

OXFORD

Business Result

SECOND EDITION



Pre-intermediate *Student's Book*

David Grant, Jane Hudson & John Hughes

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		Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
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Introduction

Welcome to *Business Result Second Edition Pre-intermediate*. In this book you will find:

- 15 units
- 5 Viewpoint video lessons
- Practice files
- Communication activities
- Audio scripts

What's in a unit?

Starting point

- an introduction to the theme of the unit
- discussion questions

Working with words

- reading and listening about a work-related topic
- focus on key words and phrases
- practise the new words in speaking activities

Language at work

- grammar presented in authentic work contexts
- *Language point* box focuses on the key grammar points
- practise using the language in real work situations

Practically speaking

- focus on an aspect of everyday communication at work
- helps you to sound more natural when speaking
- practise speaking in real work situations

Business communication

- key expressions for authentic work contexts
- improve your communication skills for meetings, presentations, socializing, and phone calls
- *Key expressions* list in every unit

Talking point

- focus on interesting business topics and concepts
- improve your fluency with *Discussion* and *Task* activities
- *Discussion* and *Task* allow you to apply the topic to your own area of work

What's in the *Communication activities*?

- roles and information for pair and group activities
- extra speaking practice for the main sections of each unit

What's in the *Viewpoint* lessons?

The *Viewpoints* are video lessons, which appear after every three units. The topics of the *Viewpoint* lessons relate to a theme from the main units and include:

- interviews with expert speakers
- case studies of real companies

Each *Viewpoint* is divided into three or four sections, with a number of short video clips in each lesson. A *Viewpoint* lesson usually includes:

- A focus to introduce the topic. This contains a short video showing people discussing the topic.
- Key vocabulary and phrases which appear in the videos.
- Main video sections which develop listening and note-taking skills, and build confidence in listening to authentic language in an authentic context.
- Activities which provide speaking practice about the topic of the lesson.

What's in the *Practice files*?

Written exercises to practise the key language in:

- *Working with words*
- *Business communication*
- *Language at work*

Use the *Practice files*:

- in class to check your understanding
- out of class for extra practice or homework

The *Practice files* include a *Grammar reference* section with more detailed explanations of the grammar from each unit.

Follow the links (as shown below) to the *Practice file* in each unit.

» For more exercises, go to **Practice file 6** on page 116

» For more information, go to **Grammar reference** on page 117



1

Companies

Starting point

- 1 What kind of company do you work for?
- 2 Do you think it's better to work for a large or a small company?

Working with words | Company facts

1 Work with a partner. What do you know about these companies?

Ben and Jerry's Michelin Yahoo! Samsung Ikea



2 Read this text. Match descriptions 1–5 to the companies in 1.

- 1 This company **provides** many different Internet services, including news, online shopping and email. Most of its **revenue** comes from advertising on its website. Its head office is in Sunnyvale, California.

- 2 This company makes tyres for cars and other vehicles. It is **based** in France, but it has more than 111,000 **employees** all over the world. It is also well known for its red and green travel guides.

- 3 It's a Swedish company and it **operates** in 37 countries. It **specializes** in low-price household products, including furniture, bathrooms and kitchens. _____
- 4 It's a **subsidiary** of Unilever. The company makes ice cream and frozen yoghurt, and its main **competitor** is Häagen-Dazs.

- 5 This company **produces** many different electrical and electronic products, such as TVs, computers and mobile phones. It's South Korea's largest company and **exporter**. _____

3 Work with a partner. Which companies in 2 do you know well? Do you use any of the companies or their products? What do you think of them?

4 Complete these sentences with the words in bold from 2.

- 1 Some companies make or _____ goods.
- 2 Other companies _____ or offer services.
- 3 If you _____ in a product or service, it's your main activity.
- 4 If you work for a company, you are an _____.
- 5 Your company is _____ in the town or city where it has its head office.
- 6 If you work in a _____, your company is part of a bigger group.
- 7 Your company _____ in a country where it sells or makes its products.
- 8 A company in the same business as you is your _____.
- 9 A company that sells its products in other countries is an _____.
- 10 Your _____ is the money you receive for your products or services.

