

in company 3.0

INTERMEDIATE DIGITAL STUDENT'S BOOK PACK

B1+





+ access to the Online Workbook & Student's Resource Centre

Mark Powell

in company 3.0

INTERMEDIATE DIGITAL STUDENT'S BOOK

B1+



Macmillan Education 4 Crinan Street London N1 9XW A division of Macmillan Publishers Limited Companies and representatives throughout the world

ISBN 978-0-230-45520-7 (Student's Book) ISBN 978-1-786-32929-5 (Digital Student's Book)

Text © Mark Powell 2014 Design and illustration © Macmillan Publishers Limited 2014

The author has asserted his rights to be identified as the author of this work in accordance with the Copyright, Designs and Patents Act 1988.

This edition published 2014 First edition published 2002

All rights reserved; no part of this publication may be reproduced, stored in a retrieval system, transmitted in any form, or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of the publishers.

Designed by emc design limited Cover design by emc design limited Cover illustration/photograph by Getty Images/E+ Picture research by Sally Cole

The publishers would like to thank the following people, schools and institutions for their help in developing this third edition: Pat Pledger, Pledger Business English Training, Hamburg; Louise Bulloch, Intercom Language Services, Hamburg; Elbie Picker and David Virta, Hamburg; William Fern, KERN AG IKL Business Language Training & Co. KG, Frankfurt; Belén del Valle, ELOQUIA, Frankfurt; Katrin Wolf, Carl Duisberg Centren, Cologne; Andrina Rout, Fokus Sprachen und Seminare, Stuttgart; Gerdi Serrer, ILIC, Paris; Sylvia Renaudon, Transfer, Paris; John Fayssoux; Kathryn Booth-Aïdah, Araxi Formations Langues, Paris; Fiona Delaney and Allison Dupuis, Formalangues, Paris; Francesca Pallot and Susan Stevenson, Anglesey Language Services, Chatou, France; Paul Bellchambers, Business and Technical Languages (BTL), Paris; Louise Raven, marcus evans Linguarama, Stratford-upon-Avon.

Many thanks also to all the teachers around the world who took the time to complete our *In Company* online questionnaire and who have contributed to the development of the *In Company* series.

The authors and publishers would like to thank the following for permission to reproduce their photographs:

Photo acknowledgements

Adidas.com p21(tl); Alamy/Ace Stock Ltd p8, Alamy/Amana Images inc p47(br), Alamy/J.Belanger p123(2), Alamy/Colinspics p33(tl), Alamy/T. Gartside London p31, Alamy/JL Images p32(t), Alamy/C.Pondy p87, Alamy/Radius Images p37, Alamy/E.Rooney p33(tr), Alamy/tetra Images p133(ml), Alamy/P.Titmuss p33(bl), Alamy/Trekand shoot p33(bm), Alamy/Zoo Imaging Photography p33(cl); Andertoons/M.Anderson p74(t); Brand X Pictures p16(tl); Cartoonstock/J. di Chiarro p98(tr), Cartoonstock/M.Shapiro p50(tr), Cartoonstock/J.Hawkins p26(tr), Cartoonstock/V.Shirvanian p122(tr); Corbis/Blend Images pp17(t), 47(bl), 74(b), Corbis/M.Barbour/Demotix p23, Corbis/J.Doberman p123(l), Corbis/F.Frei pp2, 6, Corbis/R.Gomez p47(tl), Corbis/T.Graham p102, Corbis/T.Grill p30(cr), Corbis/Hero Images p44, Corbis/Hiya Images p99, Corbis/R.Kaufman p85, Corbis/S.Marcus p78, Corbis/M.Mawson p32(b), Corbis/Ocean pp9(bl), 91, Corbis/Sullivan p47(tr), Corbis/Sygma p46,

