

Meeting Someone New



I. WARM-UP

Vocabulary

Match the words and phrases with their meanings.

A

1. colleague
2. newly-appointed
3. novice
4. acquaintance
5. tough job
6. coincidence
7. pointers about the job

B

- a. pieces of advice which help someone understand a situation
- b. a person you know a little and is not a close friend
- c. an associate
- d. two or more similar events occur at the same time by chance
- e. a person who has recently been assigned a position
- f. a beginner in the workplace
- g. a task that is difficult to perform or accomplish

II. DIALOGUE BOX

Peter Mitchell and Mary Simmons meet each other for the first time at a business conference.

- Peter** : Hello, I'd like to introduce myself. I'm Peter Mitchell from Mitchell Creations.
Mary : Nice to meet you. I'm Mary Simmons from Speakspeak International.
Peter : What do you do there?
Mary : I work as the Marketing Director. I think it's a tough job for a novice like me.
Peter : Wow! What a coincidence! We are actually in the same line of work.
Mar : Really? Then, you could give me some pointers to help me with the job!
Peter : Absolutely! I'd be happy to share them.

Comprehension Check

1. Where does Peter Mitchell work?
2. What does he do there?
3. What does Mary think of her job?

Meeting Someone New

III. LANGUAGE BOX

The Full Infinitive

- We are pleased **to meet** the new head of our department.
- He waited for the vice-chairman **to arrive**.

The Bare Infinitive

- The manager made him **do** it.
- Help me **introduce** our new executive assistant.

IV. SAY IT! What would you say if...?

- a. You met your high school friend and you forgot her name.
- b. You picked up a client at an airport.
- c. You met the new CEO.



Making an Offer



I. WARM-UP

Vocabulary

Guess the meaning of the underlined words.

- an official evaluation of the strengths and weaknesses of someone
 - an extra amount of money added to someone's pay
 - to make an urgent, emotional statement or request for something
 - an organization of workers aiming to improve things.
 - a general increase in the prices of goods and services
- The company expected the inflation rate would go up due to the continuing increase of prices of goods and services.
 - Peter received a bonus of \$200 from the company for closing the deal.
 - The poor employee pleaded to the management for them not to fire him.
 - The company would only allow the workers to form a union with agreeable objectives.
 - Each employee is given compensation based on the appraisal of his or her performance at work.

II. DIALOGUE BOX

- | | | |
|-------------------|---|---|
| HR Manager | : | May I start Mr. President? |
| President | : | Yes, go ahead. |
| HR Manager | : | The leaders of the worker's union have given a long list of their demands regarding the bonus based on workers performance appraisal. |
| President | : | What about giving me simple details on each demand? |
| HR Manager | : | Very well, sir. First, they want an additional 20% on the present bonus -- |
| President | : | I understand their plea but it's very difficult to meet their wants due to the economic inflation. |
| HR Manager | : | How about meeting them again to negotiate? |
| President | : | Yeah, I think that's a good idea. |

Making an Offer

Comprehension Check

1. What is the demand of the union?
2. Did the company agree to the demand?
3. What will the company do next?

III. LANGUAGE BOX

Giving suggestions using:

What

+ about + verb-ing

How

- **What about calling** the HR office tomorrow?
- **How about giving** more benefits to the workers?

IV. SAY IT! Practice giving and making suggestions.

You are in the meeting that has been going on for three hours. As the presiding officer, give and make suggestions to direct the meeting efficiently.

Guide Questions:

1. How would you point out the deficiencies of the meeting?
2. How would you redirect the meeting to make it smoother and clearer?



Offering Some Help



I. WARM-UP

Vocabulary

Match the words and phrases with their meanings.

A

1. accounting
2. icon
3. spreadsheet
4. update
5. record

B

- a. a work sheet arranged in mathematical functions
- b. keeping financial accounts
- c. graphic image
- d. account of events or information
- e. new information added to a record

II. DIALOGUE BOX

- HR Manager** : Hello Samantha, this is Ms. Chen. She is your new assistant.
- Samantha** : Hi, Ms. Chen. I'll be happy to help you with anything.
- Ms. Chen** : Oh, Thank you. I actually need help now with the accounting form.
- Samantha** : I see. First, click the documents' icons to see the employees' spreadsheet. Then, highlight an employee's name for individual record. Next, click the update box at the bottom of the sheet. Finally, click each section under that box to see if the record is updated.
- Ms. Chen** : Wow! That's easy. Thank you, Samantha.
- Samantha** : You're welcome.

Comprehension Check

1. What does Ms. Chen ask from Samantha?
2. Did Samantha willingly help Ms. Chen?
3. If you were Ms. Chen, would you ask for help?