5 How many syllables are there in the words in 4? Where is the stress?

6 Complete this text with words from 4. Sometimes you need to change the form.

Skoda ¹_____ cars and other vehicles. It is a ²_____ of Volkswagen (VW) Group and it is the third oldest car maker in the world. It's ³_____ in the Czech Republic, but it is a global company. It ⁴_____ in 103 markets and has more than 25,000 ⁵_____ worldwide.

Skoda has the advantages of a central European location and technology from the VW Group. For this reason, its costs are lower than many of its ⁶_____, and it ⁷_____ in cars which offer good value for money.

When the company started, it produced bicycles. Today, it continues to ⁸_____ support services to the Tour de France and Tour of Britain cycle races.

» For more exercises, go to **Practice file 1** on page 106.

7 Name three big companies in your country. What do they do?

8 ▶ **1.1** Listen and complete the information about the ASSA ABLOY Group.

Name of group	ASSA ABLOY
Products	¹ _____ and ² s_____ s_____
Competitors	³ E_____ C_____, Ingersoll-Rand, and Master Lock
Nationality	⁴ S_____
Number of employees	⁵ _____,000
Revenue	⁶ €_____ billion
International operations	⁷ over _____ countries, ⁸ _____ companies
Name of the subsidiary	⁹ B_____

9 Make sentences about the employee and her company, using the information in 8 and some or all of the words in 4.

*Example: She works for ASSA ABLOY.
It produces locks and security systems.*

10 Work with a partner. Talk about your company or organization.

Tip | Word stress

To pronounce a longer word correctly, you need to know (a) the number of syllables (b) which syllable has the main stress or accent.

- company (3 syllables)
- country (2 syllables)
- activity (4 syllables)

Language at work | Present simple

- 1 Work with a partner. Ask and answer questions 1–5.
 - 1 Which company do you work for?
 - 2 Is it a new company?
 - 3 What does it do?
 - 4 Do you work at the head office?
 - 5 Does the company have offices in other countries?
- 2 Work with a partner. Are these sentences about *Gazprom*, *Nestlé* and *Toyota* true (T) or false (F)?
 - 1 Gazprom produces energy.
 - 2 The companies aren't competitors.
 - 3 Nestlé provides services but it doesn't produce anything.
 - 4 Two of the companies produce cars.
 - 5 Toyota isn't Russian.
 - 6 Nestlé and Gazprom don't have their head office in Japan.
- 3 Find examples from 1 and 2 for descriptions 1–5 in the *Language point*. Then choose the correct words in *italics* to complete sentences a–c.

LANGUAGE POINT

- 1 Verbs with *-s* or *-es* at the end _____
 - 2 A negative sentence using the verb *do* _____
 - 3 A negative sentence using the verb *be* _____
 - 4 A question using the verb *do* _____
 - 5 A question using the verb *be* _____
- a We use the present simple to talk about *something happening now* / *facts or regular actions*.
 - b We add *-s* or *-es* to the end of the verb in the *second* / *third* person singular.
 - c We use *be* / *do* for questions with adjectives, and we use *be* / *do* for questions with verbs.

» For more information, go to **Grammar reference** on page 107.

- 4 Choose the correct words in *italics* to complete the text.



You probably ¹*know* / *knows* that Nestlé ²*produce* / *produces* Nespresso machines and Nescafé instant coffee. And many people ³*see* / *sees* the Nestlé name on their breakfast cereal packet every morning. But what else ⁴*do* / *does* you know about the company? What other products ⁵*is* / *does* it sell, and where? And the food industry ⁶*isn't* / *doesn't* always green, so what does the company ⁷*do* / *does* to protect the environment?

Our reporter Rosa Manning ⁸*talk* / *talks* to employees of Nestlé and discovers what they do. She ⁹*learn* / *learns* why most employees ¹⁰*are* / *do* happy to work there and why most of Nestlé's employees ¹¹*isn't* / *don't* want to leave.

Listen to Nestlé in Focus tonight at 8 p.m. to learn more about one of the world's biggest food companies.

- 5 ▶ 1.2** Listen and make a note of three interesting facts about Nestlé. Compare with your partner.
- 6 ▶ 1.2** Listen again and answer questions 1–9.
- 1 How old is the company?
 - 2 What products does it produce?
 - 3 What is its annual revenue?
 - 4 Where is the head office?
 - 5 How many factories does it have?
 - 6 How many employees does it have?
 - 7 Is employee training important for the company?
 - 8 Does the company help local communities?
 - 9 Is it a green company?
- 7** Use the information from **6** to make sentences about Nestlé.
Example: The company is over 150 years old.

