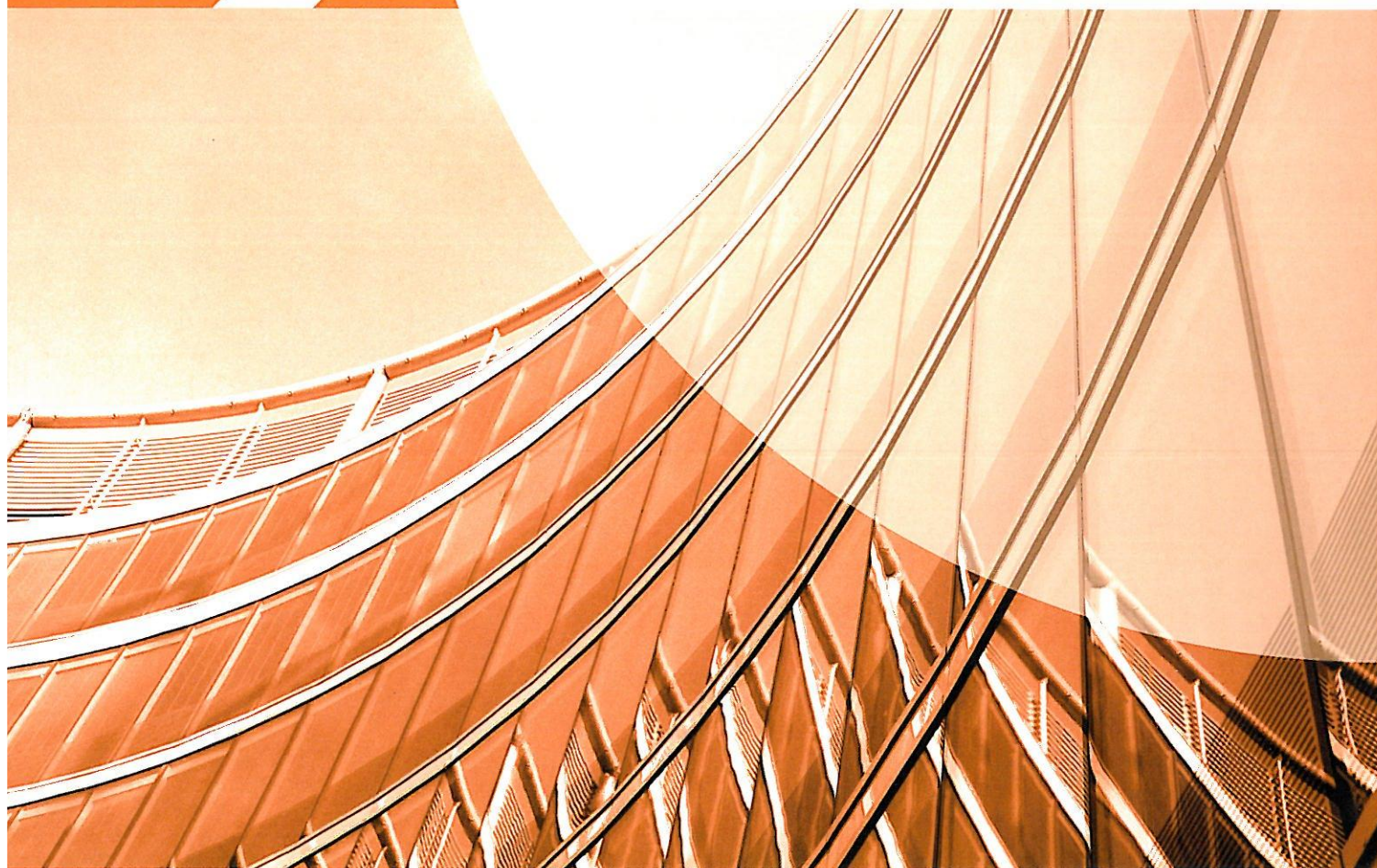


Workbook

Robert McLarty

B1

Business Partner



Pearson Education Limited

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and Associated Companies throughout the world

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B1



Business Partner

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Vocabulary Transferable skills

1 Complete these comments by interviewers using the words and phrases in the box.

can-do attitude communication skills critical thinking determination
integrity set goals team player think outside the box

- 1 His ideas were creative and really innovative so he can obviously _____.
- 2 I liked the way she worked with the other candidates so she is clearly a(n) _____.
- 3 He has excellent _____. The presentation was first class and he answered the questions really clearly.
- 4 She used _____ brilliantly. I thought she evaluated the three options in the case study carefully before deciding which one to choose.
- 5 She has a lot of _____. This is the third time she's applied for a position in Marketing so she hasn't stopped trying.
- 6 I like the way she has monthly objectives for herself which shows she can _____.
- 7 I don't think he will complain about work. He seems prepared to try anything. He has a real _____.
- 8 They all seemed to have _____. They answered the interview questions on attitudes towards work very well.