Corbis/M.Taner p33(c), Corbis/C.Liewig/Tempsport p119(c), Corbis/K. Tiedge p60, Corbis/B.Vogel p57, Corbis/Wavebreak Media Ltd p17(c); FLPA/K. Knipser/Imagebroker p133(bl); Getty Images/AFP p67, Getty/ All Canada Photos p123(4), Getty/Blend Images p26(bl), Getty/F1online p119(l), Getty/Flickr p22, Getty/Gallo Images p34, Getty/Hemis.fr p105, Getty/Iconica p27, Getty/Image Bank p139, Getty/Johner Images p51, Getty/Lonely Planet pp2, 6, 7, 115, Getty/Look p30(bc), Getty/Manchester United p119(r), Getty/Photoalto p122(bl), Getty/Photodisc p117, Getty/ Riser pp17(b), 75, 92, Getty/Stockbyte p56(tcl), Getty/Stockfood Creative p103, Getty/Stone pp54, 94, 108(l), 108(r), Getty Tao Images p133(tl), Getty/Taxi p39, Getty/UpperCut Images p56(bcl); Guy Kawasaki/ Alltop.com p68; Photodisc/Getty p56(bcr); Plainpicture/Cultura p116, Plainpicture/Erickson pp13, 16(br), 80, Plainpicture/H.Hoogte/I.Loonen p98(bl), Plainpicture/K.Synnatzschke pp14, 38; Puma.com p21(cl); Sony Mobile Communications p95; Superstock/Blend Images pp9(tr), 112, Superstock/L.Le Bon p123(3), Superstock/Corbis p40. Superstock/Cultura Ltd p129, Superstock/Eyecandy Images p30(br), Superstock/Fotosearch p50(bl), Superstock/Glow Images p30(bl), Superstock/Hemis.fr pp62, 63, Superstock/Image Source pp33(br), 81, 109, Superstock/A.Hare/Loop Images p33(tm), Superstock/Minden Pictures p56(tcr).

Commissioned photographs by Paul Bricknell p28; Nick Miners pp52, 53, 76, 77, 100, 101, 124, 125.

The author and publisher would like to thank the following for permission to reproduce the following material.

Material from the 'Financial Times Guide to Business Travel' by Bruce Tulgan © Bruce Tulgan. Reprinted with permission. Material from 'E-writing' by Dianna Booher, copyright © Dianna Booher 2001. Reprinted by permission of Booher consultants. www.booher.com. Material from the website www.firstdirect.com, copyright © HSBC Bank plc 2016. All Rights Reserved. Reprinted by permission of First Direct. Material from 'Cultures and Organizations, Software of the Mind, Third Edition' (McGraw Hill, 2010) by G. Hofstede, G. J. Hoftstede and M. Minkov, copyright © Geert Hofstede B.V. Reprinted with permission. Material from 'Make Meaning in Your Company' by Guy Kawasaki, dated 20.10.04, copyright © Guy Kawasaki 2004. Reprinted with permission. Material from 'The NY-LON Life' by Michelle Jana Chan, dated 13.11.00, copyright © Michelle Jana Chan 2000. Reprinted with permission. Material from 'Riding the Waves of Culture' by Fons Trompenaars & Charles Hampden-Turner, copyright © Fons Trompenaars & Charles Hampden-Turner. Reprinted by permission of Nicholas Brealey Publishing and The McGraw-Hill Companies Inc. Material from 'The Complete Idiot's Guide to Winning Through Negotiation' by John Ilich, copyright © John Ilich 1999. Published by Alpha Books, and reprinted by permission of the publisher. Extract from 'Getting Past No: Negotiating with Difficult People' by William Ury (Random House Business Books, 1991), copyright © William Ury 1991. Reprinted by permission of Penguin Random House UK & The Sagalyn Literary Agency.

These materials may contain links for third party websites. We have no control over, and are not responsible for, the contents of such third party websites. Please use care when accessing them.

