department for help.
7 Contact the supplier by email.
8 Ask the receptionist to check the address.

4 a 8 b 6 c 1 d 7 e 5 f 2
g 4 h 3

Grammar

- 1 2 She managed a team of ten people in her job last year.
3 They stopped work at 1 p.m. yesterday.
4 You studied English two weeks ago.
5 You started work at 9 a.m. yesterday.
6 I travelled to work by bus yesterday.

2 1 travelled 2 stopped
3 phoned 4 said
5 asked 6 went
7 had 8 gave

3 1 didn't come 2 Did, have
3 didn't arrive 4 Did, stop
5 didn't see 6 Did, make

- 4 2 Did he go to New York last week?
3 I didn't (restart the computer).
4 Did you give the client a discount?

Listening

- 1** 1 How can I help you?
2 Could I speak to Jaime, please?
3 I'm afraid Jaime is in a meeting.
4 Can I take a message?
5 Could you ask Jaime to call me?
6 This is Will from Zedtronica.
7 I'll give Jaime the message.
8 Can I help you with anything else?

2A There's a problem with a machine.

B 1 F 2 F 3 T 4 T 5 F

- C** 1 this morning
2 no
3 aren't
4 Katie
5 9 a.m.

Writing

- 1** a broken machine, bad customer service
2 1 f 2 c 3 b 4 a 5 d 6 e

3 Sample answer

Dear Mr Harlson,
We are sorry that you had some problems.
Can we get some more information about the problem? Did the technician say sorry? Did he say when he can return?
We'll phone you after we speak to the technician.
We are sorry again for the problems you had.
Best regards,

Functional language

- 1** 1 help you
2 the problem
3 Did you
4 can give
5 you can choose
6 I'll order
2 1 can I help you
2 the problem
3 try turning it off and on
4 try using headphones
5 order you a new one
6 can collect it on Wednesday

Unit 5

Vocabulary

- 1** 1 have 2 email
3 make 4 reports
5 suppliers 6 client
2 1 e 2 d 3 f 4 c 5 a 6 b

- 3** 1 prepare 2 visit
3 have 4 meeting
5 write 6 minutes
7 make 8 phone
9 write 10 report
11 visit 12 go
4 1 product 2 meeting
3 product 4 meeting
5 product 6 product
7 meeting 8 meeting

Grammar

- 1** 2 We aren't / We're not having a meeting
3 She's visiting a client
4 I'm writing an email
5 They're not writing the meeting minutes
6 He isn't/'s not making a phone call
2 1 is/'s preparing
2 are/'re writing
3 are/'re making
4 am/'m writing
5 is/'s writing
6 are not/aren't helping
7 are/'re visiting
8 is not/'s not/isn't working
3 1 He is/'s working late tomorrow.
2 We are/'re visiting a client next week.
3 I am/'m not having any meetings tomorrow.
4 Are you visiting the supplier tomorrow?
4 2 he is/'s having lunch with Mark and Lucy.
3 he is/'s having a meeting about delivery dates with ExPressSupplies.
4 he is/'s giving a presentation about the new product range.
5 he is/'s preparing for a meeting with the Production Engineer.
6 he is not/'s not/isn't having a progress meeting.

Listening

- 1** 1 Can we arrange a meeting on Tuesday?
2 Sorry, I'm busy on Tuesday.
3 I'm free on Wednesday.
4 Sorry, but I can't do Wednesday.
5 Are you free on Thursday?
6 Let me just check.
7 Can we do Thursday?
8 I'll see you then.

2 to postpone a meeting

3 1 F 2 T 3 F 4 F 5 T 6 T

- 4** 1 can't make 2 client
3 free 4 I'm busy
5 not working 6 can't do

Writing

- 1** 1 we meet 2 I'd like to
3 can meet 4 I'm visiting
5 free on 6 can't do
2 1 c 2 f 3 d 4 a 5 b 6 e

3 Sample answer

Hi Steve,
I'm busy on Monday. I'm not working in the office on Monday, I'm giving a presentation.
Can we meet on Thursday?
Can you do half past ten? We need to finish the meeting by twelve o'clock.
Thanks,

Functional language

- 1** 1 c 2 b 3 d 4 e 5 a
6 g 7 f
2 1 some help
2 please
3 afraid I can't
4 I'm working on
5 too busy
6 could ask
3 1 Can/Could I ask a favour? / Can/Could you help me? / Can/Could I ask you for some help?
2 Can I help you? / Do you need some help?
3 Can/Could I ask a favour? / Can/Could you help me? / Can/Could I ask you for some help?
4 Can I help you? / Do you need some help?

