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Margaret Helliwell

Student's Book

3

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Student's Book

3

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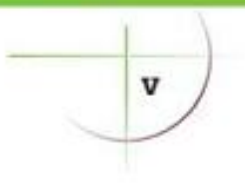
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Plan of the book

	Business situation	Grammar focus	Listening and speaking	Vocabulary focus
Before you begin Page viii				
Unit 1				
Planning and organizing Pages 1–8	Getting organized	1 Wishes about the present 2 <i>It's</i> + adjective + infinitive	Escaping from the digital world Talking about managing stress	Time and money
Unit 2				
Service industries Pages 9–16	Service providers	1 Causative <i>get something done</i> and <i>have something done</i> 2 Quantifiers	In a call center Talking about successful franchise companies	1 Jobs in the service industry 2 Giving and receiving information
TOEIC® practice Pages 17–18				
Unit 3				
Marketing Pages 19–26	The four <i>Ps</i>	1 Review of gerunds 2 Definite and indefinite articles	Brands and logos Talking about brands and logos	1 Marketing vocabulary 2 Word stress
Unit 4				
Problems and conflicts Pages 27–34	Problems at work	1 Reported speech (1) 2 Past continuous	Working as a “farang” boss Talking about solving conflicts	1 Two- and three-word phrasal verbs 2 Suffixes
TOEIC® practice Pages 35–36				
Unit 5				
Getting your message across Pages 37–44	Communication media	1 Past perfect 2 Review of present and past tenses	Business news Talking about news stories	1 Compound words 2 Agreeing and disagreeing



Reading	Culture focus	Business writing	Learning outcomes
			<i>Students can . . .</i>
The wedding planners	Who works the hardest?		<ul style="list-style-type: none"> understand a conversation and talk about time management. make wishes about the present. use expressions with <i>It's + adjective + infinitive</i>. understand an interview about escaping from the digital world. talk about time and money, using words that go together. understand an article about wedding tourism. talk about work hours in different countries.
Door-to-door		Placing an order	<ul style="list-style-type: none"> understand people talking about the services they provide. use the forms <i>get/have something done</i>. use <i>little, less, least</i> and <i>few, fewer, fewest</i>. understand a call center conversation. talk about successful franchise companies. talk about different jobs in the service industry. give, receive, and check information. understand an article about Japanese delivery services. understand and write a purchase order.
Lucky or unlucky?	Gift-giving customs and etiquette		<ul style="list-style-type: none"> understand some basic marketing ideas. use the gerund as subject or object and after prepositions. use definite and indefinite articles. understand a conversation and talk about brands and logos. use a lot of different marketing words. stress the correct syllable in different words. understand an article about lucky and unlucky numbers and colors. understand and talk about gift-giving customs.
Job (dis)satisfaction		Summaries and reports	<ul style="list-style-type: none"> understand and talk about problems at work. use reported speech in statements. use the past continuous. understand some of the problems of a foreign boss. talk about solving conflicts. use two- and three-word phrasal verbs. make nouns and adjectives by using suffixes. understand an article about job satisfaction. understand how to write summaries and reports.
Speak like an American	Business cultures		<ul style="list-style-type: none"> understand a conversation about communication media. talk about past events using the past perfect. use the present and past tenses. listen to and summarize business news stories. use compound nouns and adjectives. ask for and give opinions, agree and disagree. understand an article about English accents. understand some differences between business cultures.



Plan of the book

	Business situation	Grammar focus	Listening and speaking	Vocabulary focus
Unit 6				
Meetings and discussions <i>Pages 45–52</i>	Planning an international conference	1 Review of <i>going to</i> and <i>will</i> -future 2 Reported speech (2)	Closing a meeting Talking about a class excursion	The language of meetings
TOEIC® practice <i>Pages 53–54</i>				
Unit 7				
Presentations <i>Pages 55–62</i>	The dos and don'ts of presentations	1 The passive: present continuous, present perfect, infinitive after modals 2 <i>So</i> and <i>such</i>	How was my presentation? Talking about good and bad presentations	1 The language of presentations 2 Singular and plural nouns
Unit 8				
The world of work <i>Pages 63–70</i>	Different types of work	1 Third conditional 2 <i>Used to do</i>	Working conditions and company benefits Talking about work and jobs	Work
TOEIC® practice <i>Pages 71–72</i>				
Unit 9				
Business and the environment <i>Pages 73–80</i>	How green is your office?	1 Reporting verbs and indirect questions 2 Review of conditionals	The future of business transportation Talking about the environment	1 The environment 2 Synonyms and opposites
Unit 10				
Finding a job <i>Pages 81–88</i>	Job hunting	1 Expressing regret 2 Grammar quiz	Mistakes job seekers make Talking about job interviews	1 Qualifications, skills, and qualities 2 Vocabulary quiz
TOEIC® practice <i>Pages 89–90</i>				



