

Workbook

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A2

Business Partner

Your Employability Trainer

1 Working day

Vocabulary 1.1 Jobs and tasks

1 Complete the sentences with the words in the box.

answer calls data do emails meetings orders start travels writes

- The Sales Assistants _____ work at 9 a.m.
- The Production Engineer writes a lot of _____.
- The Sales Manager _____ customers every week.
- The Admin Assistants _____ the phone.
- The Project Manager often _____ for work.
- My boss _____ sales reports.
- We go to _____ on Thursdays.
- I _____ a lot of research in my job.
- The Admin Assistant processes _____.
- Our manager analyses sales _____.

2 Write sentences about Nico and Paula. Use the notes.

Nico is an Admin Assistant.

- starts work early (always)
He always starts work early.
- travels for work (never)
He _____.
- calls customers (usually)
He _____.

Paula is a Project Manager.

- does research (often)
She _____.
- goes to meetings with clients (sometimes)
She _____.
- processes orders (rarely)
She _____.

1.2 Work tasks and activities

3 Choose the correct option.

- Emilio needs to create the *brief* / *talk* with instructions for the project.
- They need an *agenda* / *update* from the team with all their new information.
- We have a *budget* / *data* meeting tomorrow to discuss production costs.
- Our Admin Assistant usually *books* / *creates* a meeting room for the team.
- We have five things on the *agenda* / *presentation* to discuss.
- Can you *book* / *calculate* the production costs today, please?
- The sales team prepares *discussions* / *presentations* for all our new products.

4 Complete the dialogue with the words in the box.

about available busy date fine see shall then

- A:** Sorry, but I need to change the ¹ _____ of the management meeting.
- B:** Are you ² _____ on Tuesday the tenth, in the afternoon?
- A:** No, I'm in a client meeting on Tuesday. How ³ _____ Wednesday afternoon?
- B:** Sorry, I'm afraid I'm ⁴ _____ then. What about Thursday?
- A:** Thursday morning is good. ⁵ _____ we meet in my office?
- B:** I usually start work at 8.30 a.m. How about ⁶ _____?
- A:** Yes, that's ⁷ _____. We can go for coffee with the team.
- B:** ⁸ _____ you then.

Grammar 1.1 Facts and routines

1 Complete the sentences with the correct form of the verbs in the box.

call do finish not be (x2) not have not work travel

- 1 Henri and Fiona often _____ for work.
- 2 Mauricio _____ research on new products.
- 3 Laura _____ on Fridays. She works from Monday to Thursday.
- 4 They _____ work at 6 p.m.
- 5 Susanna _____ meetings tomorrow.
- 6 Tomas _____ a Finance Manager, he's a Sales Manager.
- 7 She _____ customers every day.
- 8 Kerim and Jorge _____ IT specialists, they're Project Managers.

2 Put the words in the correct order to make sentences.

- 1 often / Sylvia / reports / writes / sales / .

- 2 until 7 p.m. / work / usually / we / on Wednesdays / .

- 3 analyses / Klaus / data / rarely / .

- 4 before / process / they / orders / 4 p.m. / always / .

- 5 goes / sometimes / Fred / to / with / meetings / the sales team / .

- 6 never / phone / answers / Harry / the / .

1.3 Questions

3 Choose the correct option.

- 1 **A:** *How often / Where* do you take a break at work?

B: Two or three times a day.

- 2 **A:** *What / Where* is the meeting this morning?

B: In meeting room five.

- 3 **A:** *Where / Which* desk do you work at?

B: The desk by the window.

- 4 **A:** *When / What* do you take a break?

B: About 11 a.m.

- 5 **A:** *What / When* time do you finish work?

B: Usually at 6.30 p.m.

- 6 **A:** *How / Where* long is the presentation this afternoon?

B: About an hour.

4 Complete the questions with *is, are, do or does*.

- 1 What _____ the gym's opening hours?

- 2 _____ you use the gym at work?

- 3 _____ your boss start work before you?

- 4 _____ Renata at work today?

- 5 How many people _____ in the office today?

- 6 _____ she have lunch at her desk?

- 7 Where _____ the toilet?

- 8 When _____ the meeting start?

