

# Lifestyle

English for work, socializing & travel

## Pre-intermediate Coursebook



SELF-STUDY CD-ROM  
WITH MP3 AUDIO FILES

Vicki Hollett & Norman Whitby

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## Pre-intermediate Coursebook



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Unit	Grammar	Word focus	Communication strategies	Interaction
<b>1</b> <b>Building networks</b> p4–11	Present simple and continuous p4 Present simple and adverbs of frequency p6	<i>lend</i> and <i>borrow</i> p9	Requests p8	Networking p10 <i>Making new contacts</i> p11
<b>2</b> <b>Trouble-shooting</b> p12–19	<i>will</i> for offers and decisions p12	Verbs with <i>back</i> p13 <i>wait, expect, look forward to</i> p15 Emails and web addresses p17	Apologies p16	Solving travel problems p18 <i>Travel board game</i> p18
<b>3</b> <b>Roads to success</b> p20–27	Past simple p20 Past simple questions p22	Verb-noun collocations p27	Active listening p24	Learning from experience p26 <i>Sharing life experiences</i> p27
<b>4</b> <b>What's best?</b> p28–35	Comparative adjectives p28 Comparative and superlative adjectives p30	Describing people p35	Thanking p32	Deciding on priorities p34 <i>Personal qualities</i> p35
<b>Review 1–4</b> p36–37				
<b>5</b> <b>Organized chaos</b> p38–45	<i>going to</i> p38 <i>will</i> p40	Expressions with <i>put off</i> p45	Offering help p42	Making plans p44 <i>Sharing hopes and dreams</i> p45
<b>6</b> <b>Features and benefits</b> p46–53	Question forms p48 <i>How long/wide/high ... etc.</i> p48	Numbers p46 Adjectives with <i>-able</i> and <i>-ful</i> p53	Persuasion p50	A sales presentation p52 <i>Persuading an audience</i> p53
<b>7</b> <b>Playing by the rules</b> p54–61	Modals of obligation p54 Modal question forms p56	Computer terms p59	Instructions p58	Learning from play p60 <i>'Name It' board game</i> p61
<b>8</b> <b>What's the big idea?</b> p62–69	Present perfect p62 <i>yet</i> and <i>already</i> p64	Collocations with <i>idea</i> p68	Sharing ideas p66	Dealing with change p68 <i>Marketing plan for perfume</i> p69
<b>Review 5–8</b> p70–71				



Unit	Grammar	Word focus	Communication strategies	Interaction
<b>9</b> Put it in your diary p72–79	Modals of possibility p72 Future arrangements p74	Expressions with <i>give</i> p79	Saying 'no' p76	Planning a social event p78 <i>A surprise party</i> p79
<b>10</b> Special places p80–87	Countable and uncountable nouns p80	<i>too</i> and <i>enough</i> p82	Complaints p84	Collecting information p86 <i>Describing home towns to tourists</i> p87
<b>11</b> Making changes p88–95	First conditional p88 <i>if</i> and <i>when</i> p90	Expressions with <i>worth</i> e.g. <i>worth it</i> , <i>worth doing</i> p89	Agreeing and disagreeing p92	Introducing changes p94 <i>Roleplay a marketing campaign meeting</i> p95
<b>12</b> That's entertainment! p96–103	The passive p96 Active and passive p98	Restaurants p99	Turn taking p100	Promoting an event p102 <i>Interviews about festivals</i> p103
<b>Review 9–12</b> p104–105				
<b>13</b> Politely does it p106–113	<i>-ing</i> forms p106	<i>-ing</i> and <i>-ed</i> adjectives p108	Compliments p110	Entertaining guests p112 <i>A visit to someone's home</i> p113
<b>14</b> Career moves p114–121	Present perfect p114 Present perfect vs past simple p116	<i>for</i> and <i>since</i> p117	Public speaking p118	Job interviews p120 <i>Volunteering work</i> p121
<b>15</b> Memories p122–129	Past continuous p122 Past simple vs past continuous p124	Text messages p124 <i>remember</i> , <i>forget</i> and <i>remind</i> p126	Making excuses p126	Storytelling p128 <i>Sharing anecdotes</i> p129
<b>16</b> The right choice p130–137	<i>would</i> p130 Second conditional p132	<i>say</i> and <i>tell</i> p134	Differences of opinion p134	Making your case p136 <i>Reading maze about a rescue</i> p137
<b>Review 13–16</b> p138–139				

# 1

- A** Present simple and continuous
- B** Present simple and adverbs of frequency
- C** **Communication strategies** Requests
- D** **Interaction** Networking

# Building networks



## Present simple and continuous

**Listening:** A chain of acquaintances

**1** Shake hands with some other students in the class and introduce yourself. Make sure you know everyone's name.

**2** Look at this chain of friends and acquaintances. How many countries do the people come from?

**3** Work in pairs. Ask and answer these questions about each person in the chain.

1 Where does he/she live?

2 What does he/she do?

3 How does he/she know the other people in the chain?

**4** **1.1** Listen to three different people in the chain answering questions. For each person decide who is talking and which person they are talking about.

