

# B1–B2

intermediate to upper-intermediate



All digital content  
available on **allango**

with licence key

Business English Modules

# Business Impact 1.1



# B1–B2

intermediate to upper-intermediate

# Business Impact 1.1

Modules A, B and C

Stephanie Ashford  
Louis Rogers  
Jason Humphreys  
Robert Kirstein



Access all the accompanying digital components for this book on **allango**, the DELTA Publishing language learning platform:



Scan the QR code  
or go directly to  
**[www.allango.co.uk](http://www.allango.co.uk)**

Enter this licence key to activate  
the additional components:



When you see this symbol, accompanying digital content  
is available.

**DELTA** Publishing

**Authors** Stephanie Ashford, Louis Rogers, Jason Humphreys, Robert Kirstein  
**Managing editor** Helge Sturmfels  
**Editor** Gillian Bathmaker  
**Layout and typesetting** Anne-Katrin Enderlein, büro freilich  
**Cover picture** Getty Images (LightFieldStudios), München  
**Cover** Silke Wewoda

The authors and the publisher would like to thank everyone who contributed to the successful completion of this project.

**Information and additional products / material for this series can be found here:**  
[www.deltapublishing.co.uk/business-impact](http://www.deltapublishing.co.uk/business-impact)

**Медиа и дополнительные материалы по ссылке:**  
<https://www.allango.net/product/MAXP-501070/aug/978-3-12-501070-3?brand=delta>

1. edition 1<sup>3</sup> 2<sup>2</sup> 1<sup>1</sup> | 2026 25 24  
The last figure shown denotes the year of impression.

DELTA Publishing, an imprint of the Ernst Klett Sprachen GmbH  
© Ernst Klett Sprachen GmbH, Rotebühlstraße 77, 70178 Stuttgart, 2024

All rights reserved. The use of the contents for text and data mining is expressly reserved and therefore prohibited.  
[www.deltapublishing.co.uk](http://www.deltapublishing.co.uk)  
[www.klett-sprachen.de/delta](http://www.klett-sprachen.de/delta)

No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without prior written permission from the publisher.

**Printing and binding** Elanders Waiblingen GmbH

ISBN 978-3-12-501070-3



## Business Impact

This innovative modular business English course covers two levels B1-B2 (intermediate to upper-intermediate) and B2-C1 (upper-intermediate to advanced) in six books (print + digital). Each of the six books comprises three modules, A, B and C. All modules are also available as stand-alone digital modules.

All **A Modules** have a strong focus on **personal encounters**, all **B Modules** focus primarily on **day-to-day business** and all **C Modules** focus on **business results**.

Modules can be chosen individually to suit the level, interests and requirements of classes, allowing full flexibility and control in terms of content and progress.

## Welcome to **Business Impact 1.1** **Module A**

**Business Impact 1.1.A** is the A Module from *Business Impact 1.1*.

This module focuses on **personal encounters in the business world** and will help you master meetings and greetings in business situations.

Module A	Agenda	Language	Page
<b>Session 1</b>	› Greetings & small talk	› Forms of address	6
<b>Greeting new colleagues</b>	› Addressing clients & colleagues	› Pronunciation of names	
	› Names & titles	› Formal and informal greetings	
	› First contacts	› Checking and apologising	
<b>Session 1 PLUS</b>	› How embarrassing!	› Extension & consolidation	10
<b>Session 2</b>	› Job titles	› Job names	12
<b>Job talk</b>	› Describing your job	› Tenses & functions: simple present, present progressive, present perfect, simple past	
	› Getting tenses right		
<b>Session 2 PLUS</b>	› Titan Solutions	› Extension & consolidation	16
<b>Session 3</b>	› Introducing a new colleague	› Phrases for introductions	18
<b>Hello &amp; goodbye</b>	› Saying goodbye	› Saying goodbye	
		› Addressing & signing off in writing	
<b>Session 3 PLUS</b>	› Tricky situations	› Extension & consolidation	22
<b>Business English live</b>	› Greetings & goodbyes	› True-to-life business dialogues	24
<b>Milestone A</b>		› Progress check	26
<b>Magazine A.1</b>	› Naming the baby	› Extensive reading & discussion	28
<b>Magazine A.2</b>	› Say goodbye to Mr and Mrs	› Extensive reading & discussion	30
Final Milestone			84
Essential phrases			88
Useful abbreviations & acronyms			91
100 useful business English words			92
Audio transcripts			94
Acknowledgements			104

The page numbers on this page refer to the printed edition of Business Impact 1.1.