Unit 6

Vocabulary

- 1** 1 e 2 d 3 a 4 b 5 f 6 c
2 1 easy 2 close
3 short 4 modern
5 spacious 6 cheap
3 1 d 2 f 3 a 4 b 5 c 6 e

Grammar

- 1** 1 closer
2 more spacious
3 quieter
4 further
5 more modern
6 more difficult

- 2** 1 The city is busier than the countryside.
2 Our new office is larger than the old office.
3 Trains are more expensive than buses in my country.
4 My new journey to work is shorter than my old journey.
5 Your new phone is smaller than your old phone.
6 London's metro is more old-fashioned than New York's metro.
- 3** 2 If we **order** today, we'll **save** money.
3 If he **sells** more, he'll make more money.
4 If they **buy** this package, it will cost more.
5 If she **goes** on holiday, she'll **miss** the meeting.
6 If we choose the business package, it **will/ll** cost \$45 a month.
- 4** 1 buy 2 will/ll get
3 buy 4 will/ll deliver
5 deliver 6 will/ll get

Reading

- 1** Quotes for the new IT system
- 2** 1 the best 2 worse
3 better 4 the worst
5 the best 6 better
7 worse 8 the worst
9 the best 10 better
11 worse 12 the worst

- 3** Fenflow
4

	***	**	*
Quality	PBR	Fenflow	Senex
Price	Fenflow	Senex	PBR
Service	Fenflow	PBR	Senex

Writing

- 1** say which car company is best
- 2** **Suggested answers**
1 Ace Cars is cheaper than Super Cars, but more expensive than AtoZ Cars.
2 Super Cars has the best quality.
3 AtoZ Cars has the worst service.
4 AtoZ cars has a smaller minimum order than Super Cars, but a bigger minimum order than Ace Cars.
5 Ace Cars has the best service and the smallest minimum order.
6 Super Cars has the biggest minimum order.

- 7 Super Cars is the most expensive.
8 Ace Cars have the lowest quality of cars.

3 Sample answer

Hi Rick,

I compared the three car services.

AtoZ Cars is cheaper than the other services. It has better quality than Ace Cars but worse than Super Cars. It has the worst service.

Super Cars is more expensive than the others. It has the best quality, but worse service than Ace Cars. It also has a bigger minimum order than the other companies.

Ace Cars is cheaper than Super Cars but more expensive than AtoZ Cars. It has the worst quality, but the best service. It has a smaller minimum order than the other companies.

I think we should choose Ace Cars because it has the best service and smallest minimum order.

Functional language

- 1** 1 let's look 2 can see
3 slide shows 4 you look at
5 on the slide 6 the fourth
- 2** a 3 c 4 d 5 e 2
- 3** 1 c 2 a 3 d 4 e 5 b
- 4** B 5 C 3 D 1 E 2

Unit 7

Vocabulary

- 1** 1 approve 2 supplies
3 enter 4 notify
5 issue 6 request
- 2** 1 supplies
2 notifies, request
3 enters
4 approves
5 receives
- 3** 1 excellent 2 clear
3 unreliable 4 simple
5 complicated 6 efficient
7 reliable 8 poor

Grammar

- 1** 1 doesn't have to
2 have to
3 Do, have to
4 Does, have to
5 don't have to
6 have to

- 2** 2 Roger and Tom don't have to give a presentation on Monday, they have to write it.
3 Correct
4 Jo doesn't have to visit a supplier with Roger on Tuesday. She can if she's free.
5 Roger doesn't have to travel to Germany on Thursday, he has to travel on Wednesday.
6 Roger has to give a presentation on Thursday.
- 3** 1 Download 2 Check
3 Click 4 Send
5 Don't forget

Reading and listening

- 1** 1 c 2 b 3 d 4 e 5 a
2 late deliveries
3 1 F 2 T 3 T 4 F 5 T

Writing

- 1** A
2 1 F 2 T 3 F 4 T 5 T
3 1 Send 2 ask
3 Remember 4 click
5 Request 6 Check

4 Sample answer

To change your employee profile:

- 1 Click on the intranet. Find the HR page and enter your employee ID number and password.
2 Find and click on 'Edit Employee Profile'. Enter your details (job title, department, etc.) Check all the information is correct.
3 Click 'Submit' to compete your profile. If you have any problems, send an email to helphr@pltyp.net.