## Six degrees of separation

Six degrees of separation is the theory that any two people in the world are connected to each other through a short chain of friends and acquaintances. If the theory

is true, on average, it takes just six people to make a chain. Take Gudrun in Germany and Chuck in the USA, for example. Look at how they are connected.



**Gudrun Hohner**  
Waldorf, Germany  
Financial controller



*Gudrun works for the same software company as Sameer*



**Sameer Advani**  
Bangalore, India  
Trainer



*Sameer's niece is studying Maths at a university in the UK*



**Prema Ghuptah**  
Edinburgh, Scotland  
Student

*Prema is training for a marathon. She goes running with Christine.*



**Chuck Bridges**  
Cherry Hill, USA  
Service station owner



*Rob takes his car for service to Chuck's service station.*



**Rob Shaw**  
Philadelphia, USA  
Doctor



*Christine belongs to the same professional organization as Rob. They often meet at conferences.*



**Christine Cowper**  
Edinburgh, Scotland  
Medical researcher



**5** Listen again. Are these statements true (T) or false (F)? Correct the ones that are wrong.

- 1 Christine and Prema go running on Thursdays and Saturdays.
- 2 Prema is training for the New York marathon.
- 3 Gudrun works closely with the offices in India.
- 4 Sameer is working in Delhi at the moment.
- 5 Rob's waiting for the service station to call him.
- 6 Rob pays Chuck by credit card.

### Grammar: Present simple and present continuous

**6** Look at the table below and answer the questions.

#### Present simple and present continuous

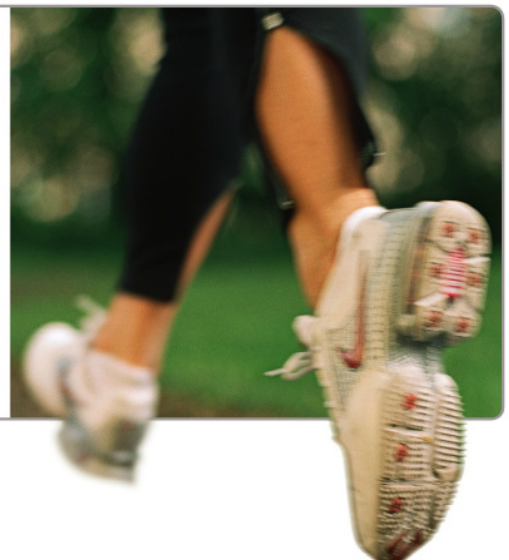
<b>Present simple</b>	<i>She <b>lives</b> in Waldorf. They <b>run</b> on Tuesdays and Saturdays.</i>
<b>Present continuous</b>	<i>We're <b>working</b> on a project together. Rob <b>is waiting</b> for his car.</i>

- 1 Which tense do we use to talk about:
  - a short-term or temporary activities?
  - b long-term situations or regular activities?
- 2 Which tense do we form with the verb *to be* and *-ing*?
- 3 When do present simple verbs end in *s*?
- 4 Find more examples of these two present tenses in the chain.

>> For more information on the present simple and present continuous, see pages 164 and 165.

**7** Complete this text. Use the present simple or present continuous form of the verbs in brackets.

It's 4:30 p.m. in Edinburgh and Prema <sup>1</sup> is training (train) for the London marathon. She <sup>2</sup> tries (try) to run for three hours every day. Her friend Christine sometimes <sup>3</sup> \_\_\_\_\_ (come) with her but Prema is alone today. Christine <sup>4</sup> \_\_\_\_\_ (attend) a conference in the United States. Christine <sup>5</sup> \_\_\_\_\_ (go) to medical conferences five or six times a year. Today she's in Philadelphia, with Rob. It's 11:30 a.m., they <sup>6</sup> \_\_\_\_\_ (have) brunch together and Rob <sup>7</sup> \_\_\_\_\_ (ask) her questions about her research. Meanwhile it's 10:00 p.m. in Bangalore and Sameer <sup>8</sup> \_\_\_\_\_ (check) his emails. There's a message from Gudrun but it isn't urgent. It's 5:30 p.m. in Germany and Gudrun <sup>9</sup> \_\_\_\_\_ (get) ready to go home. Sameer can answer her message in the morning. He <sup>10</sup> \_\_\_\_\_ (want) to go to bed now.



**8** Do you know people in other parts of the world? What time is it for them now? What do you think they are doing?

### Speaking: Finding connections

**9** Work in pairs. Find out more about each other and find connections.

- 1 Tell each other about where you live and your job.
- 2 Tell each other about a project you are working on now.
- 3 Find some things you have in common. For example, interests you share or organizations you both belong to.

**10** Report back to the class. Which pairs have most in common?

#### TALKING POINT

- Do you think the 'six degrees of separation' theory is true?
- Are you connected to anyone famous?

# 1 Present simple and adverbs of frequency

## Reading: Animal networks

- 1 Look at the photo in the article below. What do you think the article is about? Think of some words you expect to read in the article.
- 2 Read the article and find out if you are right.