## Business Impact

This innovative modular business English course covers two levels B1-B2 (intermediate to upper-intermediate) and B2-C1 (upper-intermediate to advanced) in six books (print + digital). Each of the six books comprises three modules, A, B and C. All modules are also available as stand-alone digital modules.

All **A Modules** have a strong focus on **personal encounters**, all **B Modules** focus primarily on **day-to-day business** and all **C Modules** focus on **business results**.

Modules can be chosen individually to suit the level, interests and requirements of classes, allowing full flexibility and control in terms of content and progress.

## Welcome to **Business Impact 1.1** **Module B**

**Business Impact 1.1.B** is the B Module from *Business Impact 1.1*.

This module focuses on **day-to-day business** and will help you master the organisation and carrying out of business meetings.

Module B	Agenda	Language	Page
<b>Session 1 Meeting request</b>	› Arranging a meeting › Confirming attendance › Turning down a request	› Phrases for scheduling & organising meetings › Formal & informal meeting requests › Responding formally & informally	32
<b>Session 1 PLUS</b>	› Email threads	› Extension & consolidation	36
<b>Session 2 Meetings &amp; agendas</b>	› Formal agendas › Handling a meeting successfully	› Essential vocabulary for agendas › Language of meetings: starting a meeting, moving on, ending a meeting	38
<b>Session 2 PLUS</b>	› Top tips for meetings	› Extension & consolidation	42
<b>Session 3 Minutes &amp; more</b>	› Writing minutes › Using the passive voice	› Writing & understanding agendas › Passive voice › Discussing different viewpoints	44
<b>Session 3 PLUS</b>	› Who's who of meetings	› Extension & consolidation	48
<b>Business English live</b>	› Language of meetings	› True-to-life business dialogues	50
<b>Milestone B</b>		› Progress check	52
<b>Magazine B.1</b>	› The best place to work	› Extensive reading & discussion	54
<b>Magazine B.2</b>	› Not another meeting	› Extensive reading & discussion	56
Final Milestone			84
Essential phrases			89
Useful abbreviations & acronyms			91
100 useful business English words			92
Audio transcripts			97
Acknowledgements			104

The page numbers on this page refer to the printed edition of Business Impact 1.1.

## Business Impact

This innovative modular business English course covers two levels B1-B2 (intermediate to upper-intermediate) and B2-C1 (upper-intermediate to advanced) in six books (print + digital). Each of the six books comprises three modules, A, B and C. All modules are also available as stand-alone digital modules.

All **A Modules** have a strong focus on **personal encounters**, all **B Modules** focus primarily on **day-to-day business** and all **C Modules** focus on **business results**.

Modules can be chosen individually to suit the level, interests and requirements of classes, allowing full flexibility and control in terms of content and progress.

## Welcome to **Business Impact 1.1** **Module C**

**Business Impact 1.1.C** is the C Module from *Business Impact 1.1*.

This module focuses on **business results** and will help you become proficient in dealings with numbers & figures and goals & plans.

