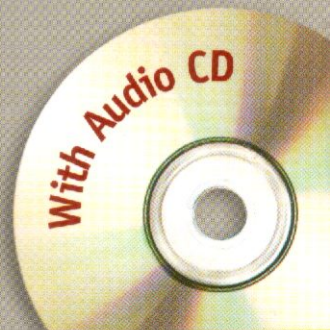




Intelligent Business

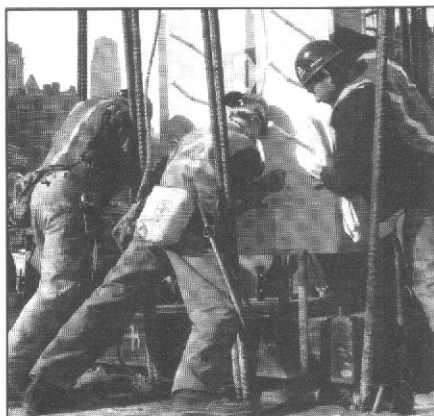
Workbook

Elementary
Business English



| Irene Barrall | Nikolas Barrall |

The
Economist

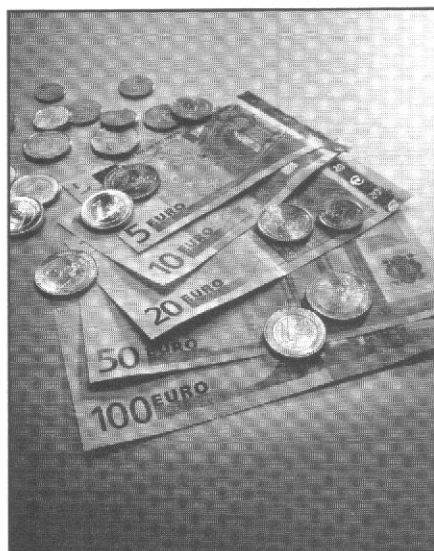


Teams

Teams with bright ideas

Many companies want their employees and managers to be good at teamwork. Modern technology helps team members to communicate even when they are in different countries. Some managers encourage teams to meet in unusual places to help them to be creative.

Page 11.



Money

The business of giving

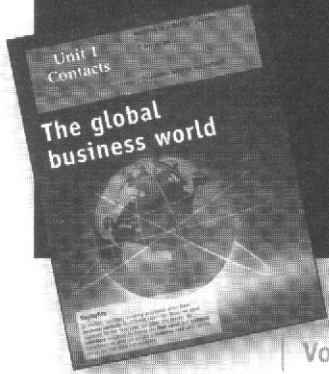
Why do many rich and famous people give money to charity? The world now has 691 billionaires, and many of them give money to try to make the world a better place. But what lessons can the world of charity learn from the world of business?

Page 27.

4	1 Contacts <hr/>	36	9 Products <hr/>
	<i>to be</i> Introducing yourself Email introducing yourself		Adjectives and adverbs Describing a product Email asking for information
8	2 Teams <hr/>	40	10 Competitors <hr/>
	Present simple affirmative; frequency adverbs Introducing others Information for a company website		Present continuous Catching up Email giving information about your current situation
12	3 Companies <hr/>	44	11 Location <hr/>
	Present simple negative, question and short answer Company information Completing a form		Comparatives; superlatives Opinions Letter complaining about a hotel
16	4 Offices <hr/>	48	12 Careers <hr/>
	Prepositions of place; the imperative Directions Email giving directions		Present perfect; <i>for</i> and <i>since</i> Interviews Letter asking about a job
20	5 Events <hr/>	52	13 Ideas <hr/>
	<i>like</i> and <i>would like</i> ; <i>can</i> Offers, requests and permission Note making a request		Modals for advice and suggestions; infinitive +/- <i>to</i> Discussing ideas Email making suggestions
24	6 Money <hr/>	56	14 Travel <hr/>
	Countable and uncountable nouns; <i>some</i> , <i>any</i> , <i>how much</i> , <i>how many</i> Ordering goods Email placing an order		Present continuous for future Making arrangements Email making an arrangement
28	7 Projects <hr/>	60	15 Trends <hr/>
	Past simple affirmative; prepositions of time Talking about a project Memo explaining a problem with a project		<i>will</i> for decisions and predictions Talking about trends Memo making predictions
32	8 Solutions <hr/>	64	BULATS practice test
	Past simple negatives, question and short answer Explaining a technical problem Email explaining a technical problem	82	Audioscripts
		91	Answer key