## How does an ant change jobs?

We all know the benefits of meeting new people and having contacts. When there's a problem, we often know someone who can help, and life is usually more interesting if we have lots of friends and acquaintances. But it's not just people who network. Ants network, too.

Ants always live in colonies\* and they do different things. Some work on nest maintenance and some carry food. An ant rarely changes its job. But sometimes things happen – rain damages the nest or some ants find extra food. When the colony needs more maintenance workers or food carriers, some ants change jobs.

Ant colonies don't have managers. The queen ant is the biggest ant and she lays eggs. But she never gives orders and nobody is in charge. So how do ants know what job to do? They network. If an ant meets a lot



of food workers, then it becomes a food worker, too so it changes jobs. The colony doesn't need a leader because the ants network. The system is very successful. Colonies survive for many years and ants cover the Earth.

*colonies:* groups of animals or plants of the same type that live and grow together

- 3 Find words in the article that mean the same as these words and phrases.

- 1 good things, advantages
- 2 people you have met but do not know well
- 3 meet and communicate with new people, especially people who can be useful in your job
- 4 the place where ants live (birds live in these places, too)
- 5 affects something so it doesn't work properly
- 6 work we do to keep something in order and working properly
- 7 continue to live, don't die

- 4 Answer these questions about the article.

- 1 What two benefits of networking does the article mention?
- 2 In what situations do ants change jobs?
- 3 Does the queen ant tell the other ants what to do?
- 4 How do ants know when to change jobs?

- 5 Discuss with a partner.

How do organizations survive a long time in your industry? Do they need ...

- leaders who give orders?
- employees who network?
- something else? (what?)

## Grammar: Present simple and adverbs of frequency

- 6 Look at the article again and find examples of these things.

- 1 Two question forms
- 2 Two negative forms
- 3 Six frequency adverbs (words that tell you how often things happen)

## 7 Complete the rules.

### Present simple

+	Ants <b>live</b> in colonies. The queen ant <b>lays</b> eggs.	Add 1 _____ to the verb with <i>he/she/it</i> .
-	Ant colonies <b>don't have</b> managers. The colony <b>doesn't need</b> a leader.	Use 2 _____ or _____ to form negatives.
?	<b>How does</b> an ant <b>change</b> jobs? <b>How do</b> ants <b>know</b> what to do?	Use a question word and 3 _____ or _____ to form questions.

## 8 Where do we generally place frequency adverbs: before or after the verb? Write these frequency adverbs in the correct spaces in the table below.

sometimes usually rarely often

### Frequency adverbs

Ants **always** live in colonies.

She **never** gives orders.

always \_\_\_\_\_ never  
100% \_\_\_\_\_ 0%

>> For more information on the present simple and frequency adverbs, see pages 164 and 165.

## Speaking: Questionnaire

9 Work in pairs. Complete the questionnaire below and find out if you are good networkers. Ask the questions and make a note of your partner's answers.

10 Turn to File 6, page 140. Add up your partner's score and read your results together. Do you agree with them? How important is networking in your job?

11 Tell the class two things your partner does that are good ways to connect with other people.

# Are you a good networker?

- Do you belong to any professional or social organizations?
  - No
  - Yes, but I don't have much time for them.
  - Yes and I take an active role.
- When you go to a social event, how many people do you talk to?
  - I try to talk to everyone if possible.
  - I usually talk to a lot of people.
  - I don't talk to many people. It's difficult to end conversations.
- Do you remember people's names?
  - Yes, I always try to learn them.
  - I can never remember names.
  - I remember faces but not names.
- When people give you their business cards, what do you do with them?
  - I put them in a box so I can find them if I need them.
  - I usually put their information on my computer.
  - I don't keep them. I just throw them away or lose them.
- What do you say when someone asks you: 'What do you do?'
  - I tell them my job title.
  - I say a sentence or two about my job.
  - I explain who I work for and what I do, and I ask them about their job.
- When you leave a job, do you keep in touch with your colleagues?
  - I try to keep in touch with a lot of them.
  - I try to leave on good terms but I don't stay in contact.
  - If I don't like someone or something, I say so when I leave.
- How often do you carry business cards?
  - Always. I have some with me now.
  - I don't use business cards.
  - I sometimes take them to business and social events.
- What do you usually do on Friday night?
  - I go home and turn on the television.
  - I usually go out. There is often an event or a party somewhere.
  - I try to get home early and spend time with my family.

**TALKING POINT** Describe how networking has helped you in your career or your life, for example, with finding a job or solving a problem.

## Reading: Learning from children

### 1 Answer these questions.

What are some useful things that ...

- 1 parents can teach their children?
- 2 parents can learn from their children?

### 2 Look at the article. What does the writer think parents can learn from their children? Do you agree?

## How children get what they want

Children are very good at getting what they want. Take this example:

'Mum, can I go out and see Timmy for an hour?'

'Yes, of course.'

'I called Timmy and he's going swimming. Could I go with him?'

'Oh, OK then.'

'I don't have any money to get into the swimming pool. Could you give me some?'

'Well, all right then.'

'Would you give us a *lift* there?'

'I suppose so.'

'And could you possibly *pick us up* later?'