2 Choose the correct option in italics.

- 1 Our consultants need to be *confident* / *independent* because they often have to work alone.
- 2 My manager is really *ambitious* / *passionate* about customer service.
- 3 In an interview you need to show *adaptability* / *confidence* in your abilities.
- 4 After four years in the job her *motivation* / *passion* was quite low and she started to look for a new one.
- 5 Our budgets are not high so we need to be very *resourceful* / *ambitious* when planning travel.
- 6 We get lots of different projects in our company so staff have to show great *adaptability* / *authenticity*.

3 Complete the sentences using the correct word ending.

- 1 Juan can deal with most people and all the managers trust him – he is very depend_____.
- 2 Things change so often in our industry. We have to be very flex_____.
- 3 Anna really enjoys working on her own from home. She shows great independ_____.
- 4 Henri loves his job and is really keen. It's good to see such enthus_____.
- 5 My manager is always really hon_____ with me. He always tells me what he thinks.
- 6 Maria wants to become a manager in the next two years – she has a lot of amb_____.

Grammar Advice and suggestions

1 Complete the table using the problems and advice/suggestions in the box.

How about looking for a new one?	I don't find my job very challenging.
I've got too many online connections.	It takes me two hours to get to work.
Why don't you go travelling until then?	You ought to go on a course.
You should try thinking about something completely different.	

	Problem	Advice/Suggestion
1	My computer skills are not very good.	
2		Why not try speaking to your manager?
3	I really don't earn enough in my present job.	
4		You shouldn't accept everybody.
5	My new job starts in three months.	
6		You could apply for a transfer to another branch.
7	I get so nervous before interviews.	

2 Match 1–7 with a–g to complete the sentences.

- | | |
|---------------------|---|
| 1 Why don't you | a keep your profile updated. |
| 2 How about asking | b contacting a recruitment agency? |
| 3 You should always | c get a better photo for your online profile? |
| 4 You could do | d put false information on your profile. |
| 5 You shouldn't | e to rewrite your introduction. |
| 6 Why not try | f people to endorse your profile? |
| 7 You ought | g some online courses to improve your CV. |

3 Put the dialogue in the correct order (1–8). Two lines have been done for you.

- a How's it going? 1
- b Why don't you apply for a working visa for Australia or New Zealand? ___
- c I haven't got enough money. Those courses are expensive. ___
- d I tried that but no luck. They said I need to improve my English. ___
- e Not too bad but I'm still looking for a job. ___
- f That's a good idea. I could get a job and learn English at the same time. 8
- g You could go on an intensive course. ___
- h How about contacting a recruitment agency? ___

Reading

www.jobspot.abc

The fun is over Work starts now



A lot of people ask me about the difference between studying and working full-time. Well, let me tell you it is very different. When you're studying, you set your goals and do enough studying to achieve them. Usually you like the subject, so most tasks are interesting. Once you start working though, someone else is managing you, setting your goals and making sure you achieve them. And, if you do, you can be sure they'll make them more difficult the next month!

Another important difference is that when you start work you often have no one below you. Even if you are the best in your class, graduating cum laude* in your subject, you probably have little practical experience in the workplace, so you start at the bottom. And some of the tasks you have to do will be very boring, so it's important you can motivate yourself. In sales, for example, they will often ask you to call old customers. You'll need determination, because you might call many of them without getting any interest, but you still have to be friendly and polite. I know this doesn't sound great but with a can-do attitude you can really start to make progress.

If you get a job in a non-customer facing position, you'll need to be able to work independently. You might be inputting data or preparing reports. Both of these tasks are necessary for your employer but might seem rather dull to you. Nevertheless, you'll need to be both reliable and a problem-solver, while finding the most efficient ways of doing them. Nobody said that work was always exciting!

And for those graduates who are still looking for a job, remember that you are competing with a lot of people every time you apply for a position; you need to make sure your online profile is up-to-date and makes you stand out from the crowd**. Why not try doing some online courses to improve your skills set and to give yourself something different to offer? You should always remember to be flexible. The job you're offered might not be exactly what you're looking for but it's only the first step on a long road.