Unit 1

Contacts



Vocabulary: **Contacts**
 Language: *to be*
 Career skills: **Introducing yourself**
 Writing: **Email introducing yourself**

Vocabulary

1 What is the nationality of people from these countries?

- | | | | | | |
|---|---------|----------------|---|--------|-------|
| 1 | Spain | <u>Spanish</u> | 5 | Poland | _____ |
| 2 | The USA | _____ | 6 | The UK | _____ |
| 3 | Brazil | _____ | 7 | Russia | _____ |
| 4 | China | _____ | 8 | Japan | _____ |

2 Find the eight nationalities above in the word search.

B	V	S	P	A	N	I	S	H	E	K
R	R	P	E	M	D	L	P	J	N	C
I	O	A	N	E	A	P	O	A	G	R
T	W	F	Z	R	M	S	L	A	J	U
I	C	J	S	I	E	E	E	N	A	S
S	M	H	U	C	L	W	N	E	N	S
H	B	P	I	A	T	I	S	S	D	I
Y	D	S	U	N	A	Y	A	C	H	A
J	A	P	A	N	E	S	E	N	Y	N
P	U	N	K	O	D	S	W	V	S	A
J	P	O	L	I	S	H	E	Z	P	D

3 Which places in the box are countries and which are continents? Match the countries with the continents.

~~Africa~~ France India (North) America Asia
 Kenya Europe Argentina Canada (South) America

Country	Continent
Kenya	Africa

Reading

1 Read the article and choose the correct answer a–c to complete the sentences.

- 1 British business people usually give their business cards ... *b*
 - a at the start of a meeting.
 - b after a meeting.
 - c at dinner.
- 2 In the UK, people often start meetings by ...
 - a singing a song.
 - b giving a presentation.
 - c talking about general subjects.
- 3 People often send new business contacts ...
 - a an email.
 - b a letter.
 - c a memo.
- 4 British people socialise ...
 - a only with friends.
 - b only with family.
 - c with colleagues and business contacts.

2 Underline the correct words in *italics* to make true sentences about the article.

- 1 Business contacts are often from the *same* / *different* countries.
- 2 It *is* / *isn't* usual to have a breakfast meeting.
- 3 People often have *video* / *telephone* conversations with business contacts.
- 4 It *is* / *isn't* OK to smoke in restaurants.
- 5 It is a *good* / *bad* idea to talk about religion and politics with new business contacts.

The Economist

Reports

Business etiquette in London

London is an international city. Business contacts are often from different countries. Here is some information about British business etiquette.

Business cards

- British people often give their business cards at the end of a meeting.

Meetings

- In the UK, people are usually on time for meetings. The meeting sometimes starts with polite conversation. Then people talk about business.
- Meetings are usually in work hours (9am–5pm). It isn't usual to

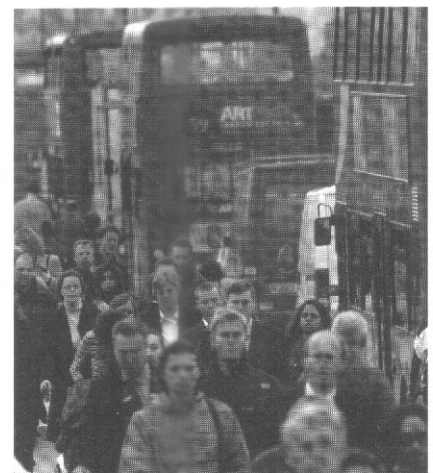
have breakfast meetings.

Communication

- In the UK, new business contacts often communicate by email. Then people have telephone conversations or meetings to talk about business.

Socialising

- British people often socialise with their work colleagues and business contacts. They sometimes go to the pub or for an informal dinner in a restaurant.
- It isn't possible to smoke in offices, pubs or restaurants.
- These conversation subjects are OK in Britain: public transport, the weather, sport, house prices, the



news. It isn't a good idea to talk about religion, politics or salaries.

- A business lunch isn't always in an expensive restaurant. Sometimes lunch is a sandwich and a coffee at work or in a café.