*Hang on* a minute! What's going on here? First they ask for something small and then they build on that to get big things. And it works because after we say 'yes', we want to think we did the right thing. We don't want to *contradict* ourselves, so we continue to say 'yes'.

So here's something we can learn from our children: how to *manipulate* people and make them do what we want.

### 3 Find words and phrases in italics in the article which mean the same as these phrases.

- 1 say something different from what you said before
- 2 go and collect someone or something
- 3 a ride in a car
- 4 make someone do what you want by influencing or deceiving them
- 5 wait

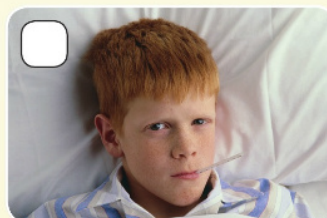
### 4 Discuss these questions.

- 1 Are children good at making their parents do what they want? How? Why?
- 2 Think of someone you know who is good at getting what they want. How do they do it?

## Listening: Please

### 5 1.2 English and American parents teach their children to say 'please' to be polite. But when do English speakers actually say 'please'? Listen to four people asking for things and match the conversations to the pictures. Then answer these questions.

- 1 What do they ask for?
- 2 Do they say 'please'?



### 6 Listen again and complete these extracts from the conversations. Write in the missing words.

#### Conversation 1

1 \_\_\_\_\_ your name, please?

#### Conversation 2

A: Sorry to <sup>2</sup> \_\_\_\_\_ you, but I've got a <sup>3</sup> \_\_\_\_\_ ... I need to leave now. <sup>4</sup> \_\_\_\_\_ cover for me?

B: Yes, <sup>5</sup> \_\_\_\_\_ .

#### Conversation 3

A: OK, <sup>6</sup> \_\_\_\_\_ sign here, please?

B: <sup>7</sup> \_\_\_\_\_ .

#### Conversation 4

A: I need to take some <sup>8</sup> \_\_\_\_\_ up to the third floor ...

There's a trolley over there. <sup>9</sup> \_\_\_\_\_ I borrow it?

B: Not <sup>10</sup> \_\_\_\_\_ .

- 7** Do English speakers normally say 'please' if they make small requests or big requests?
- 8** Does your language have a word like 'please'? When do you use it?
- 9** When English speakers make big requests, they often explain or apologize first. Find examples of this in exercise 6.
- 10** Read the requests and responses and answer the questions.

Requests		
A		B
<b>Can I go out for an hour?</b> <b>Could I go with him?</b> <b>May I have your name, please?</b> <b>Do you mind if I use it?</b>		<b>Can you sign here, please?</b> <b>Could you cover for me?</b> <b>Would you give us a lift?</b> <b>Could you possibly pick us up?</b>
Saying 'yes'		Saying 'no'
<i>Of course.</i> <i>Certainly.</i> <i>I suppose so.</i>	<i>Well, all right then.</i> <i>No problem.</i>	<i>I'm afraid I can't.</i> <i>I'm sorry but ... (+ a reason)</i>
<p><b>1</b> Which request forms (A or B) do we use to ...</p> <ul style="list-style-type: none"> <li><b>a</b> ask people to do things?</li> <li><b>b</b> ask if it's OK to do things?</li> </ul> <p><b>2</b> Look at all the request forms. Which ones do we use to ...</p> <ul style="list-style-type: none"> <li><b>a</b> make big requests.</li> <li><b>b</b> make small requests.</li> </ul> <p><b>3</b> Look at the different ways to say 'yes'. Which ones sound most positive?</p>		
<p> Notice the reply to this question.  <b>Q:</b> <i>Do you mind if I borrow it?</i>  <b>A:</b> <i>No, not at all.</i> = I'm happy for you to borrow it.                      If we <b>don't mind</b> something, we'll be happy with whatever happens.</p>		

**Word focus:** *lend* and *borrow*

- 11** Complete these definitions with *lend* or *borrow*.
  - 1** If you \_\_\_\_\_ something from someone, you take something that belongs to them, use it for a short time and then give it back.
  - 2** If you \_\_\_\_\_ something to someone, you give it to them so they can use it for a short time.
- 12** Complete these sentences with *lend* or *borrow*.
  - 1** Do you mind if I \_\_\_\_\_ this pencil for a moment?
  - 2** This book looks interesting. Can you \_\_\_\_\_ it to me?
  - 3** May I \_\_\_\_\_ these headphones for a moment?
  - 4** I didn't bring my hairdryer, would you \_\_\_\_\_ me yours?
  - 5** Could you \_\_\_\_\_ me \$20? I'll pay you back tomorrow.
  - 6** Could I possibly \_\_\_\_\_ your car this afternoon?

**Speaking:** Asking for help

- 13** Work in pairs. Take turns to make and respond to requests in these situations.
  - 1** You want to borrow your friend's English dictionary for a day or two. You also want them to lend you €50 so you can buy a new English textbook.
  - 2** You want a friend to give you a lift to the gym. You also want them to stop at the post office and wait while you post a letter.
  - 3** You want your assistant to work late tonight. You also want them to go to the dry cleaner's in their lunch hour and pick up your shirts.
  - 4** You're going on holiday for a week. You want your neighbour to water your plants. You also want them to feed your cat.
  - 5** You want a colleague to show some visitors around your workplace. You also want them to pick the visitors up from the airport, and take them back to the airport at the end of the day.