*cum laude /kʊm 'lɑ:udeɪ/ (with honours) – if you graduate cum laude, you finish a university degree and are given official praise for special achievement

** stand out from the crowd – to be noticed because you are better than others

1 Read the blogpost and decide if these statements are *true* (T), *false* (F) or *doesn't say* (DS).

- 1 You set your own goals when you're studying and when you start working. _____
- 2 The best graduates might manage people in their first job. _____
- 3 Subject knowledge is important in sales. _____
- 4 Graduates in non-customer facing jobs need to be good at solving problems. _____
- 5 Candidates with much better online profiles usually get the jobs they apply for. _____
- 6 Graduates looking for work should consider additional studying. _____

2 Read the blogpost again and complete the sentences using the words and phrases in the box.

at the bottom can-do attitude determined harder sets the goals stand out

- 1 One main difference between studying and working is that at work another person _____.
- 2 If you achieve your goals, the next ones will be _____.
- 3 Graduates probably have to begin their career _____.
- 4 You need to be _____ if the task takes a lot of time and is boring.
- 5 A(n) _____ is useful if you want to make progress.
- 6 The writer thinks you need to _____ from other candidates for a job.

3 What is the best description of the blogpost?

- a honest b unrealistic c positive

Functional language Asking questions to build rapport

1 Put the words in the correct order to make follow-up questions.

- A:** I hear you speak fluent English. Where did you learn it?
B: My parents worked in the UK. We lived in a town called Abingdon. ¹ _____ ?
 (it / you / do / know)
A: Yes, I do actually. I studied near there for two years at the European School.
B: Really? Me too. ² _____ ? (in / Abingdon / how / for / long / were / you)
A: Three years. From 2012 to 2014. ³ _____ ? (stay / long / how / you / did)
B: From 2008 to 2012. My mother worked in Oxford.
A: My father worked there, too. ⁴ _____ ? (live / exactly / where / you / did)
B: We lived in a small village called Burcot. Then we moved to London.
A: That's interesting. ⁵ _____ ? (there / do / what / you / did)
B: I went to university. Did you like England? ⁶ _____ ?
 (visit / which / you / places / did)
A: London, Bath and parts of Scotland.
B: ⁷ _____ ? (it / what / about / you / did / like)
A: I loved everything – the green hills, the grand buildings and all my friends!
B: Me, too. I miss it now!

Networking at a careers event

2 Which of these answers is not an appropriate response?

- 1 Starting a conversation: 'Sorry, could I just ask you a few questions about your company?'
 a Sure, go ahead. b Oh, really? c Yes, of course.
 2 Showing interest: 'After college, I went to Salamanca to study Economics.'
 a That's interesting. b Uh-huh. c Here's my card.
 3 Closing a conversation: 'Enjoy the rest of the event.'
 a I really appreciate your time, thank you. b That sounds exciting. c It's been nice talking to you.

3 Complete the conversations using the words in the box.

appreciate call detail exciting explain minute questions

- 1 **A:** Can I talk to you for a _____ ?
B: Of course, how can I help?

- 4 **A:** I'd like to ask you a few _____ .
B: Sure. Go ahead.

- 2 **A:** Thank you for your time. I really _____ it.
B: Thank you, too. It was a pleasure talking to you.

- 5 **A:** Do you have a few minutes to _____ your new service?
B: Absolutely.

- 3 **A:** I've got some great news about our sales!
B: Have you? That sounds _____ .

- 6 **A:** We need to discuss the report in more _____ .
B: We do. Could I give you a(n) _____ this afternoon?

Writing Emails - Introducing yourself

1A Read the two emails. Which is less formal?

To: Sales consultants

From: Harry Kaufmann

Subject: Hello!

1 _____ colleagues,

2 _____ as the new Social Media Communications Manager. Before I joined this company, I was working in a similar position for a German company. I have always wanted to work in Australia, so I am delighted to have this opportunity.

3 _____ to contact me by email or phone if you have any questions.

4 _____ meeting you all in person over the next few weeks.

5 _____,

Harry Kaufmann

To: Marketing team

From: Emily Jones

Subject: Morning!

Hi everyone,

6 _____ I want to introduce myself to you. I've just started work here to do maternity cover for Sally Jackson for the next six months. I'll be working mainly on social media projects. 7 _____ receptionist before, so I am really excited about the change. 8 _____ over lunch today. Or call me or message me if you want to meet up for coffee.

9 _____,

Emily

B Read the emails again and complete them using the phrases in the box.

Best wishes Dear I very much look forward to I was a I would like to introduce myself
 I'm Emily Jones and Please feel free Kind regards Perhaps we can meet up

2 Write a short email of about 80 words introducing yourself to your new classmates or colleagues.

- Decide whether to write a formal or informal email.
- Begin and end appropriately.
- Introduce yourself.
- Say what you were doing previously.
- Offer the chance to meet people.