Language check

1 Complete the conversation with the correct form of *to be*.

- 1 Are you Natasha Cole?
- 2 No, I' _____ Natasha West.
- 3 Ah, yes, you' _____ with GLK Bank.
- 4 Yes, I' _____ a marketing manager at GLK.
- 5 _____ Maurice Wallis with your company?
- 6 No, he _____. He' _____ with Merton Bank.
- 7 Justin and I _____ with Hologate Finance. We' _____ accountants.
- 8 _____ Hologate Finance an American company?

2 Correct the mistakes in these sentences.

- 1 ~~Are~~^{Is} Tomas a salesperson?
- 2 Jack is a architect.
- 3 Kim and Agnes is from South Africa.
- 4 Is Lee mechanic?
- 5 We are an designers.
- 6 Chloe's isn't a receptionist. She's a teacher.

Writing

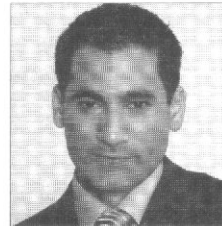
1 Write sentences about these people.

1



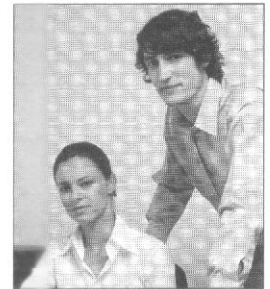
Geraldine Hill
Country: The USA
Harvard Business School

2



Ahmed Mazra
Country: Kuwait
Job: architect

3



Karin and Wilhelm
Country: Germany
Job: designers

- 1 Geraldine Hill's American. She's a student.
- 2 _____
- 3 _____

2 Alex Wilson has a business contacts magazine. Write an email (20–30 words) to Alex with information about you (your name, nationality and what you do). Then compare your answer with the suggested answer on page 91.

Dear Mr Wilson

Here is some information about me for your business contacts magazine.

I'm ...

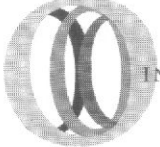
Listening 1

Listen to three conversations and choose the correct answer a-c to complete the sentences.

- 1 The conversation is between a woman and a ...
 - a manager at work.
 - friend in the office.
 - person in a shop.
- 2 Franco is ...
 - a a student.
 - a teacher.
 - an architect.
- 3 The conversation is between a man and ...
 - a an employee from the same company.
 - a new business contact.
 - his mechanic.

Listening 2

1 Claudine and Vincent are at a conference. Listen and complete Claudine's business card. Circle the correct information in *italics*.



INDUSTRIES

Claudine ¹ *Hardy / Harris*

² *IT / Sales manager*

³ *VPN / MPG Industries*

⁴ *New York / Sydney*

2 Listen again and complete the conversation with the words in the box.

And you do company isn't manager ~~fr~~
 Australian Pleased with American

Claudine: Hi. ¹ *I'm* Claudine Harris.

Vincent: Hello. ² _____ to meet you, Claudine. I'm Vincent Hardy.

Claudine: What ³ _____ are you with, Vincent?

Vincent: I'm with MPG Finance. ⁴ _____ ?

Claudine: I'm ⁵ _____ VPN Industries.

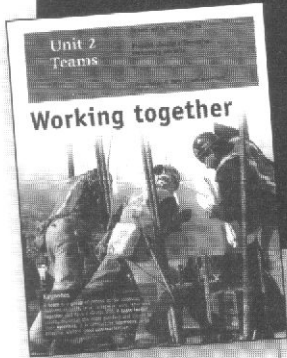
Vincent: What do you ⁶ _____ ?

Claudine: I'm a sales ⁷ _____. And you?

Vincent: I'm an accountant. Is VNP an ⁸ _____ company?

Claudine: No, it ⁹ _____. It's ¹⁰ _____. I work in the Sydney office.

Unit 2 Teams



Vocabulary: **Teams**
 Language: **Present simple affirmative; frequency adverbs**
 Career skills: **Introducing others**
 Writing: **Information for a company website**

Vocabulary Use the clues to complete the crossword.