# Reminder

Grammar reference  
pages 164 and 165

We use the present simple to talk about long-term situations and regular activities.

*My friend works with computers.*

We use the present continuous to talk about short-term or temporary activities.

*I'm working on a new project.*


Remember there are some verbs that we do not usually use in the continuous.

Examples: *want, like, need*

## Listening: Perhaps I can help

**1** Where do you sometimes meet new people? Add more places to this list.

- private parties
- conferences
- the gym or sports centre

**2**  **1.3** Listen to three people meeting at a party. How are they connected? Answer these questions.

Who ...

- 1 is Lucy's neighbour?
- 2 is Lucy's cousin?
- 3 is finishing an MBA course?
- 4 is looking for a job?
- 5 is a financial analyst?
- 6 thinks they need a holiday?
- 7 wants to go to France?
- 8 is trying to find a translator?
- 9 speaks Spanish?




Julia



Lucy



Paul

**3**  Complete the missing words. Then listen again and check your answers.

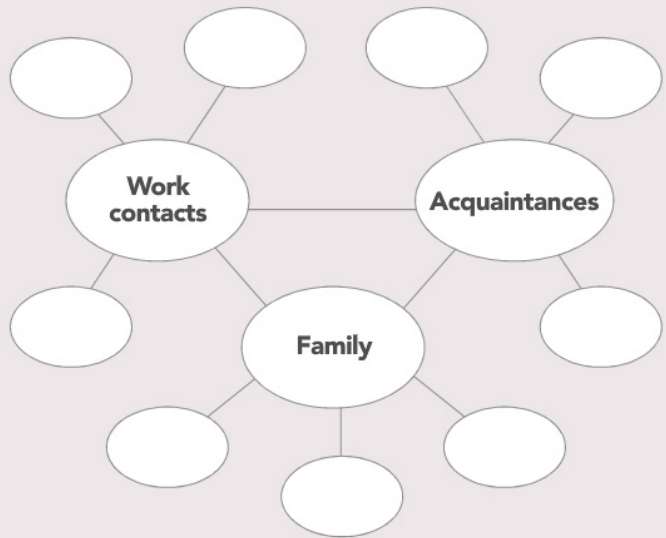
- 1  
A: So you're an MBA student?  
B: Yes, I <sup>1</sup>\_\_\_\_\_ this summer.  
C: Paul's <sup>2</sup>\_\_\_\_\_ a job.
- 2  
A: I think she's a <sup>3</sup>\_\_\_\_\_.  
B: Oh, I'm not. But I think I <sup>4</sup>\_\_\_\_\_ a holiday.  
A: I <sup>5</sup>\_\_\_\_\_ to go to Paris for a few days. Do you <sup>6</sup>\_\_\_\_\_ to \_\_\_\_\_ with me?
- 3  
A: I'm <sup>7</sup>\_\_\_\_\_ find someone who can translate for us. The person who speaks Spanish is <sup>8</sup>\_\_\_\_\_.  
B: Paul <sup>9</sup>\_\_\_\_\_ Spanish.

**4** Think about some things you want to do. Complete these phrases to make true sentences about your life.

- 1 I'm trying to ...
- 2 I need ...
- 3 I want to ...
- 4 I'm looking for ...

## Speaking: Personal networks

**5** Work in pairs. Follow these instructions and talk about some of the people you know.



**1** Write the names of three of your work contacts in the diagram. For example, the names of your boss, a colleague, a customer or supplier. Then explain to your partner what each person does.

*Maria's my boss. She's responsible for ...*

**2** Write the names of three family members in the diagram. For example, the names of your husband/wife, sister/brother or son/daughter. Then ask and answer questions about each person.

*A: Is Johan your brother?*

*B: No, he's my son.*

*A: Really, how old is he?*

**3** Write the names of three other friends or acquaintances in the diagram. For example, the names of your friends or neighbours. Then explain how you know these people and how often you meet.

*Tom's my neighbour. We sometimes play squash together at weekends.*

**6** Read some problems with your partner.

- 1 Choose three of the problems and think of someone you know who can help. For example, one of your colleagues, a friend, a neighbour or a relative.
- 2 Tell your partner who can help and why.

*Nina needs to speak to Pete. Pete's my neighbour and he runs an import-export business. He often employs interns.*

**Nina**



*My 18-year-old nephew is trying to get some work experience. I'm looking for someone who can offer him an internship.*

**Jean-Claude**



*I'm trying to find a native English speaker. I want to write an English version of my resumé and need some help.*

**7** Network with the class. Show your personal network diagram to some other students and look at theirs. Ask and answer questions about the people you know.

Try to find...

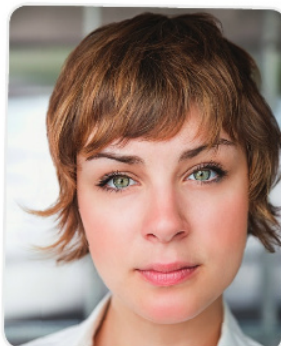
- 1 someone interesting – someone you'd like to meet.
- 2 someone useful – someone who can help you with one of your problems.