Vocabulary Sectors and industries

1 Correct the underlined word in each sentence.

- The tertiary industry *sector* includes education, public transport and financial services among others.
- The transportation industry is a difficult sector at the moment as fewer people are buying new cars.
- I work in manufacturing. I manage a large supermarket outside Warsaw.
- The largest part of the Australian economy is the automotive sector, with tourism growing year on year.
- The oil industry is in decline in our country because it is cheaper to make goods abroad.
- With so many goods moving around the world, companies in fishing have great opportunities.

2 Complete the sentences using the words and phrases in the box.

agriculture construction cruise ships health care
insurance metal extraction oil drilling raw materials

- One of Saudi Arabia's key industrial activities is _____ and refining.
- France is still very economically dependent on _____ so its farmers are very important.
- Australia has developed efficient techniques for _____ which means the raw material can be mined quickly.
- Croatia has expanded two of its ports so _____ can include them in their itineraries.
- A big problem for this century will be _____ for older people who are living longer.
- Brazil exports _____ to China who use them for manufacturing.
- In Qatar, the _____ industry is expanding as they continue to need new hotels and malls.
- The financial sector in the UK continues to grow, particularly _____ as companies need to cover their commercial risks.

3 Choose the odd one out. Then match groups 1-6 to categories a-f.

- | | | | |
|----------------------|---------------------|-----------------------|----------------|
| 1 a hotel chain | b airline | c bank | d campsite |
| 2 a coal mining | b wine producing | c gas extraction | d oil drilling |
| 3 a car plant | b steel factory | c furniture maker | d farm |
| 4 a book shop | b factory | c supermarket | d restaurant |
| 5 a metal extraction | b fishing | c robotics | d agriculture |
| 6 a chemical plant | b insurance company | c credit card company | d bank |

- | | | | |
|------------------|-----|---------------------------|-----|
| a finance | ___ | d manufacturing | ___ |
| b retail | ___ | e raw material extraction | ___ |
| c primary sector | ___ | f tourism | ___ |

Grammar Past Simple and Past Continuous

1 Put the dialogue in the correct order (1–8). Two lines have been done for you.

- a Why were you late? What happened? ___
- b What were you doing last night? You look tired! 1
- c Really? How do you know him? ___
- d So you had dinner together? ___
- e Yes, we did. And another old friend phoned while we were eating, so she came along, too! 8
- f Well. We were looking at the menu when an old colleague, Gaspare, came in. ___
- g I met him while I was working in Rome. ___
- h We went out to an Italian restaurant for an early dinner but in the end, we stayed very late. ___

2 Complete the sentences using the correct form of the words in the box.

check discuss give go have join talk work

- 1 While I _____ to a colleague, my mobile rang.
- 2 My manager called me and _____ me some important news.
- 3 When I _____ the company, only four other people were working there.
- 4 I _____ for a competitor in Tokyo when I first met my boss.
- 5 While she was giving her presentation, the lights suddenly _____ out.
- 6 I _____ a brilliant idea while I was driving to work today.
- 7 I got to the meeting late and when I arrived my colleagues _____ the budget.
- 8 First, I _____ my email and then I made some calls.

3 Choose the correct option in italics.

Some days are good but today was just perfect. ¹*When / While* I woke up, the sun was shining. I got up and I ²*had / was having* a shower when my phone rang. It was my boss. ³*When / While* he was talking, I got a message from a customer. She wanted to see me as soon as possible, so while I ⁴*listened / was listening* to my boss, I quickly got dressed and got in my car. While I ⁵*drove / was driving* to see the customer, I heard on the radio about a competition to win a holiday. When I parked at the customer's office, I ⁶*sent / was sending* a text to enter the competition. ⁷*While / When* I was waiting for the customer, I got a message on my phone. My customer arrived at that moment and we started the meeting, so I didn't have time to actually read the message. The customer had good news for us – a big order. We were discussing the details when my boss ⁸*called back / was calling back*. He ⁹*wanted / was wanting* to offer me a promotion! When I arrived at my office, I ¹⁰*saw / was seeing* the text from earlier which said I was the winner of the competition. What a day!



Onshore wind farm

Listening 1 🎧 2.01 Listen to a podcast about business and the environment. Choose the correct option in *italics*.