Across

- 1 department that pays salaries and bills
- 5 title for a married woman: _____ Jones
- 7 department that makes things
- 10 people who work together in a group
- 12 title for a man: _____ Jones
- 14 department that employs and trains new workers in a company:
Human _____

Down

- 2 department that helps with computers
- 3 seven thirty _____ (in the morning)
- 4 a worker
- 6 board of _____.
- 8 department that helps with art
- 9 head of a company
- 11 informal word for your manager
- 13 title for a married or unmarried woman: _____ Jones

			¹ F	² I	³ N	³ A	³ N	⁴ C	⁴ E		
									⁵ M		
	⁶ D										
⁷ P	R		⁸ D		⁹ C				O	N	
			E								
	C							¹⁰			
			G							¹¹ B	
¹² M											
	S			¹³ M							
		¹⁴ R	E				U	R			S

Language check

1 Choose the arrow (a or b) which shows the correct position for the frequency adverb in brackets.

- 1 Xavier ^{a ↓} is ^{b ↓} on time for meetings. (usually) *b*
- 2 Lang Industries ^{a ↓} works on ^{b ↓} international projects. (often)
- 3 Catrina and Fabrice ^{a ↓} go to ^{b ↓} lunch at 1:30. (always)
- 4 Employees ^{a ↓} at the Wendell Group ^{b ↓} have video conferences. (never)
- 5 I ^{a ↓} send thirty emails a day to our office ^{b ↓} in Hong Kong. (sometimes)

2 Choose the correct words a–d below to complete the text.

Kate Lloyd is a designer and her company ¹ is in Seattle in the USA. She usually ² _____ work at eight o'clock. When she arrives at work, she always ³ _____ her emails. She ⁴ _____ works on projects with an international team. The other team members work in Asia, Europe and Australia. The team ⁵ _____ meets because they work in different continents. The team members ⁶ _____ by email, telephone and video conference.

- | | | | |
|-----------------|----------------|---------|----------|
| 1 a are | b am | c is | d be |
| 2 a go | b goes | c start | d starts |
| 3 a read | b reads | c look | d looks |
| 4 a often | b never | c does | d is |
| 5 a always | b sometimes | c often | d never |
| 6 a communicate | b communicates | c say | d says |

Writing

Your company has a new website to help international team members communicate. Look at the example from another team member and then write some information (40–60 words) about you. Then compare your answer with the suggested answer on page 91.


- Introduce yourself and say what you do.
- Say what time you start and finish work/college.
- Say what you do in your free time.



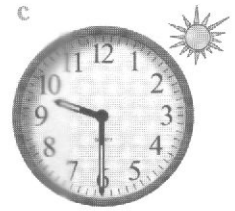
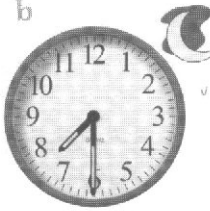
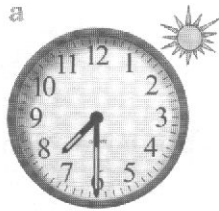
Hi

My name is Nandita and I work in the Mumbai office. I'm an IT manager. I usually start work at 7:30am and finish at 4pm. In my free time, I go to the cinema with friends and I play tennis. I also study English three hours a week. It's nice to meet the international team on this website!

Regards
Nandita

Listening 1  Listen to three short conversations. Choose the correct picture a–c to answer the questions.

1 What time is the meeting?



2 Which team is the conversation about?



3 Which department does she want?



Listening 2  **1** Listen to a team leader introducing two members of a team. Are these statements true or false?

- 1 The team leader introduces two men. *False*
- 2 Karl and Fiona meet for the first time.
- 3 Karl is a marketing director.
- 4 He works for CNJ.
- 5 Fiona is in charge of research and development for the project.
- 6 They go to dinner.

2 Listen again and match the sentence beginnings 1–6 with the endings a–f.

- | | |
|---|---|
| 1 Fiona, this is Karl Rogers. | a meet you, Mr Rogers. |
| 2 Pleased to | b R&D for this project. |
| 3 Call me | c meet you, Fiona. |
| 4 Karl, this is Fiona. She's in charge of | d a coffee and talk about the project. |
| 5 Nice to | e He's a marketing consultant with KMG. |
| 6 OK, let's go for | f Karl, please! |

Reading Read the article and choose the correct answer a–c to complete the sentences.

- 1 Management gurus often compare business to ... b
 - a boat racing.
 - b football and rugby.
 - c golf.
- 2 Members of a boat club need to ...
 - a compete and co-operate.
 - b talk about teamwork.
 - c have lessons in business.
- 3 A person who is good at boat racing ...
 - a is always good for the team.
 - b is good at all sports.
 - c sometimes isn't good for the team.
- 4 People that work with the team ...
 - a aren't good team members.
 - b help to win the race.
 - c are great boat racers.
- 5 The writer thinks it is important that the team ...
 - a likes each other.
 - b likes racing.
 - c likes business.