» For more exercises, go to **Practice file 1** on page 107.

- 8** Work with a partner. Ask and answer the questions in **6** about your company or a company you know well.
- 9** Work with a different partner. Tell them about your first partner's company.

Practically speaking | How to ask somebody to repeat information

- 1** Somebody speaks to you at a conference but you don't hear them. How can you ask the person to repeat the information?
*Hi. My name's **** and I work for **** in ****.*

- 2 ▶ 1.3** Listen to the conversation. Write the information about the company.
- Number of countries: _____
- Number of factories: _____
- Number of employees: _____
- Annual sales: _____

- 3 ▶ 1.3** Listen again and complete the expressions for asking somebody to repeat the information.

- 1 Sorry, can you _____?
- 2 Sorry, can you _____ a bit _____?
- 3 Sorry, _____ employees do you have?
- 4 And _____ your annual sales _____?

- 4** Which two questions in **3** ask the speaker to repeat only part of the information? What similar questions can you ask in response to the person in **1**?

- 5** Write five facts about yourself or your company, but replace certain words with ****. Read your sentences to your partner. Take turns asking them to repeat the missing information.

Tip | Intonation in questions

In a *Wh* question (*What, Where, Why, etc.*), your voice normally goes down at the end. When you ask a person to repeat certain information, your voice goes up:

What's your name? →

Mika Krzyzewski

Sorry, what's your name (again)? →

Just call me Mika.



Business communication | Making introductions

- 1 What do you talk about when you meet someone at a conference for the first time?
- 2 ▶ 1.4 Listen to Gianluca introducing himself to Carmen at a conference. Make notes about:
 - 1 Carmen's nationality
 - 2 her job
 - 3 why she's at the conference
- 3 ▶ 1.4 Complete what Gianluca says. Then listen again and check your answers.
 - 1 Excuse me. _____ this seat free?
 - 2 Thanks very much. Can I _____ myself? I'm Gianluca Donatelli.
 - 3 Nice to meet you _____, Carmen. Where are you _____?
 - 4 And _____ do you work for?
 - 5 Oh really? And what do you _____?
 - 6 So _____ are you at this conference?
 - 7 That's interesting. A friend of mine works for an Italian service provider. Can I introduce _____ to _____?
 - 8 Roberto. Can you come here a minute? This is ... Sorry, what's your name _____?
 - 9 Roberto. _____ is Carmen. She's writing an article on Internet service providers.

- 4 ▶ 1.4 Match questions 1–8 in 3 to Carmen's responses a–h. Then listen and check.

- | | |
|------------|--|
| 1 <u>c</u> | a I'm a journalist. |
| 2 _____ | b Carmen. Carmen Sanchez. |
| 3 _____ | c Yes, it is. Go ahead. |
| 4 _____ | d Nice to meet you. I'm Carmen Sanchez. |
| 5 _____ | e I'm here to research an article on Internet service providers. |
| 6 _____ | f I don't work for a company. I'm self-employed. |
| 7 _____ | g Yes, of course. That would be nice. |
| 8 _____ | h I'm from Argentina. |

- 5 Practise the conversation with a partner.

- 6 ▶ 1.5 Listen to another extract of the conversation between Gianluca and Carmen. Underline the stressed words in Carmen's questions. Why does she stress these words?

- 1 **Gianluca:** What do you do? **Carmen:** What about you? What do you do?
- 2 **Gianluca:** Why are you here at this conference? **Carmen:** How about you? Why are you here?

» For more exercises, go to **Practice file 1** on page 106.

- 7 Work with a partner. Have short conversations using the prompts below.

- Name
- Company
- Country
- Job
- Reason for being here

Example: A Can I introduce myself? I'm Felipe.

B Nice to meet you. My name's Juan.

A Where are you from, Juan?

B I'm from Spain. What about you? Where are you from?

A I'm from Brazil.

- 8 Work in small groups. You are at a conference. Introduce yourself to another person. Then introduce this person to other people in the group.

Key expressions

Introducing yourself

Can I introduce myself?

My name's / I'm ...