Contents

Unit	Business communication skills	Reading and listening	Language links
O1 Making contacts p6	Describing people Discussing appropriate conversation topics Keeping the conversation going Fluency Networking with colleagues and business contacts	Reading A blog about conference attendance Listening An extract from a business travel programme on conference venues People gossiping at a conference People socializing at a conference	Vocabulary Conferences Grammar Present Simple and Present Continuous Phrase bank Networking
O2 Making calls p13	Receiving calls Leaving voicemails Roleplay Exchanging information on the telephone	Listening Planning a telephone call Voicemail messages Telephone conversations	Vocabulary Telephone expressions Grammar Past Simple, time adverbs ago, before, during, for, in, over Phrase bank Telephoning
03 Keeping track p20	Checking and clarifying facts and figures Fluency Querying information Clearing up misunderstandings in company interviews Units 1–3	Reading Articles: two sportswear companies Listening Extracts from meetings A briefing meeting	Vocabulary Business phrasal verbs Grammar Comparatives and superlatives Phrase bank Checking understanding
04 People skills: Listening p26	Effective listening techniques Fluency Active listening	Reading Article about effective listening Listening Problematic and constructive conversations	
Management scenario A: The networking event p28	Identifying networker types Rules for successful networking Fluency A networking event	Reading Making the most of business networking events in company in action A1: The networking event A2: A useful contact	
05 Business travel p30	Expressing likes and dislikes about travelling on business Making polite requests and enquiries Fluency Dealing with travel situations Identifying signs as British or American English Roleplay Greeting visitors	Reading Article from Newsweek about people who live in two cities Article: travel tips Listening Business travel conversations Short exchanges in British and American English Conversations at the airport	Vocabulary Business trips Grammar Polite question forms Phrase bank Business travel
06 Handling calls p37	Discussing your attitude to using the telephone Making polite telephone requests using <i>if</i> and <i>Could you</i> ? Making telephone expressions with <i>I'll</i> Roleplay Dealing with incoming calls	Reading Mini-texts: telephone statistics Listening Telephone conversations	Vocabulary Office life Grammar <i>will</i> Phrase bank Polite requests, Offering assistance, Ending a call
O7 Making decisions p43	Doing a questionnaire on making decisions Using fixed expressions in meetings Fluency Using the language of making decisions in company interviews Units 5–7	Reading Article about James Bond films Actor profiles: James Bond contenders Listening Extracts from a documentary An extract from a meeting Interviews with James Bond contenders	Vocabulary Money and markets Grammar Conditionals (future reference) Phrase bank Decision-making
08 People skills: Influence p50	Influencing peers and subordinates Roleplay Using influencing techniques	Reading Managing up, down and sideways Listening Influencing tactics	
Management scenario B: Meetings on the go p52	Asking for favours Handling meetings on the go Roleplay Constructive meetings on the go	Reading How to handle meetings on the go in company in action B1: Meetings on the go B2: A constructive meeting B3: A failed request	
09 Small talk p54	Completing a questionnaire on cultural awareness Talking about experiences Roleplay Engaging in small talk	Listening Pre-meeting conversations	Vocabulary Exaggeration and understatement Grammar Past Simple or Present Perfect Phrase bank Engaging in small talk
10 Email p60	Discussing email likes and dislikes Guidelines for writing email Simplifying a lengthy email Writing Exchanging emails	Reading Emails Listening Voicemail messages	Vocabulary Computers Grammar Future forms Phrase bank Email