The Economist

Team sport and business



Members of the rowing team in a boat race

Management gurus often compare business to sport. They sometimes use examples from football or rugby when they talk about teamwork. But it isn't often that they say that rowing has lessons for business.

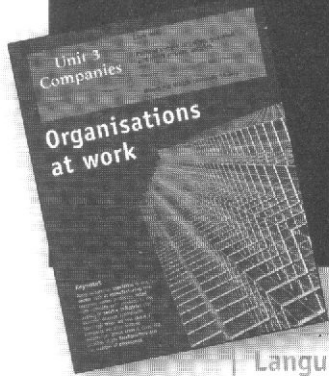
But there are some similarities between rowing and business teams. The members of the boat club need to compete for a place in the team. They also need to co-operate as team members at the same time. This is also true in a company. Colleagues try to be the best, but at the same time they need to work together.

A person who is only good at rowing is not always good for the team. Some members of a boat club are very good at the sport. So they think it isn't important to be nice to their colleagues or to work with the team. Other members of the club are not so good at the sport, but they work with the team – and they are the team members that help to win the race.

This is a good lesson for managers: a team with members that like each other works together. And it is the team that works well together that gets really good results.

Unit 3

Companies



Vocabulary: **Companies**

Language: **Present simple negative, question and short answer**

Career skills: **Company information**

Writing: **Completing a form**

Language check

Osawa makes electrical products in its factory in Shanghai and then it sells the products on the internet. The company employs one hundred and fifty people. Osawa has offices in China and the UK.

1 Look at the text and make negative sentences.

- 1 Osawa makes clothes. Osawa doesn't make clothes.
- 2 It has a factory in Shenzhen.

- 3 The company buys products on the internet.

- 4 Osawa employs two hundred people.

- 5 The company builds offices in the USA.

2 Use the prompts to write questions.

- 1 What / the company called?
What is the company called? Osawa.
- 2 What / Osawa / manufacture?
_____ It manufactures electrical products.
- 3 Osawa / sell / its products in shops?
_____ No, it doesn't.
- 4 How many people / the company / employ?
_____ One hundred and fifty.
- 5 Where / Osawa / have offices?
_____ China and the UK.

3 Choose the correct word a-d to complete the sentences.

- 1 Do Kenrich and Co make office equipment?
a make b sales c product d manufacturing
- 2 No, Kenrich and Co _____ make office equipment.
a isn't b don't c not d aren't
- 3 Clive Davis is _____ new CEO of Mansfield Plastics.
a a b an c the d his
- 4 Mr Davis _____ usually work at the weekend.
a is b isn't c doesn't d hasn't
- 5 _____ is your company based?
a When b How c What d Where

Reading

1 Read the article. Which of these sentences summarises it best?

- 1 Do a job in the service industry.
- 2 Computers do all jobs.
- 3 Information technology changes companies and jobs.

2 Read the article again and find examples of the following.

- 1 service jobs
- 2 professions
- 3 manual work

3 Are these statements true or false?

- 1 More people do manual work today than a hundred years ago. *False*
- 2 The law is a manual job.
- 3 All companies use robots to manufacture products.
- 4 People are good at some jobs and computers are good at some jobs.
- 5 It is possible for companies to contact employees at any time.

The Economist

Jobs

Changes at work



Are modern companies different to companies in the past? One difference is the type of work that people do. Today, not so many people do manual work (e.g. factory work, farm labouring, mining) as a century ago. Many people continue to do simple jobs in the service industry – as waiters or cleaners, perhaps. But more people now work in the professions, e.g. management, teaching, medicine, engineering and the law.

A big change in companies and jobs is the use of information technology. Now employees use computers to do a lot of the administrative jobs in companies. Computers can do the simple part of many jobs. For example, factories often use robots to make products. But

people are better than computers at difficult jobs like helping an ill person or designing a new aircraft.

Modern companies use information technology to communicate with customers and suppliers in different countries. IT also helps communication inside a company – it is possible for a team to organise a video conference with members in different countries.

Information technology also changes the way that people work. It helps companies to organise work in a more flexible way. Now, companies can contact their workers day and night, and some employees can work at home if they want to.

Listening 1

Write these numbers as words. Listen and check. Then listen again and repeat.

