

Business PLUS

Preparing for the workplace

Margaret Helliwell

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Teacher's Manual

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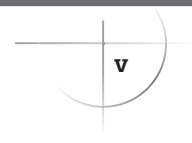
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Plan of the Student's Book

	Business situation	Grammar focus	Listening and speaking	Vocabulary focus
Before you begin Page viii				
Unit 1				
Planning and organizing Pages 1–8	Getting organized	<ol style="list-style-type: none"> 1 Wishes about the present 2 <i>It's</i> + adjective + infinitive 	<p>Escaping from the digital world</p> <p>Talking about managing stress</p>	Time and money
Unit 2				
Service industries Pages 9–16	Service providers	<ol style="list-style-type: none"> 1 Causative <i>get something done</i> and <i>have something done</i> 2 Quantifiers 	<p>In a call center</p> <p>Talking about successful franchise companies</p>	<ol style="list-style-type: none"> 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>	<ol style="list-style-type: none"> 1 Review of gerunds 2 Definite and indefinite articles 	<p>Brands and logos</p> <p>Talking about brands and logos</p>	<ol style="list-style-type: none"> 1 Marketing vocabulary 2 Word stress
Unit 4				
Problems and conflicts Pages 27–34	Problems at work	<ol style="list-style-type: none"> 1 Reported speech (1) 2 Past continuous 	<p>Working as a “farang” boss</p> <p>Talking about solving conflicts</p>	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 1 Past perfect 2 Review of present and past tenses 	<p>Business news</p> <p>Talking about news stories</p>	<ol style="list-style-type: none"> 1 Compound words 2 Agreeing and disagreeing



Reading	Culture focus	Business writing	Learning outcomes
			Students can . . .
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</i> + adjective + infinitive. ▪ 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 Student's Book

	Business situation	Grammar focus	Listening and speaking	Vocabulary focus
Unit 6				
Meetings and discussions <i>Pages 45–52</i>	Planning an international conference	<ol style="list-style-type: none"> Review of <i>going to</i> and <i>will</i>-future 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	<ol style="list-style-type: none"> The passive: present continuous, present perfect, infinitive after modals <i>So</i> and <i>such</i> 	How was my presentation? Talking about good and bad presentations	<ol style="list-style-type: none"> The language of presentations Singular and plural nouns
Unit 8				
The world of work <i>Pages 63–70</i>	Different types of work	<ol style="list-style-type: none"> Third conditional <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?	<ol style="list-style-type: none"> Reporting verbs and indirect questions Review of conditionals 	The future of business transportation Talking about the environment	<ol style="list-style-type: none"> The environment Synonyms and opposites
Unit 10				
Finding a job <i>Pages 81–88</i>	Job hunting	<ol style="list-style-type: none"> Expressing regret Grammar quiz 	Mistakes job seekers make Talking about job interviews	<ol style="list-style-type: none"> Qualifications, skills, and qualities Vocabulary quiz
TOEIC® practice <i>Pages 89–90</i>				



Reading	Culture focus	Business writing	Learning outcomes
Venues for business meetings		The minutes	<p>Students can . . .</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.

Introduction

Welcome to **Business Plus 3**. This Teacher's Manual contains a step-by-step guide to teaching each section of the Student's Book, as well as useful tips, keys to the exercises, and model answers to speaking and writing tasks.

The emphasis of the **Business Plus** course is on speaking, listening, reading, and writing English within business contexts. In each unit learners are guided through a variety of student-centered activities aimed at building their language skills and confidence. New grammar structures and vocabulary are introduced systematically and followed up with controlled practice activities. There are also freer practice activities that allow students to develop their fluency. State-of-the-art business topics keep students' motivation at a high level. All audio material for student's book listening activities, including the listening practice for the TOEIC® exam, can be downloaded from <http://www.cambridge.org/businessplus>. Every unit contains interesting and attractive pictures and cartoons that can be used to get students talking.

With further support available on the website, both teachers and students can enjoy a new teaching and learning experience with **Business Plus**.

What is **Business Plus**?

Business Plus is a three-level course in business communication skills, designed with a specifically Asian focus to meet the growing demand for workplace English in the region. **Business Plus** prepares students to communicate effectively in an English-speaking business environment, both in social and work-related situations. **Business Plus** provides input and practice in all four language skills, and develops students' cultural awareness in business situations.

Key features of **Business Plus**

- + **Business Plus** is aimed at pre-work-experience university students, but can equally be used with in-service learners.
- + Each level includes integrated TOEIC® practice pages to familiarize students with the test formats and help them improve their language skills specifically for the test. They serve at the same time to review and consolidate language practiced in the units.
- + An *I can* statement at the end of each stage focuses on the learning outcome of the section.
- + *Key words* relevant to the topic can be found at the bottom of the pages in sections 1 to 3 of each unit. The key words are then tested in the *Vocabulary focus* section.
- + Many recordings highlight the importance of being able to communicate in English not only with native speakers but also with non-native speakers in Asia, through the use of speakers with authentic Asian accents.
- + Regular "Culture focus" pages aim to promote intercultural awareness.
- + Topics focus on business in Asia and between Asian nations, with particular emphasis on ASEAN countries.