Upit	Business communication skills	Reading and listening	Language links
11 Presenting p67	Discussing qualities of a good presentation Pausing, pacing and sentence stress Delivering a presentation Structuring a presentation Using visuals Fluency Giving a short presentation $raise \cdot$ In company interviews Units 9–11	Reading An extract from First Direct website Listening People conversing and giving a presentation An extract from a talk by Guy Kawasaki A presentation about a technical problem	Vocabulary Presentations Grammar Past Continuous, Past Perfect, Past Simple vs Past Continuous vs Past Perfect Phrase bank The language of presentations
12 People skills: Impact p74	Giving presentations with impact Fluency A product presentation	Reading The four Cs of presenting with impact Listening Extracts from presentations A pitch for a mobile app	
Management scenario C: Morale problems p ⁷⁶	Improving morale problems Motivating a team Fluency Delivering a motivation session	Reading Motivating your team Image: In company in action C1: Poor motivation C2: Improving morale	
13 Being heard p78	Discussing attitudes to meetings Completing a questionnaire on assertiveness in meetings Roleplay Interrupting a speaker Discussing meeting styles in different countries	Listening People talking about their attitudes to meetings Meetings in different countries Reading Meeting styles in three countries	Vocabulary Meetings Grammar Modal verbs Phrase bank Interrupting and preventing interruption
14 Snail mail p85	Discussing different types of communication Correcting a formal letter Writing Letters following up a sales meeting or business contact	Reading A business letter Listening Someone correcting a colleague's business letter	Vocabulary Prepositions, Prepositional phrases, Preposition + noun + preposition Grammar Multi-verb expressions Phrase bank Letter-writing expressions
15 Solving problems p91	Discussing solutions to problems Expressions for making suggestions Fluency Conducting problem-solving meetings In company interviews Units 13–15	Reading Articles: advice on solving problems Listening Case studies: three problems solved Problem-solving meetings	Vocabulary People and products Grammar Conditionals (past reference) Phrase bank Problem-solving, Brainstorming
16 People skills: Collaboration p98	Working in a team Fluency Problem-solving team meetings	Reading Creating team spirit Listening A project problem	
Management scenario D: Tricky conversations p100	Handling tricky conversations Roleplay Difficult conversations	Reading Handling difficult conversations in the workplace In company in action D1: Failed conversations D2: Constructive conversations	
17 Eating out p102	Describing restaurants Doing a quiz on table manners and etiquette Describing typical dishes from your country Roleplay Doing business over lunch	Listening A conversation in a restaurant Conversations over lunch	Vocabulary Food and drink Grammar The passive Phrase bank Eating out
18 Telecommunications p108	Discussing teleconferencing Holding a short teleconference Fluency Dealing with emails and voicemail messages	Listening A teleconference Reading An email exchange	Vocabulary Managing a project Grammar Reporting Phrase bank Teleconferencing
19 Negotiating p115	Sounding more diplomatic Expressions for negotiating Completing notes while listening to two negotiations Roleplay Negotiating a contract • In company interviews Units 17–19	Reading Extract from <i>Getting Past No</i> Joke from <i>Complete Idiot's Guide to Winning</i> <i>Through Negotiation</i> Article about football Listening People's views on negotiating Description of football players' transfer deals	Vocabulary Negotiations Grammar Language of diplomacy Phrase bank Negotiating
20 People skills: Assertiveness p122	Dos and don'ts of being assertive Roleplay Being assertive	Reading Hofstede's power distance Listening Asserting yourself	
Management scenario E: The difficult customer p124	Handling difficult customers Understanding interest-based negotiations Roleplay Dealing with difficult demands	Reading Uncovering interests in negotiations In company in action E1: A failed negotiation E2: A successful negotiation	
		Additional material p126	Listening scripts p142

01

A conference is a gathering of important people who singly can do nothing, but together decide that nothing can be done.

Fred Allen, US comedian

How often do you attend or take part in a conference?

Learning objectives: Unit 1

Business communication skills Describing people; Discussing appropriate conversation topics; Keeping the conversation going; Fluency: Networking with colleagues and business contacts

Reading A blog about conference attendance Listening An extract from a business travel programme on conference venues; People gossiping at a conference; People socializing at a conference Vocabulary Conferences Grammar Present Simple and Present Continuous Phrase bank Networking

Making contacts

1 Your boss tells you she's sending you to a three-day international conference. Which of the following cities do you hope it's in this year?

Abu Dhabi Budapest Barcelona **Buenos** Aires Chicago Edinburgh Johannesburg Milan Moscow Mumbai Prague Rio de Janeiro Shanghai Stockholm Sydney Tokyo Toronto Warsaw

2 Explain your preference to a partner and tell them what you'd like to do if you could add one extra day onto your trip.

3 The blog below was posted on a business travel message board. A business traveller is asking for advice. Write down two or three tips for him.

ASK ExecTravelBuddy.com

2 October 2014 3.56 pm 3 replies

52 views

Any advice for a first time conference-goer?