**Sven**



*I want to find someone who works with computers. I have a problem with my internet connection and need help.*

**Edyta**



*I want to go to New York next summer. I'm looking for someone who knows the city and can tell me about hotels and things to do.*

**Keiko**



*I can't take my daughter to her piano lesson next week. I'm looking for someone who's free at 4 p.m. on Wednesday and can drive her there.*

**Zhi Peng**



*I need more exercise. I'm trying to find someone who wants to play tennis or go cycling with me.*

**Writing:** Keeping in touch

- 8 You received an email from a friend yesterday. She started a new job this week and says it is going well. Write a reply. Complete the message below with your own ideas.

✉

Hi ...

Great to hear from you. It's good to know that ... .

At the moment, I ... . I want to ... .

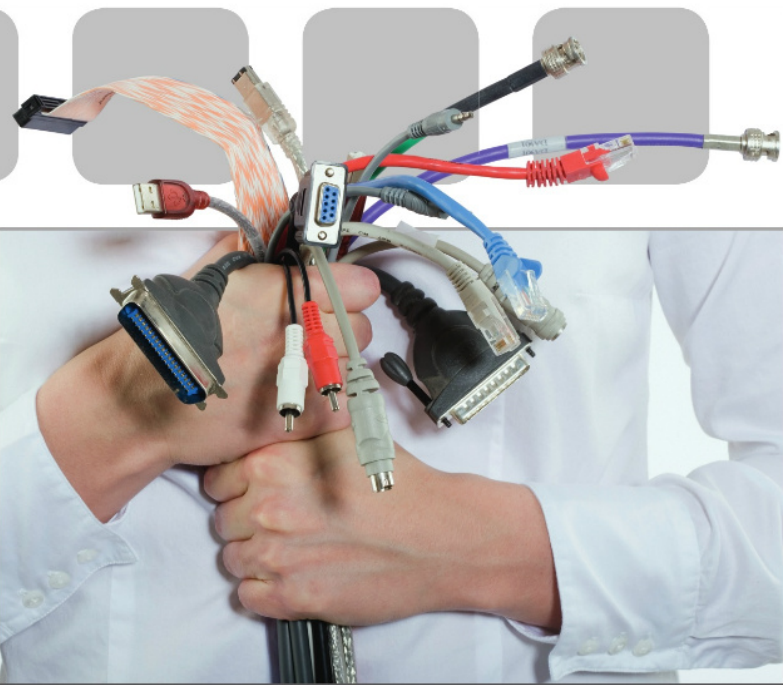
... is very well. He/She ... . He/She is trying to ... .

Hope to hear from you again soon. Take care and keep in touch.

...

# 2

- A** will for offers and decisions
- B** Emails
- C** **Communication strategies** Apologies
- D** **Interaction** Solving travel problems



# Troubleshooting

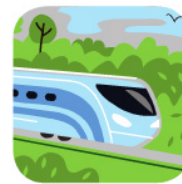
## will for offers and decisions

### Listening: Calling tech support

- 1** Who do you ask for help when you have a computer problem?
- 2** **1.4** Listen to someone asking for help and follow the conversation in the chart. What is the problem?

Tech support.  
Can I have your employee number, please?

Where are you?	Yes, a group of us have the same problem.	Are you sure it's the network and not your computer?	Yes, it's 240721 and my name's Chris Orth.	What's the problem?	The 's' key doesn't work.	Bring it to the lab and we'll take a look.
In a meeting room on the third floor.	OK, I'll look into it and get back to you.	The wireless network isn't working.	Thanks, Chris. How can I help you?	I'm having trouble with my computer.	Fine. See you soon.	OK, I'll come now.
You're welcome.	I'll wait to hear from you, then.	Ah, they're doing some maintenance work on the system.	I'm having trouble reaching the HR site.	With your laptop or desktop computer?	My desktop. It's running very slowly.	You're welcome.
Thanks very much.	Yes, I'll get back to you as soon as I can.	So is the site down?	Is your internet connection OK?	How soon can they be here?	OK. I'll send someone over to take a look.	That's great. Thanks a lot.
Yes, try again in 15 minutes and let us know if you still have problems.	OK. I just need to wait, then.	Yes, but it'll be back up and running soon.	Yes. Is the HR site down?	I'll find out and let you know.	Can you call me back on my mobile?	Yes, no problem.



**3** Work in pairs. Take turns to be tech support and Chris Orth. Use the chart to make up more conversations.

**4** Match the expressions with similar meanings.

- |  |  |
|--|--|
| 1 I'm having trouble with it.            | a I'll work out what the problem is.       |
| 2 I'll look into it.                     | b I'll call you back with the information. |
| 3 I'll find out what's wrong.            | c I'll tell you as soon as I can.          |
| 4 I'll get back to you.                  | d I'm having a problem with it.            |
| 5 I'll let you know as soon as possible. | e It'll work again soon.                   |
| 6 It'll be back up and running soon.     | f I'll investigate.                        |

### Grammar: will and 'll

**5** Read the information about *will* and *'ll* in the table. Then find more examples of decisions, offers and promises in the chart in exercise 2.