Reading and listening Scheduling meetings

Hi Nadia,
I hope you are well.
We need to have a budget meeting next week. I'm available all day on Wednesday and Thursday, 15–16th September. Are you available on those days?
Best regards,
Jan

Hi Jan,
Thanks for your message.
I'm sorry, I'm not available on Wednesday or Thursday. I need to prepare a presentation on Wednesday, and on Thursday I have team meetings in the morning and a client meeting all afternoon. How about Friday?
Best regards,
Nadia

Hi Nadia,
Sorry, I usually travel for work on Fridays. How about Monday 13th September? Is 11 a.m. OK? Shall we meet in my office?
Best regards,
Jan


Hi Jan,
Perfect. See you in your office at 11 a.m. on Monday.
Best regards,
Nadia

1 Read the emails and choose the correct option.

- 1 When do Jan and Nadia need to have a budget meeting?
a tomorrow b this week c next week
- 2 What does Nadia need to do on Wednesday?
a meet clients b prepare a presentation c have a team meeting
- 3 What does Jan usually do on Fridays?
a work from home b travel for work c make calls
- 4 What day is the budget meeting?
a Monday b Wednesday c Friday

2 Read the emails again and complete the sentence.

The budget meeting is on ____th September, at ____ a.m. in ____'s office.

3  1.01 Listen to the conversation between Jan and Nadia and complete the sentences with the dates and times in the box.

1.30	3.00	8	9	10	11	11.15	13
------	------	---	---	----	----	-------	----

- 1 Nadia has a meeting with new clients on ____th September.
- 2 Nadia is available on Wednesday ____th, but Jan is busy.
- 3 Nadia has a phone call with the Madrid office at ____ p.m. and a management meeting at ____ p.m.
- 4 Jan needs to send his report before ____ a.m.
- 5 Nadia can finish her meetings by ____ a.m.
- 6 The budget meeting is at ____ a.m. on ____th September.

4 Listen again. Where is the budget meeting?

Writing A survey

1 Complete the questions in a workplace survey with one word in each gap.

- | | |
|--|--|
| <p>1 _____ long does it take you to travel to work every day?
 <input type="radio"/> 0-30 min <input type="radio"/> 30-60 min <input type="radio"/> 1 hour +</p> <p>2 _____ you sometimes work from home?
 <input type="radio"/> Yes <input type="radio"/> No</p> <p>3 How _____ hours do you work every week?</p> <p>4 _____ time do you start and finish work?</p> | <p>5 Do _____ work in an office with windows?
 <input type="radio"/> Yes <input type="radio"/> No</p> <p>6 _____ do you usually have lunch?
 <input type="radio"/> In the canteen
 <input type="radio"/> In a café or restaurant
 <input type="radio"/> At your desk</p> <p>7 _____ you usually work in a team or on your own?</p> <p>8 How _____ do you take a break?</p> |
|--|--|

2 Put the words in the correct order to make questions.

1 at work / do / use / the / you / gym / ?

2 the canteen / when / have / do you / lunch / in / ?

3 your office / work / many / how / people / in / ?

4 car park / do / how / you / use / the / often / ?

5 work / the evening / do / at home / you / in / ?

6 the meeting rooms / where / in / are / your workplace / ?

3 You want to find out about the health and fitness of your colleagues at work or where you study. Use the notes to write questions for the survey below.

1 gym facilities / your workplace / ?

2 many times / week / walk to work / ?

3 always / use / lift / ?

4 how often / exercise / after work / ?

5 eat / fruit and vegetables / every day / ?

6 how many / cups coffee / have / every day / ?

Health and fitness survey >

1 *Do you have gym facilities in your workplace?*

Yes No

2 _____

Every day Four times Three times Twice Once

3 _____

Yes, always Sometimes No, never

4 _____

Every day Four times Three times Twice Once

5 _____


Yes, always Sometimes No, never

6 _____


6+ 5 4 3 2 1 0

Functional language

Talking about people and roles

1  1.02 Put the conversations into the correct order. Then listen and check.

- 1 a **Helen:** Nice to meet you, Theo.
- b **Mark:** Helen, this is Theo from the Geneva office.
- c **Theo:** Nice to meet you, too, Helen.
- 2 a **Theo:** He's fine.
- b **Helen:** Do you know Louis in the Geneva office?
- c **Helen:** How is he?
- d **Theo:** Louis Martin? Yes. He works in my department.
- 3 a **Helen:** About eight.
- b **Theo:** How many people work in the sales team?
- c **Helen:** Theo, that's the sales team.