Functional language

- 1** 1 OK, but I'm not totally convinced.
2 That's interesting. Tell me more.
3 Why don't we ask HR to find someone?
4 That's a good idea.
5 Why not ask finance for more money?
6 I'm not sure about that.
7 I think we should hire a new person.

2 Giving ideas: sentences 3, 5, 7

Responding to ideas:

sentences 1, 2, 4, 6

- 3** 1 we should hire a new person
2 me more
3 don't we ask HR to find someone
4 not sure about that
5 not ask finance for more money
6 but I'm not totally convinced
7 's a good idea

Unit 8

Vocabulary

- 1** 1 manufacturing
2 demand
3 out of stock
4 in stock
5 standard model
6 custom model
7 inspection
8 lead time
- 2** 1 out of stock
2 standard model
3 lead time
4 in stock
5 manufacturing
6 demand
7 inspection
8 custom model
- 3** 1 review 2 automate
3 work 4 upgrade
5 outsource 6 negotiate
7 relocate 8 save

Grammar

- 1** 1 takes 2 isn't
3 is 4 takes
5 Do, need 6 doesn't need
7 is 8 Does, take
- 2** 1 The rent was cheaper last month.
2 Did you work remotely yesterday?
3 He didn't finish the report yesterday.
4 The client made changes to their office costs.
5 We sold more cars last year.
6 We gave the client a new software package.
7 Did he negotiate the price?
8 I bought LED lights to save energy.

- 3** 2 will/'ll have
3 won't continue
4 will, move
5 won't write
6 will provide
7 will improve
8 will hire

Reading

- 1** negotiated with managers, relocated to a different office
- 2** 1 T 2 F 3 T 4 F 5 T
- 3** 1 a 2 b 3 c

Writing

- 1** improve client and employee experience

2

Project aim	To automate the payment system
Time to complete	Three months
Stage 1	Test three software packages
Stage 2	Ask employees which package they think is best
Stage 3	Choose the package
Result	Payment system will be easier to use and it will reduce work in the finance department

3 Sample answer

This project will improve the company website. It will take six months to complete.

Firstly, we'll ask employees and clients about the website. Then we'll have meetings with the managers and agree on the website changes. Finally, we'll ask the digital designers and IT team to change the website.

The result is that clients will buy more services on our website.

Functional language

- 1** 1 happy 2 job
3 means 4 future
5 fantastic 6 done
7 result 8 Remember

2A/B

- 1 b 2 a 3 b
- 3** 1 Try to reply to emails regularly.
2 Well done on the presentation.
3 Great job finding the new client.
4 Remember to attend meetings.
5 Well done on your idea. This means we can save money.
6 Try to ask the supplier for a lower price.

Pronunciation

Unit 1

1.2 The alphabet

1

A	O	E	U	I	Y	B	K	M	Q	W	Z	C
F	D	H	S	J	P	V	N	G	X	T	L	R

- 3 2 BBC 3 HTC 4 BMW
5 IBM 6 KFC 7 JBL
8 CBS 9 HBO

- 4 2 CD 3 DJ 4 GPS
5 USB 6 VIP 7 SOS
8 DVD 9 DNA

- 5 1 www.blk.mx
2 service@u-bio.es
3 t_barcis@parq.pl
4 E-DATA@media.de
5 S_SMITH@mux.com.ie
6 www.hjbs.ar

- 6 1 Thanse
2 Geoffrey
3 Leicester
4 ✓
5 Ashlynne
6 Barwicki
7 Loeng
8 Rodriguez
9 NTVG0

1.3 Plural -s

2A/B

- /s/ breaks, nights, restaurants
/z/ codes, employees, jobs,
locations
/ɪz/ addresses, offices,
workplaces

Unit 2

2.2 Numbers

- 2 4, 11, 12, 14, 18, 23, 29, 30

- 3 2 30 3 90 4 17 5 15
6 40 7 18 8 60 9 13

- 4 2 327 964
3 989 224
4 691 458 757
5 02 597 335 08
6 32 011 775 93

- 5 2 3✓65 3 1,2✓38
4 43,6✓50 5 3✓37,5✓14
6 4,8✓10,7✓13

2.3 Questions

- 1A 1 Do they 2 Do you
3 Do we 4 Does she
5 Does he

- 2 1 Does it 2 Do you
3 Does he 4 Do we
5 Do they

- 3 1 Where do you live?
2 Where does she live?