- 1 The discussion is about the use of *wind / waves* as a source of energy.
- 2 The wind farm in New Zealand is *on the land / in the sea*.
- 3 The industry is becoming more *expensive / economical*.
- 4 There is *a lot of / not much* wind in New Zealand.
- 5 Electricity is now *cheaper / more expensive* than it was.
- 6 Modern turbines stop turning if the wind is over *14 kph / 90 kph*.

2 Listen again and decide if the statements are *true* (T) or *false* (F).

- 1 John Preston's company manages wind farms on land. _____
- 2 The wind farm and the farm in New Zealand are on the same land. _____
- 3 Wind power is renewable. _____
- 4 The turbines are often inactive. _____
- 5 Americans are interested in onshore and offshore wind farms. _____
- 6 Fossil fuels are now more necessary than ever. _____

3 Complete the notes. Then listen again and check your answers.

Wind farms

Wind is an important source of ¹ _____ .
 Wind farms can be offshore or ² _____ .
 A number of energy ³ _____ are starting to look at wind power.
 Wind power works best in a(n) ⁴ _____ country.
⁵ _____ is improving every year.
 Turbines stop working when the wind is too ⁶ _____ .
 UK companies have projects in the USA, ⁷ _____ and Germany.

Functional language Interrupting and dealing with interruptions

1 Complete the phrases using the words in the box. There is one extra word.

ahead as continue excuse finish interrupt just making say saying something speak thing

- | | |
|--------------------------------------|---|
| 1 Please go _____. | 7 Sorry, I just have one more _____ to say. |
| 2 Sure, please _____. | 8 What did you want to _____? |
| 3 Going back to what I was _____ ... | 9 Can I just say _____ here? |
| 4 Sorry to _____. | 10 The point I was _____ was ... |
| 5 So, _____ I was saying, ... | 11 Can I just _____ my point? |
| 6 _____ me for interrupting. | 12 Before you _____, let me just say ... |

Leaving a voicemail message

2A ▶ 2.02 Listen to the voicemail and complete the message.

Caller: Morgane ¹ _____	Date/Time: 19.7.17 / 10.20	Message for: Julio Casas in the ² _____
Reason for call: Discuss order ³ _____	Please call back on: ⁴ 08 _____	Comments: If unavailable organise another ⁵ _____ by email
Action: Return the call by ⁶ _____ tomorrow.		

B Complete the phrases Morgane used in her voicemail. Then listen again and check your answers.

	Morgane
Identify	¹ _____ Morgane ... I'll ² _____ that for you ...
State the reason for the call	³ _____ for Julio Casas. You asked me to ⁴ _____ you to discuss ...
Request action	⁵ _____ call me back on my ⁶ _____?
Leave details	In case you don't have ⁷ _____, I'm on ...
Offer an alternative communication mode	Can you ⁸ _____ me an email so we can fix ...
Provide a deadline	Could you ⁹ _____ me by ...?
Finish the call	I ¹⁰ _____ to hearing from you.

Writing Emails – Action points

1A 2.03 Listen to the end of a meeting and complete the email below.

To: All team members

From: Leona Walsh

Subject: Marketing

Dear all,

Thanks again for coming to the meeting yesterday. As you know, we are planning to launch a new advertising campaign for our domestic range in September this year. At our meeting, we planned the next steps starting from next week. As you can see, we have a lot to do. Here are the **key action points**.

	WHO	WHEN
Discussion of new ¹ _____	Leona	July 1st
Plan new ² _____	Jack	³ _____
⁴ _____ social media	⁵ _____	August 15th
⁶ _____ for launch event	Kathy	⁷ _____
⁸ _____ guests to launch event	⁹ _____	¹⁰ _____

Kind regards,

Leona

B Look at these tips about action points. Which ones does Leona get right?

- 1 Give brief background about the meeting which led to the action points.
- 2 List the points in the order in which you must do them.
- 3 Use the same grammatical structure at the beginning of every action point.
- 4 Add the name of the person who is going to do the task if possible.
- 5 Put the date you want the task finished if possible.

2 Use the notes from the management meeting to write a short email with action points of about 100 words.

Management meeting – April 1st

<p>10th Anniversary – Staff ‘family and friends day’ – August 25th</p> <p>Action points:</p> <p>Book:</p> <ul style="list-style-type: none"> - venue – Carla/Pierre – June 30th at the latest - music – Felipe – July 21st at the latest 	<p>Belinda and Salvador to plan details of day by middle of July</p> <p>Anna-Maria to send invitations by end of July</p> <p>Sally and David to organise food by August 10th</p> <p>Team meeting next week to go through more details</p>
---	---

- Begin and end the email appropriately.
- Follow the tips in Exercise 1B.
- Make sure you include all the items in the notes.