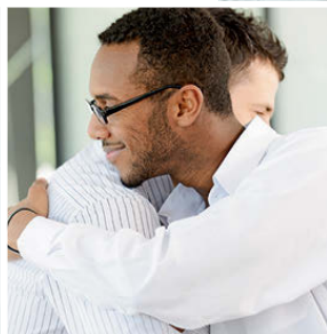
Module C	Agenda	Language	Page
<b>Session 1 Facts &amp; stats</b>	<ul style="list-style-type: none"> <li>› British &amp; American numbering</li> <li>› Complex numbers</li> <li>› Talking about figures related to organisations</li> <li>› Asking about figures related to organisations</li> </ul>	<ul style="list-style-type: none"> <li>› Numbers &amp; statistics</li> <li>› Asking questions about an organisation: <i>what, how, where, when, how much?</i></li> <li>› Using qualifiers: <i>approximately, almost, over, nearly, around</i></li> </ul>	58
<b>Session 1 PLUS</b>	› Q&A Making an impact	› Extension & consolidation	62
<b>Session 2 Ups &amp; downs</b>	<ul style="list-style-type: none"> <li>› Talking about numbers, statistics &amp; figures</li> <li>› Describing positive &amp; negative change</li> <li>› Understanding &amp; describing graphs &amp; charts</li> </ul>	<ul style="list-style-type: none"> <li>› Vocabulary for change <i>raise &amp; rise</i></li> <li>› Describing charts &amp; graphs</li> </ul>	64
<b>Session 2 PLUS</b>	› The numbers don't lie	› Extension & consolidation	68
<b>Session 3 Looking ahead</b>	<ul style="list-style-type: none"> <li>› Talking about goals</li> <li>› Talking about the future</li> <li>› Understanding the difference between <i>will &amp; going to</i></li> </ul>	› Tenses: <i>will future &amp; going to future</i>	70
<b>Session 3 PLUS</b>	› What does the future hold?	› Extension & consolidation	74
<b>Business English live</b>	<ul style="list-style-type: none"> <li>› Talking numbers &amp; figures</li> <li>› Essential phrases</li> </ul>	› True-to-life business dialogues	76
<b>Milestone C</b>		› Progress check	78
<b>Magazine C.1</b>	› Are we drowning in a sea of numbers?	› Extensive reading & discussion	80
<b>Magazine C.2</b>	› Balancing work and wellness	› Extensive reading & discussion	82
Final Milestone			84
Essential phrases			90
Useful abbreviations & acronyms			91
100 useful business English words			92
Audio transcripts			101
Acknowledgements			104

The page numbers on this page refer to the printed edition of Business Impact 1.1.

# Greeting *new* *colleagues*

## Agenda

- › Greetings & small talk
- › Addressing clients & colleagues
- › Names & titles
- › First contacts



› to give someone a high five | to press your hands together | to give a *namaste* (to someone) | to shake hands (with someone) | to bow (to someone) (Tip: 'bow' rhymes with 'how') | to hug (a person) | to take a person in your arms | to kiss a person on the cheek ‹

## › Small talk

Start the session by chatting with a partner about the current weather for a few minutes. Your conversation can, of course, move on to other topics that come up naturally. Use the following phrases in your conversation.

I know exactly what you mean!

Oh, my goodness!

## Tip

A quick chat at the beginning of every English class is a great opportunity to practise and improve your small talk skills.

## › Down to business

### 1 Discuss the following questions in class.

1. Which of the ways of greeting people shown in the photos above have you experienced in a business or private context? Which have you never experienced?
2. What other ways of greeting people in a business context do you know, or have you experienced?
3. How do you and your colleagues usually greet each other (at different times of day)?
4. How do you usually greet English-speaking visitors?

- A.01** **2a** A visitor has arrived at reception in your company. Listen and find the badge offered (X) and the right badge for the visitor (✓).



- 2b** Talk in class: Have you ever made a mistake addressing people? How did you deal with the situation?

- 3a** Look at the forms of address below. Match each one to its correct usage (status, gender and context).

#### Form of address

1. Ms
2. Mr
3. Mrs
4. Miss
5. Mx
6. Dr
7. Dear Sir or Madam
8. Dear Mr Jones
9. Ma'am, madam
10. Sir
11. Hi (+ first name)
12. Ladies and gentlemen

#### Usage (status, gender, context)

- ☐ a) a man, marital status not relevant
- ☐ b) in written correspondence (email / letter) if the name is not known
- ☐ c) formal and polite way of speaking to a man
- ☐ d) formal and polite way of speaking to a woman
- ☐ e) in an email or letter where the name is known
- ☐ f) woman, marital status not relevant
- ☐ g) informal greeting, gender neutral
- ☐ h) gender and marital status not relevant
- ☐ i) addressing members of an audience when giving a speech
- ☐ j) a single woman
- ☐ k) a doctor (medical or academic)
- ☐ l) a married woman

- 3b** Look at the following guidelines for using titles in English. Read them and then discuss whether the same guidelines apply in your language.