- 3 What does he do?
4 What do they do?
5 How often do you travel?

Unit 3

3.1 can and can't

- 1 3 is stressed

- 2 1 Can you 2 Can she

- 3 Can we 4 Can it

- 3 1 can't 2 can
3 can 4 can't
5 can't

3.2 Ordinal numbers

- 1 2 first 3 twelfth
4 third 5 second
6 fifth 7 seventh
8 tenth 9 sixth
10 eighth 11 eleventh
12 ninth

- 3 1 5th, 2018 2 11th, 2020
3 14th, 2000 4 30th, 1970
5 28th, 2016 6 3rd, 1998
7 24th, 2015 8 1st, 2004
9 22nd, 2030 10 6th, 1980

- 4 1 50th 2 70th
3 40th 4 13th

Unit 4

4.1 The -ed ending

2A/B

- /t/ asked, fixed, helped,
worked
/d/ called, changed,
complained, planned
/ɪd/ accepted, ended, provided,
wanted

- 3A 2 helped 3 wanted
4 worked 5 provide

4.3 'th' as /θ/ and /ð/

- 1A /θ/ birth, month, nothing,
thanks, think, thirty
/ð/ that, there, they, this,
together, with

- 4 1 free 2 three
3 eighth 4 eight
5 they 6 day
7 thanks 8 think

Unit 5

5.1 /ŋ/ and the Present Continuous

- 1A 2 thing 3 everything
4 spring 5 marketing
6 building 7 evening
8 washing

- 3 1 We're having
2 She's going
3 He's waiting
4 I'm preparing

5.3 /ɪ/ and /i:/

- 1A /ɪ/: big, fix, give, gym, ill, print
/i:/: beach, feel, key, read,
screen, speak

- 2B 1 live 2 leaving 3 feel
4 Tim 5 his 6 seat

- 3 1 living 2 leave 3 team
4 seat 5 fill

Unit 6

6.1 The vowel /ə/

- 1A 1 bigger 2 darker
3 large 4 cheap
5 later 6 older
7 short 8 noisier
9 quiet 10 happier

- 2A 1 faster 2 short
3 higher 4 noisy
5 lighter 6 newer

6.3 /æ/ and /ʌ/

- 1A /æ/: bad, bank, brand, have,
plan, that
/ʌ/: bus, just, lunch, one, plus,
touch

- 2A 1 app 2 but 3 cap
4 match 5 truck

- 3A 1 up 2 cap 3 cup
4 truck 5 app

- 4A /æ/
1 standard, package
4 (can), contract, attachment
5 manage, international
/ʌ/
2 hundreds, products
3 summer, months

Unit 7

7.2 /aɪ/ and /eɪ/

- 1A /aɪ/ light, nine, sign, type,
white
/eɪ/ day, great, late, make,
train

- 2A /aɪ/
2 Items
4 find
/eɪ/
1 April
3 paid
5 they, say, (again)

7.3 /l/ and /r/

- 1A 2 lunch 3 red
4 let 5 lift
6 ring 7 rent
8 left 9 ready
10 room

- 2A** 1 lead 2 right
 3 wrong 4 low
 5 correct
- 3A** 1 read 2 collect
 3 correct 4 long
 5 wrong 6 low
 7 light 8 right
- 4A** 1 include 2 delivery
 3 screens 4 excellent

Unit 8

8.2 Pronouncing the letter 'o'

- 1A** /ɒ/ box, copy, job, shop
 /əʊ/ clothes, home, program, show
 /ʌ/ love, month, money, other
- 2A** /ɒ/
 1 sorry, product
 2 often
 3 on
 /əʊ/
 1 don't
 2 hotel, Poland
 /ʌ/
 1 product
 3 come, Monday
- 3A** 1 stopped 2 documents
 3 total 4 colour
 5 postpone

8.3 The vowel /ɜː/

- 1A** 1 first 2 turn
 3 work 4 sir
 5 serve 6 world
 7 further 8 word
 9 term 10 birth
- 2** 1 ten 2 walk
 3 first 4 save
 5 worked 6 term
- 3A** 1 purchase 2 confirmed
 3 workers 4 return
 5 third/3rd 6 person