#### will and 'll

The contracted form of *will* is *'ll*. We often use it when we're deciding what to do.

*I'll wait to hear from you, then.*

We also use it to offer and promise help.

*OK. I'll look into it and get back to you.*

>> For more information on *will*, see page 169.

**6** Work in pairs. Take turns making some more tech support calls. Use the problems below.

- You can't log on to the system.
- You can't connect to the printer.
- Your computer is running slowly and you think it has a virus.
- Your German colleague changed your keyboard settings so now, when you type the letter 'Y', you get the letter 'Z'. You want to change the settings back.

### Word focus: Verbs with back

**7** We can use *back* after many verbs. Look at the examples below. Then complete the sentences with the verbs in the box.

*Call me back on my mobile.* (Return my call.)  
*I'll get back to you as soon as I can.* (I'll reply soon.)  
*He'll be back in the office on Friday.* (He'll be here again.)

send go phone put bring be write come

- If it's not the right size, \_\_\_\_\_ it back here and we'll change it for you.
- Mr Harris isn't here at the moment. Can I ask him to \_\_\_\_\_ you back?
- The doctor says he'll \_\_\_\_\_ back and see me again tomorrow.
- Some of these goods are damaged so we'll \_\_\_\_\_ them back to the supplier.
- The system is down at the moment but it'll \_\_\_\_\_ back up soon.
- The new system of processing orders isn't working. Do you think we should \_\_\_\_\_ back to the old system?
- Please \_\_\_\_\_ the files back on the shelf when you finish with them.
- I sent her a card last month but she didn't \_\_\_\_\_ back.

### Speaking: Quick decisions

**8** Work in pairs. Practise making decisions, offers and promises. Take it in turns to read a situation to your partner. They should respond and say what they will do. Student A: Turn to File 18, page 142. Student B: Read the situations below.

*A: Your shirts are dirty.*

*B: I'll take them to the cleaners.*

- Your mother rang while you were out.
- It's very hot in this room.
- The wastepaper bin is full.
- The gas company sent us another bill today (a red one).
- I'd like to speak with your manager.
- The sweater you bought is too big.
- This light doesn't work.
- There aren't any taxis.
- I can't find my house keys.
- Help! The building's on fire!

#### TALKING POINT

- How good are you at fixing computer problems?
- Do you ever help to solve other people's computer problems? If so, whose?


## Reading: What's in your inbox?

**1** Discuss these questions.

- How often do you check your email? For example, every hour?
- Approximately how many emails are in your inbox right now?

**2** Terri Mahler has six messages in her inbox. Which ones need urgent action?


1

 Just a quick message to say I'm working at home this afternoon. Tan Keung Yam is manning the office.


2

 Hi all,  
FYI today is 'National Leave-The-Office-Early Day'.


3

 Hi Terri,  
Re your visit next week, can you send me your flight details ASAP so I can organize transport from the airport?


4

 Terri,  
I just got your voice message. I'm attaching the answers to some FAQs about uploading files to the website.

5

 Dear Terri,  
I'm writing to confirm that we're expecting to ship your order for European plug adaptors Ref. No. 437281 on Friday. We're just waiting for one part to arrive.

6

 Dear Ms Mahler,  
Thank you for your enquiry. Yes, we have a room available for the 30th. The rate is \$150 per night and we will require your credit card details to make a reservation.

**3** Look at the endings to the emails. Match them to the correct beginnings in exercise 2.

**A**

We're looking forward to seeing you on the 15th.  
Thanks a lot and have a safe trip,  
Jan Svensson

**B**

If you need to speak with me, feel free to call me here on 215 555 9436.  
Cheers,  
Elly

**C**

See question 4 – I think it will solve your problem.  
I hope this helps,  
Aleksy

**D**

We apologize for the delay and thank you for your patience.  
Best wishes,  
Enid

**E**

If you have any further questions, please do not hesitate to ask.  
Kind regards,  
Emily Dickson

**F**

Why are you still here reading this?  
Agostina  
P.S. Have a great weekend!

**4** Answer these questions.

- What's Jan Svensson looking forward to?
- What's Elly doing today? And what about Tan Keung Yam?
- What's Aleksy attaching to the email?
- What's Enid expecting to do on Friday and what's she waiting for?
- Where does Emily Dickson work?
- According to Agostina, why is today a special day?

**5** Find all the abbreviations in the emails. What do they mean? Then check your answers: Turn to File 8, page 141.

**6** Match these two subject lines to the correct emails. Then suggest subject lines for the other four emails.

- Request for flight information
- Website upload problem

**Word focus:** *wait, expect, look forward to*

**7** Match these phrases to the meanings below.

We're looking forward to ...  
 We're waiting for ...  
 We're expecting to ...