Reading	Culture focus	Business writing	Learning outcomes
Venues for business meetings		The minutes	<p><i>Students can . . .</i></p> <ul style="list-style-type: none"> understand a conversation about planning a conference. use <i>going to</i> and <i>will</i>. report questions, advice, and commands. take part in a meeting. understand and use the language of meetings. understand an article about meeting venues. understand and write the minutes of a meeting.
Cosmetics-for-men craze in South Korea	The right clothes		<ul style="list-style-type: none"> understand how to give a presentation. use the passive in different tenses and with modal verbs. use <i>so</i> and <i>such</i>. understand and talk about what makes a good presentation. use the language of presentations. use singular and plural nouns. understand and talk about men's interest in cosmetics. understand how to dress for business in Asia-Pacific.
<i>Tanshinfunin</i> – living apart from the family		A cover letter	<ul style="list-style-type: none"> understand a radio interview about different types of work. understand and use the third conditional. ask and talk about the past, using <i>used to do</i>. understand and talk about working conditions and company benefits. understand an article about employees living away from home. understand and write a cover letter.
Southeast Asia's green tuk-tuks	Culture quiz		<ul style="list-style-type: none"> understand a conversation about an environmentally friendly office. use reporting verbs and ask indirect questions. use first, second, and third conditionals. understand a discussion about business transportation. discuss environmental issues. use synonyms and opposites. understand an article about solar-powered transportation.
Smart job seekers stay online		A résumé	<ul style="list-style-type: none"> understand a conversation about job hunting. express regret about events in the past. understand mistakes job seekers make. take part in a job interview. talk about skills, qualifications, and personal qualities. understand an article about an online recruitment service. write a résumé.

Before you begin

Can you match the business situations in Units 1–10 with the photos? Then check the units.

- 1 Planning and organizing**
Getting organized
- 2 Service industries**
Service providers
- 3 Marketing**
The four Ps
- 4 Problems and conflicts**
Problems at work
- 5 Getting your message across**
Communication media
- 6 Meetings and discussions**
Planning an international conference
- 7 Presentations**
The dos and don'ts of presentations
- 8 The world of work**
Different types of work
- 9 Business and the environment**
How green is your office?
- 10 Finding a job**
Job hunting



Planning and organizing

COV-19 2020

Unit 1

1

Business situation

Getting organized



A **1** Lee Ji-yun works for an international company in Seoul. She is talking to her American co-workers Scott and Ted about time management. Listen to their conversation. Who says what? Write *J* for Ji-yun, *S* for Scott, and *T* for Ted.

- | | |
|-----------------------------------------------|----------|
| 1 You're good at time management. | <i>S</i> |
| 2 You put in extra time nearly every weekend. | |
| 3 I make to-do lists. | |
| 4 It's helpful to make a daily list. | |
| 5 I wish I had more free time. | |
| 6 I'm way behind schedule. | |
| 7 It's necessary (. . .) to set priorities. | |

B **1** Listen to the conversation again and answer the questions.

- 1 What does Scott find it difficult to do?
- 2 How does Ted manage his time?
- 3 Why does Scott think to-do lists are a waste of time?
- 4 What does Ji-yun's daily to-do list help her to do?
- 5 Why does Scott do unimportant tasks first?
- 6 What will Ted and Ji-yun do to help Scott?

C Work with a partner. Take turns to ask and answer the questions.

- 1 How do you organize your time and remember your appointments? Do you use your phone, sticky notes, or something else? Do you make to-do lists? Why or why not?
- 2 Are you more like Scott or like Ted in your time management? Give reasons.

- ▶ deadline ▪ time management
▶ priority ▪ to keep track

I can understand a conversation about time management.

Focus 1: Wishes about the present

A **1** Listen to the conversation in 1A again and complete Scott's wishes.

Facts about Scott	Scott's wishes
Scott <i>doesn't have</i> much free time.	He wishes he more free time.
He <i>gets</i> stressed out.	He wishes he stressed out.
He <i>is</i> not well organized.	He wishes he better organized.
There <i>are</i> not enough hours in the day.	He wishes there more hours in a day.

Complete the rule.

We use *wish* + the tense to express wishes about the present.

With *to be*, we can use *was* or *were* for singular nouns and pronouns:
I wish I was / were better organized.



B Read the facts and complete the sentences.