I'm going to my first conference next month, and am looking for some general tips and advice from experienced conference-goers on how to get the most out of it. The conference is in Rome, which I've never been to, so I'm quite excited about going. I'm generally a bit shy in large groups, but would like to try and use the event as a networking opportunity as well as a learning experience. It's a three-day event with a reception afterwards. I'm the only person representing my company at the conference. Fortunately, I'm not giving a presentation! But my boss has told me to come back with some useful contacts. Help!

4 Swap and discuss tips with a partner.

5 Read some of the replies this posting received. Speaker A see page 126. Speaker B see page 139. Compare the tips one by one with your partner. Which advice sounds the best to you?

Conference venues

1 1.01 Listen to three extracts from a business travel programme. Which venues below do you think the extracts refer to?

Venue A = Extract

Venue B = Extract _____

Venue C = Extract



BUSINESS COMMUNICATION

2 1.01 Listen again and match the figures to each venue. What do the figures refer to?

а	321	Venue
b	426	Venue
С	27th	Venue

2,300	Venue
10-30%	Venue
3,000	Venue

170-780	Venue
95	Venue
200	Venue

g

h

i.

enue	2
nue	

3 What other facilities does each venue have? Match the collocations below. They were all in the extracts you just listened to.

Venue A		Venue B		Venue C	
a unique	1 activities	a 24-hour	1 club	a central	1 deluxe suites
b convention	- 2 atmosphere	b health	2 service	b flight	2 location
c team-building	3 centre	c car rental	3 room service	c spacious	3 connections
d banqueting	4 tournaments	d express	4 pools	d Internet	4 restaurant
e golf	5 space	e exclusive private	5 checkout	e world-class	5 views
f exhibition	6 facilities	f outdoor	6 beach	f spectacular	6 access

d

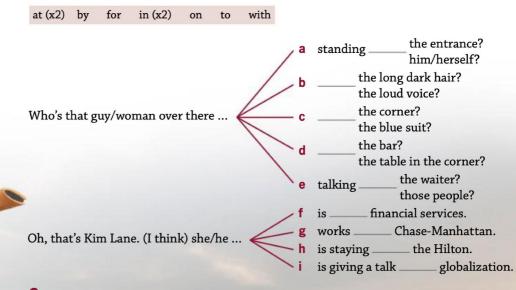
e

f

4 Your company agrees to send you to an international conference at one of the venues in 1. Which would you choose and why?

Who's who?

1 One of the main reasons for going to conferences is to meet the right people. Complete the following questions and answers with the prepositions in the box.



2 Use the model in 1 to make new sentences with the phrases in the box.

her back to us negotiating skills pharmaceuticals Renault the awful tie the buffet the conference organizer the glasses the Hyatt the Italian accent the long dress the moustache the ponytail

3 1.02–1.05 Listen to some delegates chatting at a conference reception. Decide which four people in the photo they are talking about and complete the information below.

D

Name: Karl Schelling	Name: William Hall
Company:	Company:
Position:	Position:
Based in:	Based in:
Hotel:	Hotel:
Subject of talk:	Subject of talk:
Gossip:	Gossip:

2

3

3	4	
Name: Irena Stefanowitz	Name: Margo Timmerman	
Company:	Company:	
Position:	Position:	
Based in:	Based in:	
Hotel:	Hotel:	
Subject of talk:	Subject of talk:	
Gossip:	Gossip:	



Taboo or not taboo?

1 Work with a partner. You meet some business people at a conference for the first time. Which of the following topics are:

- interesting?
- safe?
- conversation killers?
- a bit risky?
- taboo?

books clothes family food and drink gadgets how work's going jewellery people you both know movies music politics religion sport the city you're in the hotel you're staying at the news the weather your country your health your holiday plans



2 1.06–1.10 Listen to some people socializing at a conference. What are they talking about? Do they get on with each other?