- 1 you think that something will happen
- 2 you're doing nothing until something happens
- 3 you think that something good will happen; you're excited and you're thinking about it a lot

**8** Complete these sentences with one of the phrases from exercise 7.

- 1 \_\_\_\_\_ the bus. It's five minutes late.
- 2 \_\_\_\_\_ see a rise in inflation this year.
- 3 The exhibition starts July 19th. \_\_\_\_\_ meeting you at our stand.
- 4 \_\_\_\_\_ complete the project before the end of the month.
- 5 Have a good trip. \_\_\_\_\_ hearing all about it when you get back.
- 6 There's nobody at the ticket desk. \_\_\_\_\_ someone to come and serve us.



After *expect* we use an infinitive form (to do):

*We're expecting to see you soon.*

After *look forward to* we use an -ing form (doing):

*We're looking forward to seeing you soon.*

**Speaking:** Starting and ending emails

**9** Look at the emails in exercises 2 and 3 again. Which two are more formal? How do you know?

**10** Discuss these questions about English emails.

- 1 When do we use the titles *Mr, Mrs, Ms* and *Dr* in English?
- 2 Look at the closings below. Which ones are suitable for an email to a ...
  - a professional contact you don't know well?
  - b friend or colleague you know well?

(Some are suitable for both.)

**Email closings**

*Kind regards*  
*Thank you for your patience.*  
*Best wishes*  
*I hope this helps.*  
*If you have any further questions, please do not hesitate to ask.*  
*We're looking forward to seeing you on the 15th.*  
*Look forward to seeing you on Friday.*  
*Cheers*  
*Thanks a lot.*  
*Have a great weekend.*  
*Feel free to call me.*  
 No closing – just sign off with your name or initials

**11** Answer these questions. Then turn to File 9, page 141 to find out how British and American speakers start and end emails.

- 1 How do you normally start and end emails in your language?
- 2 Do you ever start an email without a greeting (like *Dear ...*, *Hi* or *Hello*)?
- 3 Do you ever end an email with no closing?

**12** Work in pairs or groups. Decide how to start and close English emails in these situations.

- 1 You're organizing a large meeting. You need to ask the guest speaker what equipment they need for their presentation.
- 2 You need one of your employee's expenses claims. The end of the month is approaching so it's urgent.
- 3 A customer wrote and asked if your products come with a guarantee. The answer is yes. Attach your warranty terms to your reply.
- 4 You're going to England next week. You need to email all your work contacts to tell them you will be out of the office.

*Dear Dr Davies ... Kind regards, Jo Hall*

**Writing:** Emails and responses

**13** Work in pairs or groups. Write one of the emails in exercise 12 together. One person writes; the others check spelling and grammar.

**14** Swap your email with another pair or group and write a reply.

## Reading: Sorry!

### 1 Discuss these questions.

- 1 Think of some different situations where people might say 'sorry'.
- 2 Would you say 'sorry' to someone if you accidentally bumped into them in the street? How about if they bumped into you?

### 2 Read the article and find out about English customs. Do English people say 'sorry' in the same way as you?

## Sorry, I'm English.



'Sorry' is a very common word in British English. In fact people probably apologize more in England than anywhere else on Earth. The anthropologist\* Kate Fox did some experiments to find out just how automatically English people say 'sorry'. She bumped into passersby in busy, crowded places like train stations and shopping centres and counted how many people apologized. Even though the 'accident' was clearly her fault, about 80 per cent of English people said 'sorry'. Then she tried the same experiment on people from the USA, France, Belgium, Poland, the Lebanon, Scandinavia, Italy, Russia, Spain, Japan and Australia. Most people said 'Careful' or 'Watch out' and many were very nice about it and held out a hand to help her. Only people from Japan came close to saying 'sorry' so often. But she found it difficult to experiment on Japanese people because they were very good at jumping out of the way.

*anthropologist:* someone who studies people and their origins, customs and beliefs

### 3 Answer these questions.

- 1 Who did this experiment and what's her job?
- 2 Who caused the accidents: the passersby or Kate?
- 3 Do Americans say 'sorry' as often as English people?
- 4 Why was it difficult for Kate to experiment in Japan?
- 5 Why do you think English people say 'sorry' so much?

## Listening: Sorry to interrupt

### 4 Answer these questions.

- 1 Do people ever interrupt you when you're working? Who interrupts you and what for?
- 2 What do you do when you don't want to be disturbed? Do you ever take your phone off the hook?



### 5 1.5 Here is one half of a telephone conversation. What do you think the other person is saying? Complete the conversation. Then listen and find out if you are right.

A: Jean Pierre Moreau.

B: 1 \_\_\_\_\_

A: Hi, Rosemary, Look, can I call you back?

B: 2 \_\_\_\_\_

A: Yes, I'm in the middle of something.

B: 3 \_\_\_\_\_

A: Thanks. Bye.

### 6 Look at these phrases. Then answer the questions.

- a Is this a good time to call?
- b Look, I'm really busy right now.
- c Have you got a minute?
- d I'm sorry, but I'm in a meeting.
- e Can I call you back?
- f Are you busy?
- g Is it important?
- h Sorry, but it's not a good time.

Which phrases can you use to ...

- 1 stop people interrupting you?
- 2 check it's OK to interrupt people?