- 1 I don't have time to relax. I wish *I had time to relax*.
- 2 Scott isn't good at time management. He wishes
- 3 I'm behind schedule. I wish
- 4 Ji-yun and Ted can't help Scott. They wish
- 5 Scott has to put in extra time. He wishes
- 6 Ji-yun doesn't know the answer. She wishes
- 7 I sometimes miss my deadlines. I wish
- 8 Scott's boss always says that time is money. Scott wishes his boss

C Work with a partner. Take turns to ask and answer the questions.

- 1 Where do you wish you were right now?
- 2 Which three things do you wish you owned?
- 3 What do you wish you could spend more time doing?
- 4 What do you wish you could spend less time doing?
- 5 Which talent do you wish you had?
- 6 Which famous person do you wish you could meet? Why?



I wish it was Friday.

- ▶ on schedule ■ behind schedule
- ▶ quality of life

I can make wishes about the present.

Focus 2: *It's + adjective + infinitive*

D Read the transcript for the conversation in 1A on page 95. Check (✓) the phrases you can find. Then complete the rule.

- | | |
|------------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> It's difficult to ... | <input type="checkbox"/> It's helpful to ... |
| <input type="checkbox"/> It's important to ... | <input type="checkbox"/> It's not good to ... |
| <input type="checkbox"/> It's not hard to ... | <input type="checkbox"/> It's necessary to ... |
| <input type="checkbox"/> It's not easy to ... | <input type="checkbox"/> It's useful to ... |

It's + an adjective is followed by the form of the verb.

We can also use some nouns with *It's ...* :

It's a good idea to make a to-do list.

It's a difficult question to answer.



E Use *It's ... to* with the words or phrases in the box to complete the sentences. Use each word/phrase only once. Compare your ideas with a partner.

a good idea difficult good important
not a good idea not easy not nice **unhelpful**

- ... argue with your co-workers.
*It's **unhelpful** to argue with your co-workers.*
- ... apologize when you have done something wrong.
- ... learn a foreign language.
- ... find time to relax after work.
- ... hear that you are well again.
- ... manage your time well.
- ... say unkind things about other people.
- ... miss your deadlines.



It's not a good idea to shout at your co-workers.

F Make sentences with your own ideas. Compare your ideas with a partner.

- It's dangerous to ...
- It's not easy to ...
- It's expensive to ...
- It's interesting to ...
- It's not hard to ...
- It's a good idea to ...
- It's impossible to ...
- It's not expensive to ...



G Work with a partner. Make a list of tips for a good relationship between classmates or friends. Three tips should be with *not* and three tips without *not*.

It's not helpful to criticize a friend's ideas.
It's important to discuss things together.

*I can use expressions with *It's + adjective + infinitive*.*

A **1** Listen to an interview with Japanese businessman Takumi Ito and answer the questions.

- 1 What does work-life balance mean?
- 2 Why does Takumi need a place to escape?
- 3 Name four things that Takumi does in his "escape room."
- 4 Name three pieces of furniture in the room.
- 5 What effect has the escape room had on Takumi?



B **1** Listen to the interview again. Check (✓) true, false, or not stated. Correct the false statements.

	True	False	Not stated
1 Takumi runs a finance company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 He spent ten hours a day at the computer or on his phone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 He was stressed out because his business wasn't very successful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 He was dissatisfied with his life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Takumi's doctor advised him to change his life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 He decided to create an escape room in his apartment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 The escape room has no machines in it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 The sofas in the escape room are very comfortable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 Takumi doesn't allow anyone into his escape room.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 His friends and co-workers thought his idea was weird.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C Talking about ... managing stress

Step 1: Rank these situations from 1 (most stressful) to 8 (least stressful).

- | | |
|------------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> taking exams | <input type="checkbox"/> having too much to do |
| <input type="checkbox"/> giving a presentation | <input type="checkbox"/> meeting new people |
| <input type="checkbox"/> looking for a parking space | <input type="checkbox"/> telephoning in English |
| <input type="checkbox"/> traveling during rush hour | <input type="checkbox"/> flying |

Step 2: Work with a partner. Talk about your ranking and give reasons.

For me . . . is the most / the least stressful situation because . . .

Step 3: With your partner, make a list of what you can do to manage stress.

I do sports / go to the gym . . . My girlfriend watches movies / does yoga . . .

Step 4: Work with another pair. Take turns to ask and answer questions about the things on your list from Step 3.

*. . . helps me to relax. Have you ever tried it?
How did it feel? Was it effective for you? Why not?
Do you wish you could try . . . ? Why or why not?*

- work-life balance time-out
 creative

I can understand an interview about escaping from the digital world.