	Topics of conversation	Do the speakers get on?
a		
b		
С		
d		
е		

Keeping the conversation going

1 1 1.06–1.10 The expressions below were in the conversations you just listened to. Write in the first three words of each expression. Contractions (*it's*, *you'll*, *I'm*, etc) count as one word. If necessary, listen again and check.

a	first visit to Russia?	
b	do, by the way?	
C	you a drink?	
d	business are you in?	
e	these – they're delicious.	
f	somewhere before?	
g	me, I have to make a phone call.	
h	talking to you.	
i	your talk this morning.	
j	enjoying the conference?	
k	awful? Half a metre of snow this morning, I heard.	
	me a moment? I'll be right back.	
m	go and say hello to someone.	
n		
0	you anything from the buffet?	

2 Look at the expressions in 1.

- a Which would be good ways of opening a conversation?
- **b** Which would help you to keep a conversation going?
- c Which could you use to politely end a conversation?



At a conference party

Work as a class to keep the conversation going at a conference party at Disneyland[®], Paris. It's a warm summer evening and the place is full of delegates. The conference theme is *Web 2.0: Business in the connected economy*.

- **1** Invent a fantasy business card for yourself! Include the following information:
- name (You could change nationality!)
- company (You could choose a company you've always wanted to work for!)
- brief contact details (mobile phone, email)

2 Write the questions below. Think of possible answers for each and make notes in the space provided.

	So, who / work for?		How / business?
	first time / Paris?		know many people here?
	And what / do there?		Can / get / drink?
	How / enjoying / conference?		So, where / staying?
	Where / based?		Where / from originally?
Q	giving / presentation?	Q	Can / get / anything / buffet?
		Α	

- **3** When everyone is ready:
- mingle with the other people in the class.
- introduce yourself to as many people as possible and show interest in what they tell you.
- use the questions in 2 to try to keep the conversation going. (Remember that you can talk about other people in the room as well as yourself.)
- exchange business cards and fix appointments with anyone you could do business with

 see how many cards you can collect!

O1 Making contacts

Vocabulary

Conferences

When business people get together, they often just talk about work. This is called 'talking shop'. Complete the sentences with the pairs of words in the box.

- **a A** I hear GEC are setting ______ a new _____ a new _____ in Warsaw.
 - **B** Warsaw? I thought it was Prague.
- **b A** I understand you're ______ talks with a local ______ in Naples.
 - **B** Yeah, that's right. In fact, we've already reached an agreement.
- c A They say GM are laying _____ 5,000 _____ in the UK.
 - **B** Is that right? Well, I knew they were downsizing.
- d A Someone told me Sony® are bringing ______ a new ______ in December.
 - **B** Yes, I heard that too. Some kind of multimedia entertainment system.
- e A I hear you're thinking ______ leaving your _____ at Hewlett-Packard.
 - **B** Well, yes. Just between us, I'm moving to Sony.

- f A I understand you're being transferred ______ head _______ in Stockholm.
 - **B** Well, it's not official yet, but I'm going after Christmas.
- g A They say they're _____ threat from a hostile _____ bid.
 - **B** Really? It's the first I've heard of it.
- h A Someone told me they're doing a deal _____ a _____ in Tel Aviv.
 - **B** Well, that makes sense. They do most of their business there.
- i A I hear you're bidding ______ a new _____ in Singapore.
 - **B** Yeah, we are. The negotiations are going quite well.
- j A Someone told me they're closing ______ the Liverpool ______.
 - **B** It doesn't surprise me. From what I heard, they're trying to centralize production.

Grammar

Present Simple

About half of all spoken English is in the Present Simple. You use it to talk about actions and states which are always or generally true.

Affirmative		Negative		Interrogative			Spelling changes	
I You We They	work.	I You We They	don't work.	Do Don't	I you we they	work?	verb go watch push	he/she/it goes watches pushes
He She It	works.	He She It	doesn't work.	Does Doesn't	he she it	work?	miss fax try	misses faxes tries

- **1** Correct the conversations using the information above.
- **a A** Works he for the BBC?
 - **B** No, he don't work for them anymore. He work for CNN.
- **b A** Where work you?
 - **B** I works for a design company in Frankfurt.
- **c** At our firm, we doesn't work on Friday afternoons.
- ${\rm d} \quad {\rm On \ Mondays \ our \ CEO \ usually \ flys \ to \ Oslo.}$
- **2** Match the sentences (a–h) to their functions (1–4).
- a I live just outside Munich.
- **b** He runs five kilometres every day.