Introducing others

Can I introduce you to ...?

This is ...

Responding

Nice to meet you. / How do you do?

Nice to meet you, too.

Asking about person/job/company

What's your name (again)?

Where are you from?

Who do you work for?

What do you do?







Why are you here?

What/How about you?

TALKING POINT

Make that contact!

► **1.6** Work with a partner. You are both at a conference. You are competing for a big customer. The first person to finish is the winner. Turn to page 136 for the rules of the game.

	PLAYER A Start here		PLAYER B Start here	
Where are you from?	I'm a sales manager.	Who are your main competitors?	Yes, I am. Nice to meet you.	Is this seat free?
We make car windows.	Who do you work for?	JOKER 	Sorry, what's your name (again)?	No, it's a French company.
Can I introduce you to my boss?	It's 1263 Gray Rd, Carmel.	Does your company operate in Europe?	Italy	I'm Spanish. What about you?
You, too.	JOKER 	Olsen. Jan Olsen.	JOKER 	Yes, it is.
What is your annual revenue?	In Milan.	How many employees does your company have?	We operate in Europe and North America.	What does your company do?
No, I work in one of our subsidiaries.	What services do you provide?	JOKER 	Do you use English in your job?	Yes, I am.
Where's your head office?	No, we don't. We're a service company.	I'm here to look at new products. What about you?	Fifteen	What does your company specialize in?
No, I'm from South America.	JOKER 	I work for Goodyear.	JOKER 	No, I'm not. Just today.
I'm in room 356. How about you?	My husband/wife? He's/She's a journalist.	Sorry, what's your company again?	That's a very personal question!	Do you do any business in Asia?
Yes, we do.	Do you come here every year?	JOKER 	Why is your English so good?	No, it doesn't.

Congratulations! You made contact with the customer first!



2

Contacts

Starting point

- 1 At work, who do you usually speak to ...?
 - by phone
 - face-to-face
- 2 How much time do you spend ...?
 - speaking with people inside your company
 - speaking with people outside your company
 - working alone

Working with words | Describing your job and contacts

1 What do these people do?

- A retail buyer
- A public relations officer
- A business psychologist

2 Read the texts and compare your answers to 1.



My name's Sara Prentiss. I'm a retail buyer and I work for a supermarket chain. My main job is to buy salads and vegetables from **suppliers**. I research the kind of products that our **customers** want. I also work on logistics projects. For example, at the moment I'm working with an external **consultant**. He's advising me on how to get our products to the supermarkets more quickly.



Hi, I'm Ben Davidson. I work for the police, but I'm not a police officer. I'm a public relations officer, so I answer questions from journalists when the police are in the news. I'm currently working on a new project to attract new people to the police force. For this, I'm working with senior police officers and an outside **employment agency**.



I'm Heidi Johnson and I'm a business psychologist. I'm self-employed, so I work on projects for various **clients** and companies. Basically, I deal with problems at work and help **staff** develop good relationships. At the moment, I'm helping a local team to communicate better with their **colleagues** abroad.

3 Read the texts in 2 again. Which person or people ...?

- 1 work(s) on problems of communication
- 2 work(s) with people outside the company
- 3 work(s) with products
- 4 work(s) *with* companies, but not *for* a company



Tip | Word families

When you learn a new word, try and find other words in the same 'family' and note how to use them. We often use *-er* for people, e.g. *employer*, and *-ation* for things, e.g. *organization*.

- 4** Match the words in **bold** in the text in **2** to definitions 1–7.
- 1 These companies sell their products to retailers _____
 - 2 This organization finds new employees for you _____
 - 3 These people work with you _____
 - 4 These people pay for the services of a professional person or organization _____
 - 5 This expert outside the company helps you with problems _____
 - 6 These people buy your products _____
 - 7 These people are the employees of a company _____
- 5** Work with a partner. Which people in **4** do you work with?
- 6** ▶ **2.1** Listen to Simon Faubert talk about his job and answer questions 1–4.
- 1 What's Simon's main job?
 - 2 Which department does he work in?
 - 3 Who does he work with?
 - 4 What is his main problem at work?
- 7** ▶ **2.1** Complete the sentences about Simon Faubert. Then listen again and check your answers.
- 1 I work for a company that _____ software.
 - 2 They use our software to _____ the cost of making a _____ in different countries.
 - 3 Then they choose the _____ with the best price.
 - 4 My company only _____ 12 people.
 - 5 I _____ the _____ courses.
- 8** Complete the table with the correct words from **4** and **7**.