2  1.03 Choose the correct option. Then listen and check.

- A:** What do you ¹do / work?
- B:** ²I'm a / I work Sales Manager. I ³manage / visit clients and work with the Sales Director.
- A:** ⁴Which / Who department do you work in?
- B:** The IT department.
- A:** ⁵What's / Who's your manager?
- B:** Mario Souza.
- A:** Do you travel ⁶for / to work a lot?
- B:** Yes, I do. I ⁷go / visit our offices in Europe and Asia.
- A:** Who ⁸manages / works that team?
- B:** Jonathan Andrews. Do you ⁹see / know Jonathan?
- A:** ¹⁰What / Which does Jane do?
- B:** ¹¹She does / She's an IT Manager. She ¹²does / manages the IT team.

3 Put the words in the correct order to make questions about Kate, a Designer, and Sam, a Sales Manager.

1 a clients / visits / who / the / ?

b does / who / visit / Sam / ?

2 a what / design / Kate / does / ?

b new / who / products / designs / ?

4 Choose the correct answers for the questions in Exercise 3.

- 1 a Clients. / Sam.
- b Clients. / Sam.
- 2 a Kate. / New products.
- b Kate. / New products.

Vocabulary 2.1 Orders and deliveries

1 Match 1-6 with a-f to complete the sentences.

- | | |
|---------------------------------|---|
| 1 We often order | a meals from restaurants to customers. |
| 2 The restaurants supply | b an order with our app. |
| 3 Our riders deliver | c deliveries every day of the week. |
| 4 You can place | d meals to our riders. |
| 5 The supplier | e prepares your food for delivery. |
| 6 The company makes | f food on their website. |

2 Complete the sentences with the words in bold in Exercise 1.

- They don't make **d**_____ at the weekend.
- Does the company **d**_____ products outside the UK?
- Can you **o**_____ food with their app?
- We place a food **o**_____ every day.
- We **s**_____ tinned food to supermarkets.
- Does the **s**_____ prepare food every day?

3 Complete the text with the words in the box.

deliver delivery order orders supplier supplies

We have a new ¹_____ in Spain called *Frutel*. The company ²_____ fruit and vegetables to supermarkets in Europe. We can place ³_____ on Mondays and their ⁴_____ truck leaves on Tuesdays. They ⁵_____ to our supermarkets on Thursdays. We ⁶_____ a lot of oranges and tomatoes because they are very fresh. *Frutel* is a great company.

2.2 An order by phone

4 Choose the correct option.

- Frutel, good morning. Vera Sanchez *speaking* / *talking*. How can I help you?
- Do you *have* / *put* the product reference number?
- How *many* / *much* is a box of oranges?
- How much does *delivery* / *order* cost?
- How *many* / *much* boxes do you need?
- Can you *deliver* / *process* by tomorrow?
- I'd like to *order* / *put* the oranges now, please.
- How *many* / *much* is that in total?

5 Match the questions in Exercise 4 (1-8) with the responses (a-h).

- | | | | |
|--|-----|--|-----|
| a Twenty boxes, please. | ___ | e That's €168. | ___ |
| b My name is Hugo Tyndall. I'd like to order some oranges. | ___ | f They're eight euros a box. | ___ |
| c Yes, it's 00-98-43-22. | ___ | g Forty cents per box. | ___ |
| d I'm very sorry, we can't. We don't deliver on Tuesdays. We can deliver on Thursday. | ___ | h Certainly, I'll put your order on the system. | ___ |

Grammar 2.1 Things you can and can't count

1 Complete the sentences with the words in the box.

a about an any lot many much of some (x2)

- 1 Not _____ people want to work there.
- 2 We have a _____ of problems with this order.
- 3 They need _____ big warehouse for their products.
- 4 We need _____ fruit and vegetables.
- 5 We have ten minutes. It isn't _____ time for lunch.
- 6 Gina has _____ interesting idea for a new business.
- 7 Victor doesn't have a lot _____ time to finish his report.
- 8 We sell _____ thirty kilos of coffee every day.
- 9 We don't have _____ deliveries on Sundays. Deliveries are from Monday to Saturday.
- 10 They have _____ deliveries to make tomorrow.