- 0 _____ *zero* _____
 19 _____
 21 _____
 36 _____
 45 _____
 57 _____
 63 _____
 78 _____
 87 _____
 90 _____
 101 _____
 146 _____
 199 _____
 210 _____
 360 _____

Listening 2

Listen and write the numbers in the sentences.

- There are 130 employees in our company.
- We have offices in _____ countries.
- CKG has _____ workers in its factory in Bulgaria.
- They don't have _____ printers in the shop.
- Carlman sells products in _____ countries.
- We have _____ new products on our website.

Vocabulary

Choose the correct words a–d below to complete the text.

The AAP Group has companies in the manufacturing, retail and service ¹ *sectors*. Its factory is in Belgium and it ² _____ office equipment. The company sells the products in ³ _____ outlets in Europe. The company has offices in six countries, but the ⁴ _____ are in Brussels. AAP also has hotels and conference centres in Asia. The ⁵ _____ are always modern and are popular with business people.

- | | | | | |
|---|----------------|----------------|-----------------|---------------|
| 1 | a places | b positions | c sectors | d locations |
| 2 | a manufacturer | b manufactures | c manufacturing | d manufacture |
| 3 | a sell | b shop | c store | d retail |
| 4 | a headquarters | b main | c bank | d house |
| 5 | a build | b builds | c builders | d buildings |

Listening 3

1 Listen to the conversation and choose the correct answer a-c.

- 1 How does the man ask Anja Baca to repeat information?
 - a What did you say?
 - b Say it again, please.
 - c Could you say that again, please?
- 2 The man is a ...
 - a receptionist.
 - b manager.
 - c director.
- 3 The speakers are at a ...
 - a training course.
 - b conference.
 - c presentation.

2 Listen again and complete the form.

Registration form

Name: Anja Baca
 Company name: 1 FPJ Industries
 Sector: 2 manufacturing / retail / service
 Company activities: 3 trains people to use c.
 Size of company: 4 big / small
 Number of employees: 5 _____
 Based in: 6 _____, Slovenia
 Offices in: 7 _____ and Britain.

Writing

1 Look at the information and complete the form.

Connect 400 is a service company. It organises exhibitions. The company headquarters are in Taiwan. It has three hundred and fifty employees. It has offices in Asia and Europe.

1 Company name: Connect 400
 2 Number of employees: _____ 4 Based in: _____
 3 Sector: _____ 5 Offices: _____

2 Look at the form and complete the information.

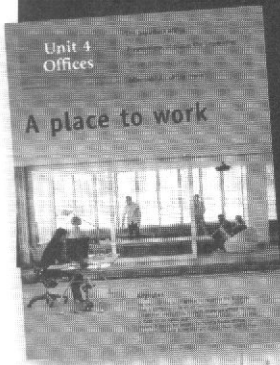
Company name: Lemtec Number of employees: 212
 Sector: manufacturing / retail / service Activities: sells computer games
 Based in: Cambridge, UK (headquarters) Retail outlets: Spain, Japan, the USA

Lemtec is a 1 retail company. It 2 _____ computer games. It has 212
 3 _____. The company 4 _____ are in Cambridge in the UK. It has
 5 _____ outlets in Spain, 6 _____ and the USA.

3 Write some information (20-40 words) about a company that you know. Then compare your answer with the suggested answer on page 92.

Unit 4

Offices



Vocabulary: **Offices**
Language: **Prepositions of place; the imperative**
Career skills: **Directions**
Writing: **Email giving directions**

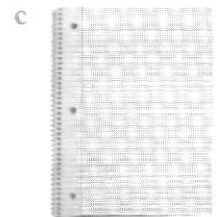
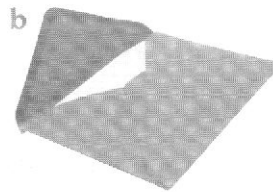
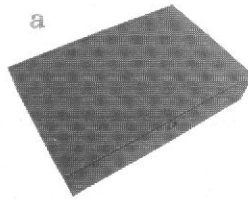
Listening

1 Listen to four conversations. Which conversations 1-4 describe items a-d below?

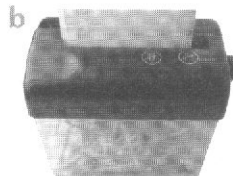
- a office equipment
- b computer equipment
- c furniture
- d stationery

2 Listen again and choose the correct picture a-c to answer the questions.

1 What does he want to put the letter in?



2 What does she want?



3 What does she say is comfortable?



4 What does he have a problem with?