Verb	Nouns
_____	producer, _____
supply	_____, supplies
_____	calculator, calculation
_____	employer, _____, employment
_____	organizer, organization
train	trainer, trainee, _____
consult	_____, consultation

» For more exercises, go to **Practice file 2** on page 108.

- 9** Complete questions 1–5 with prepositions *with, on, for* or *in*.
- 1 Which company do you work _____?
 - 2 Which department/area do you work _____?
 - 3 Who do you work _____ inside and outside of the company?
 - 4 What sort of projects do you work _____?
 - 5 What problems do you deal _____?
- 10** Work with a partner. Ask and answer the questions in **9**.

Language at work | Present continuous

- 1** Look at the people in the pictures and answer the questions.
- 1 Where are they?
 - 2 What are they talking about?



- 2** ▶ **2.2** Listen to three conversations. Write the answer to the question for each conversation.
- Conversation 1 What do you do? _____
- Conversation 2 What are you doing these days? _____
- Conversation 3 What are you doing? _____
- 3** Look at your answers in **2** and complete the explanations and examples in the *Language point*.

LANGUAGE POINT

- 1 We use the *present simple* / *present continuous* to talk about an action happening at the moment of speaking.
Example: _____
- 2 We use the *present simple* / *present continuous* to talk about an action happening around the present time.
Example: _____
- 3 We use the *present simple* / *present continuous* to talk about a fact or regular action.
Example: _____
- 4 We form the present continuous with _____ + *-ing* form of the verb.
- 5 We form questions in the present continuous with (question word) + _____ + subject + _____.

» For more information, go to **Grammar reference** on page 109.

- 4** Work with a partner. Tell your partner three things you do regularly at work and three things you are working on at the moment.

5 ▶ 2.3 Listen to two conversations and answer the questions.

Conversation 1: 1 What's Nadira trying to do?
2 What's her log-in?
3 What's the problem?

Conversation 2: 1 What's Johann doing this week?
2 Who with?
3 Who's going for lunch?

6 ▶ 2.3 Complete Conversation 1 with the present continuous form of the verbs from the list. Then listen again and check.

have speak try accept work

A Who ¹ _____ I _____ to?

B Sorry, this is Nadira. I ² _____ to access my customer files, but the computer ³ _____ my log-in.

A ... There's a problem with the server.

B ⁴ _____ somebody _____ on it at the moment?

A Yes, I am. But it's not easy, because I'm on my own here. Everybody else ⁵ _____ lunch.

7 ▶ 2.3 Make sentences from the prompts using the present continuous or present simple. Then listen to Conversation 2 again and check.

Example: A Are you staying here all week?

A You / stay / here all week?

B Yes / I / give / training course.

A Who / train / this time?

B Group / six people. They / all work / telesales.

A I / know / Sonya / her team. It / go / well?

B Yes / they / make / good progress. You / work / with / telesales team?

A No / we / have / lunch / from time to time.

B I / go / restaurant / them / now. You / want / come?

A Sorry / I / always / go / to the gym / Wednesdays.

8 Work with a partner. Practise the conversation in **7**.

» For more exercises, go to **Practice file 2** on page 109.

9 Work with a partner. Look again at pictures A and B in **1**. Have a conversation for each situation using information about you and your job.**Practically speaking** | How to say phone numbers and spell names**Tip** | Saying phone numbers

We usually say each number separately, except when two numbers are the same:

The code for Thailand is double oh double six (00 66).

In American English, we say zero and not oh for 0.

1 Look at the post-it. How do you say the phone number?

Hans-Peter,
Can you call Myra Tully on 01865 556767
Or if not, on her mobile: _____
(code for UK _____)

2 ▶ 2.4 Listen and complete the missing numbers on the post-it in **1**. Did you say the phone number in **1** correctly?**3** Work with a partner. Say your home, work and mobile phone numbers to your partner. Write down what your partner says.**4 ▶ 2.5** Listen to two more conversations and write the names.**5** Work with a partner. Spell your first name, last name and the name of your company to your partner. Write down what your partner says.