2 Choose the correct option. Then match the questions (1-6) with the answers (a-f).

- | | |
|---|---|
| 1 How <i>much / many</i> orders do we have today? | a It needs about ten, and about twenty drivers. |
| 2 How <i>much / many</i> customers buy fresh meat? | b Not much. People drink a lot of coffee, but not much tea. |
| 3 How <i>much / many</i> money do you need to start the business? | c We have twenty. We usually have fifty orders a day. |
| 4 How <i>much / many</i> delivery trucks does the business need? | d A lot. We eat a lot of fruit and vegetables. |
| 5 How <i>much / many</i> fruit do you buy? | e A lot. It's very expensive. |
| 6 How <i>much / many</i> tea do you sell? | f Not many. We don't sell much meat. |

2.3 Saying something exists

3 Complete the sentences with *is/isn't* or *are/aren't*.

- 1 There _____ a delivery for you. (✓)
- 2 There _____ any stores in our area. (x)
- 3 There _____ time to return it if you don't like it. (✓)
- 4 There _____ any paper in the photocopier. (x)
- 5 There _____ two new computers in the office. (✓)
- 6 There _____ a phone on his desk. (x)

4 Complete the answers with *there is/isn't* or *there are/aren't*.

- 1 A: Is there a discount on this order?
B: No, _____.
- 2 A: Are there any customers in the shop?
B: Yes, _____.
- 3 A: Is there time to finish the report today?
B: Yes, _____.
- 4 A: Are there any meetings tomorrow?
B: No, _____.

Listening An order by phone

- 1** 2.01 Look at the catalogue for *Better Bio Cups*. Listen to a phone call and tick (✓) the cups the customer buys (A-D).

BETTER BIO CUPS

Product	Reference number	Size	Quantity per box
A <input type="checkbox"/> Espresso cups	ECOE12	Small	200 units
B <input type="checkbox"/> Espresso cups	ECOE14	Medium	100 units
C <input type="checkbox"/> Cappuccino cups	ECOC16	Small	75 units
D <input type="checkbox"/> Cappuccino cups	ECOC18	Medium	50 units

- 2** Listen again and complete the order form.

Customer name Stella _____
 Café/Restaurant Café _____
 Customer reference number (CRN) 4 ____ - ____ - 2 ____ - ____ - 65
 Size _____
 Product reference number _____
 Quantity ordered _____ boxes
 Delivery date _____, 15th March
 Delivery cost _____ delivery

Total cost £ _____

- 3** Are the sentences *true* (T) or *false* (F)? Listen again and check your answers.

- Ben doesn't know how to spell Stella's first name. _____
- Stella doesn't understand what *CRN* means. _____
- Stella doesn't want small espresso cups. _____
- For orders of one to nine boxes, delivery costs £16. _____
- They can't deliver on Wednesday. _____

- 4** 2.02 Complete the questions from the phone call. Then listen and check.

- Can I _____ your CRN?
- Do you have the product reference _____?
- How _____ is a box of cups?
- And how _____ does _____ cost?
- How _____ boxes do you need?
- _____ I help you with _____ else?

Writing Email enquiries

1 Match the questions (1-4) with the answers (a-d).

- | | |
|---|--|
| 1 Is there a delivery charge for orders under €100? | a No, you can't. We collect goods from your home address free of charge. |
| 2 Can I return my order to one of your stores? | b Yes, there is. Delivery is free for orders of €100 and over. |
| 3 Can I cancel my order before delivery? | c No, there isn't. There are discounts for large orders of over fifty items. |
| 4 Is there a discount on small orders? | d Yes, you can. There is one day to change or cancel your order before delivery. |

2 Put the words in the correct order to make sentences from an email.

1 response / to your / in / enquiry, / free of / delivery / is / charge / .

2 find / a list / please / of prices / attached / .

3 please / any questions / if / contact us / you have / .

4 you / there / two / order / can / return / your / are / ways / .

5 one / can / stores / go / of / our / you / to / .

6 from / your / can / we / the goods / also / home address / collect / .

3 Choose the correct option to complete the emails.

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From: Otto Beck

To: Customer Services

Subject: Cancelling or exchanging an order

I'd like to ¹exchange / return an order for a computer chair. Is it possible to ²cancel / change my order from a red chair to a blue chair? ³Collect / Delivery is on Friday next week.

Regards,
Otto Beck

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From: Customer Services

To: Otto Beck

Subject: Cancelling or exchanging an order

Dear Mr Beck,

Thank you for ⁴my / your enquiry. There ⁵is / isn't time to change your order before delivery. We can deliver a blue computer chair on Friday next week. Please ⁶click / refund on this link to complete the exchange ⁷email / form.