#### Business Impact

- 1 If you're not sure of the gender, use the name without the title.
- 2 Using 'Mrs' and 'Miss' is becoming less common.
- 3 'Mx' and 'Ms' are normally written, not spoken.
- 4 One title is enough, e.g. Professor Jones or Dr Jones, not Mr Professor Jones or Mr Dr Jones.
- 5 Users of American English are more likely to add a full-stop after the title, e.g. Mr. Jones.

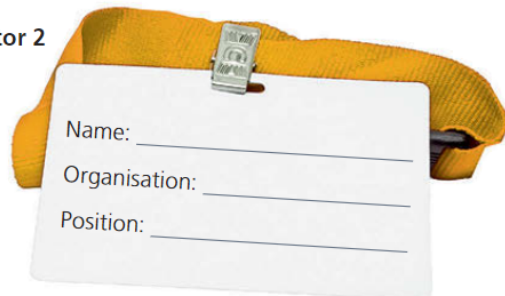
### 4 Practise in pairs. Create a visitor's badge for your partner.

1. Ask your partner appropriate questions and complete the details for his / her badge.
2. When you've finished, ask your partner to check the details.
3. Change partners and practise again.

Visitor 1



Visitor 2



Enjoy watching this video clip.



**5 Small talk:** Many people introduce themselves by their first name, or soon switch to first name terms. What's the policy in your organisation? Chat with a partner and exchange your ideas.



**6a** Look at the names below and discuss the questions in class.

1. How do you think the names are pronounced?
2. Do you think the name is typically male (M), female (F), or gender-neutral (N)?
3. Which of the names do you think is the first name and which is the surname?

Ghislaine Guillaume

Phoenix Constantine

Siobhan Coughlan

Nguyễn Xuân Phúc

### Tip

To check if a name is male or female, a surname or a first name, or how to pronounce a name, enter the name in a search engine and add, for example, "first" name or "surname".

## A.02-05 6b Now listen. Underline the person's surname and add the additional information.

### 1. Ghislaine Guillaume

M ☐ F ☐ N ☐

Title (if known): \_\_\_\_\_

Preferred form of address: \_\_\_\_\_

### 3. Phoenix Constantine

M ☐ F ☐ N ☐

Title (if known): \_\_\_\_\_

Preferred form of address: \_\_\_\_\_

### 2. Siobhan Coughlan

M ☐ F ☐ N ☐

Title (if known): \_\_\_\_\_

Preferred form of address: \_\_\_\_\_

### 4. Nguyễn Xuân Phúc

M ☐ F ☐ N ☐

Title (if known): \_\_\_\_\_

Preferred form of address: \_\_\_\_\_

## 6c What would you say in the following situations? Suggest suitable phrases, then listen again to check.

1. You're greeting someone face-to-face for the first time. Pleased to meet you!
2. You're not sure you heard the name properly.
3. You'd like the person to address you in a certain way, e.g. by using your first name.
4. You want to check how to say the person's name.
5. You'd like to ask someone how they prefer to be addressed.
6. You want to apologise to a person for making a mistake with their name.
7. You want to tell someone you don't know how to say their name.

## 7 Practise with different partners: Have a short conversation introducing yourselves and establishing how to address each other. Practise using phrases you noted down in 6c in your conversation.

## › Review and AOB

Review what you have learned in this session:

1. Suggest three ways in which people in different parts of the world greet each other.
2. Explain when to use the terms Ms, Mrs and Mx.
3. Suggest a phrase you can use to confirm whether to address a person by their first or last name.
4. Suggest a fairly formal greeting for when you meet someone face-to-face for the first time.

## › Final feedback

What did you find most useful in this session?  
Tell the class. Any questions?

5 MORNING'S WORTH OF  
CLICHÉ GREETINGS  
ELIMINATED IN 6 SECONDS FLAT.