- **c** Your presentation is this afternoon.
- **d** The United States has the world's strongest economy.
- e That's a good idea!
- f She works on Saturdays.
- g I love Vienna at Christmas.
- h My train leaves at 7.30.
- **1** describes habits and routines
- 2 refers to schedules and timetables
- 3 expresses thoughts, feelings and opinions
- 4 refers to long-term situations or facts

Present Continuous

You use the Present Continuous to talk about current situations in progress and future arrangements:

- They're staying at the Hilton.
- He's giving a talk on globalization at three o'clock.

Affirmative		Negative		Interrogative			Spelling changes	
ľm	I'm not		Am Aren't	Ι		verb make	- <i>ing</i> form making	
You 're We 're They 're	working.	You aren't We aren't They aren't	working.	Are Aren't	you we they	working?	come run drop	coming running dropping
He's She's It's		He isn't She isn't It isn't		Is Isn't	he she it		forget lie	forgetting lying

- **3** Read the conversation.
- A Alison?
- **B** Yes. Who's calling? (a)
- A It's Paco ... About our appointment, we're meeting (b) on Thursday, right?
- **B** That's right. Are you flying (c) to Heathrow?
- A No. I'm working (d) in Zaragoza this month. So Gatwick's easier for me.
- **B** Fine. Oh! The batteries are going (e) on my mobile. Can I call you back?

In the conversation, find examples of the following.

- 1 something happening right at this moment
- 2 something happening around the present time
- **3** a future arrangement

Present Simple or Continuous?

Some verbs are not 'action' verbs and are not usually used in the continuous form.

be	believe	hear	know	like	mean	need
see	seem	think	underst	and	want	

- **4** Choose the best alternatives in the following conversation.
- A What (a) do you do / are you doing?
- **B** (b) *I'm / I'm being* an electrical engineer for Siemens.
- A Really? Here in Munich?
- B That's right. (c) Do you know / Are you knowing Munich?
- A Oh, yes, great city. So, how (d) *do you enjoy / are you enjoying* the conference so far?
- **B** Well, it's all right, (e) *I guess / I'm guessing*. (f) *Do you give / Are you giving* a talk?
- A No, no. (g) I only come / I'm only coming to these things to get out of the office for a few days. Where (h) do you stay / are you staying, by the way?
- **B** At the Avalon. (i) *I usually stay / I'm usually staying* at the Bauer Hotel in Münchenerstrasse, but it was full.
- A Well, if (j) *you don't do / you aren't doing* anything later, do you want to go for something to eat?

Phrase bank: Networking

Match the sentence beginnings (a-k) to the pairs of endings (1-11).

a	What do you	1	introduce you to someone. give you my card.
b	Who do you	2	enjoying the conference? getting back to your hotel?
С	Where are you	3	nice talking to you. a pleasure meeting you.
d	How are you	4	based? staying?
e	Isn't this	5	with the beard? in the dark suit?
f	Who's the guy	6	work for? know here?
g	I think he's	7	a drink? anything from the buffet?
h	Can I get you	8	a moment, I'll be right back. I have to make a phone call.
i	Let me	9	do, by the way? think of the venue?
j	If you'll excuse 1 me	0	an amazing place? weather awful?
k	It's been 1	1	in logistics. giving a talk on PR.
а	b c	d	e f
g	□ h □ i □	j	k



Our telephone answering system has broken down. This is a human being. How can I help you?

Anonymous customer service representative

How often do you use the telephone at work?

Learning objectives: Unit 2

Business communication skills Receiving calls; Leaving voicemails; Roleplay: Exchanging information on the telephone Listening Planning a telephone call; Voicemail messages; Telephone conversations Vocabulary Telephone expressions Grammar Past Simple; time adverbs ago, before, during, for, in. over Phrase bank Telephoning

Making calls

How comfortable are you speaking English on the phone? Work with a partner. Complete the questionnaire with the verbs in the box in the correct form. Then discuss.

have keep lose misunderstand shout sound try want wish

BE HONEST!