Please ⁸contact / return us if you have any questions.

Regards,
Amalia Ejsmond, Customer Services

4 Write a response to the email enquiry. Use the information in the box.

Customer Services:

- thank for enquiry / sorry not happy
- two ways to return: to any of our stores or we collect
- thirty days to return order
- attached list of store addresses
- please contact if questions

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From: Alicia Moreno

To: Customer Services

Subject: Refund

Dear Sir/Madam,

I'm not happy with my order. I'd like to return it and get a refund.

Can I return my order to one of your stores?

Regards,
Alicia Moreno

Functional language Making agreements

1 Put the words in the correct order to make questions.

1 the weekend / come / at / can / the builders / ?

2 many / are / there / how / chefs / ?

3 before / how / arrive in the office / about / coming / people / ?

4 the dishes / wash / the cleaners / can / ?

5 time / how / need / much / the engineers / do / ?

6 equipment / do / provide / you / ?

7 include / does / materials / the price / ?

8 can / start / your team / when / ?

2 2.03 Match the questions in Exercise 1 (1-8) with the answers (a-h). Then listen and check.

- a No, I'm sorry, we don't. _____
- b Yes, that's fine. We can come at 7 a.m. _____
- c How about Monday next week? _____
- d No, I'm sorry. They only work from Monday to Friday. _____
- e Yes, it does. They are included in the price. _____
- f There are four in total. _____
- g They usually fix this problem in one or two hours. _____
- h Yes, they can. _____

3 2.04 Complete the dialogues with the words in the box. Then listen and check.

about come do how is many need place there time weekend what

- 1 **A:** _____ do you want the cleaners to _____ ?
B: Clean the floors and empty the bins.
- 2 **A:** _____ many meeting rooms are _____ ?
B: There are three.
- 3 **A:** How _____ days do you _____ a cleaner?
B: Three days a week.
- 4 **A:** What _____ do you want the cleaner to _____ ?
B: After we finish work.
- 5 **A:** _____ there a _____ for the cleaning equipment?
B: Yes, there is a cupboard in this office.
- 6 **A:** How _____ coming at the _____ ?
B: No, I'm sorry, we can't.

3 Changes

Vocabulary 3.1 A company's story

1 Choose the correct option.

- 1 The company *moved / opened* a new store in Paris.
- 2 She *produced / started* her new business in 2018.
- 3 The company *opened / produced* family cars at the beginning.
- 4 They *hired / expanded* the business last year, with two new shops.
- 5 We *hired / launched* four more employees last month.
- 6 The company *opened / launched* five new products in 2017.
- 7 We *moved / created* our factories to India in 2019.
- 8 He *created / opened* a new design for our products in 2018.

2 Complete the text about British designer and business woman, Cath Kidston. Use the verbs in Exercise 1.

Cath Kidston ¹ to London in 1976. She ²s her first home interiors business with a friend in 1985. In 1993, she ³o her first Cath Kidston store and ⁴c her now-famous wallpaper. In 1999, she ⁵h more employees and opened her second store. She ⁶e her business to other countries in 2006 and opened a store in Tokyo. In 2008, she worked with a UK supermarket and ⁷p a shopping bag from recycled plastic bottles. In 2011, the company ⁸l the first Cath Kidston café in Japan. Today, there are over 200 stores worldwide.

3.2 Email phrases

3 Complete the table with the phrases in the box.

Best wishes ~~Dear all~~ Dear employees Please do the following
Please follow these instructions Regards Thank you for your help
To all staff We appreciate your cooperation

Beginning an email	<i>Dear all,</i> ¹ _____, ² _____
Thanking	³ _____, ⁴ _____
Giving instructions	⁵ _____, ⁶ _____
Ending an email	⁷ _____, ⁸ _____

4 Complete the email with the phrases in Exercise 3.

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To all ¹_____,

We recently had some complaints about food in our office. Many staff eat hot lunches at their workspace. Some staff also leave dishes around the office. Please remember it doesn't look professional when clients visit. From today, ²_____ do the following:

- Eat in the office kitchen or staff canteen.
- Wash all dishes and cups that you use.

We ³_____ your cooperation.

Best ⁴_____,

Tanya Mazur, Office Manager