Can you remember a time when you ...

- A totally _ _ what someone said on the phone? Oh, yes No
- really ____ rude and unhelpful because you were busy? Oh, yes No
- C constantly _ __ to ask the other person to repeat what they said? Oh, yes No
- __ putting off a call because you didn't want to speak English? just ____ Oh, yes No
- actually _ _ at someone on the phone? Oh, yes No
 - completely _ __ track of the conversation? Oh, yes No
- _ you could talk to the other just ____ person face to face? Oh, yes No
- pretending you were even ____ out to avoid taking a call? Oh, yes No
- _ to kill the person really ____ on the other end of the phone? Oh, yes No

Making phone calls in a foreign language requires planning. It's especially important to know what to say right at the beginning of the call.

2 **1.11** Listen to the phone call. Why does the caller get angry?

3 **1.12** Listen to a better version of the same phone call and complete the following opening phrases:

_____. Marius Pot __ , accounts _

4 1.13 Now listen to another phone call. Why does the caller sound so unprofessional?

5 💽 1.14 Again, listen to a better version of the same phone call and complete the following phrases:

> Genex Ace Pharmaceuticals. Ramon Berenguer ____ Catherine Mellor, _____ ?

an invoice.

6 A lot of the English you need on the phone is just a small number of keywords used in different combinations. Work with a partner. How many telephone expressions can you make in two minutes using one word or phrase from two or more sections below (e.g. *Can I have your name, please?*)? Write them down.

Can	l you	ask check speak to take see if help have give speak up hold on get tell leave say spell read get back to	who's me you he/she him/her your name a message someone something a moment it that	please about it again with me with you back to me I called within the hour to call me back a few details on that is there for me later today calling when he'll/she'll be back a message
-----	----------	--	---	--

7 You overhear a colleague say the following things on the phone. What questions do you think she was asked? Use some of the telephone expressions you made in 6.

- a Yes, I'd like to speak to Ifakat Karsli, please.
- **b** Yes, it's Ivana Medvedeva.
- c M-E-D-V-E-D-E-V-A, Medvedeva.
- d Yes. Can you just tell her Ivana called?
- e Yes, I'll tell him as soon as he gets in.
- f Of course. Your reference number is 45-81099-KM. Okay?
- g Sorry, is that better?
- **h** Around three, I should think.
- i Can we make that two hours?
- **j** Certainly. Can you give me your number?
- k Sure. When can I expect to hear from you?
- Sure. Just a minute. Where's my pen? Okay, go ahead.

8 💽 1.15 Listen and check your answers.

Voicemail

1 1.16 Listen to six voicemail messages. Take notes. Which message is about:

- a an order?
- **b** some figures?
- **c** a meeting?
- d a deadline?
- e a report?
- f a reminder?

2 💽 1.16	Listen again and answer the questions.
Message 1	How many times did Cheryl phone yesterday?
Message 2	What's the good news about phase one?
Message 3	What did Zoltán include in his report?
Message 4	When was the delivery?
Message 5	When was the estimate due?
Message 6	What do you think is happening at three tomorrow?
3 💽 1.16	The messages in 2 contain the following verbs.

1.16 The messages in 2 contain the follow

a phoned, corrected, faxed

С

- d talked, despatched, delivered
- **b** wanted, finished, explained
- e called, discussed, expected
- started, emailed, included
- f tried, waited, booked

The *-ed* endings of regular verbs in the Past Simple can be pronounced in three different ways: /d/, /t/ or /Id/. Listen to the messages again. Which verbs take the /Id/ ending? Why? Put them in the third column of the chart.

/t/	/ɪd/	
	/t/	/t/ /ɪd/

Now put the other verbs in the correct column.

4 The following messages were taken by your secretary. Work with a partner. Can you recreate the original voicemails? The first one has been done for you as an example.



1.17 Listen to the original voicemails and compare them with your answers.

Svetlana (Paris)

Flight delay - late for meeting.

Start with item 2 on agenda.

Will join asap.

pls = please asap = as soon as possible rgds = regards HQ = headquarters Q3 = third quarter

5