Offering Some Help

III. LANGUAGE BOX

Sequence adverbs (*adverbials of sequence*) are signal words used to understand the order of a process or activity. They are followed by a comma (,). The most common ones are:

first/firstly then after that
first of all next finally

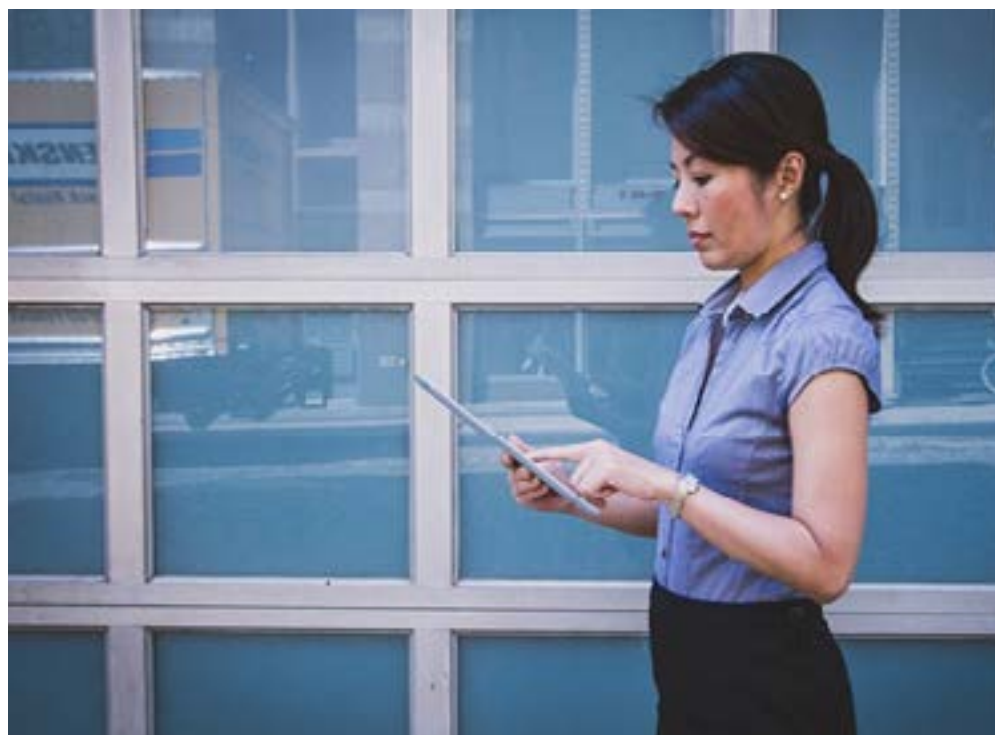
Look for these signal words in the **Dialogue Box**.

IV. SAY IT! Practice giving and making suggestions.

You are going to work with a colleague from China. Both of you are in charge of a new project in your department. Your manager wants you to orient the system of your office to the Chinese co-worker.

Guide Questions:

1. What are the things you will introduce to your new colleague?
2. How are you going to build rapport with her?



Taking Down Information



I. WARM-UP

Vocabulary

Do you know these gadgets? What are they for?

II. DIALOGUE BOX

| | | |
|-----------|---|---|
| Secretary | : | Hello, Speakspeak English, good morning! |
| Caller | : | Hello, this is Bob Hall. May I please speak to Mr. Mitchell? |
| Secretary | : | I'm sorry, could you spell your last name, please? |
| Caller | : | It's spelt H-A-L-L. |
| Secretary | : | Thank you, Mr. Mitchell is out to lunch right now. Would you like to leave a message? |
| Caller | : | No, I'll call him later. May I know what time he'll be in? |
| Secretary | : | He won't be back to the office until 2 p.m. |
| Caller | : | Excuse me. Did you say two o'clock in the afternoon? |
| Secretary | : | Yes, that's right. |

Comprehension Check

1. Who is the caller looking for?
2. Where is Mr. Mitchell at that time of the call?
3. Do you think the caller was surprised to know Mr. Mitchell's coming back late?

Taking Down Information

III. LANGUAGE BOX

The following **expressions** are commonly used *when asking clarifications on what someone else have just said*.

- **Pardon me / I beg your pardon** (more polite)
- **I'm sorry**
- **Excuse me**

Look for these expressions in the **Dialogue Box**.

IV. SAY IT! You are going to call Imperial Palace Hotel to book a room for 5 people for 3 nights.

Ask the following queries:

- a. room accommodation
- b. meals
- c. other amenities (e.g. Internet connection, pool, etc.)



Small Talk



I. WARM-UP

Vocabulary

Look up for the words in the Dialogue Box and guess their meanings.

A

1. small talk
2. previous
3. say
4. a bit
5. whereabouts

B

- a. used to express surprise or get attention
- b. a little
- c. a light conversation
- d. in what place
- e. coming before something else

II. DIALOGUE BOX

Mr. Watanabe was waiting for a taxi at an airport exit door when Peter Mitchell, an American, standing next to him started to make a small talk.

- Peter Mitchell** : The weather is getting hotter, isn't it?
- Mr. Watanabe** : What?
- Peter Mitchell** : It wasn't as hot as this in previous years, so I think the weather nowadays is getting hotter.
- Mr. Watanabe** : Yeah, I was a bit surprised when I step out from the plane.
- Peter Mitchell** : Say, where are you from?
- Mr. Watanabe** : I'm from Japan.
- Peter Mitchell** : Whereabouts?
- Mr. Watanabe** : Tokyo. It's my first time to visit the US.
- Peter Mitchell** : Wow! Welcome to America.
- Mr. Watanabe** : Thank you. But, I can't take a taxi from here, can I?
- Peter Mitchell** : Of course, you can. Here's one coming.
- Mr. Watanabe** : Ah.

Comprehension Check

1. Where is Mr. Watanabe?
2. Do you think Mr. Watanabe was surprised at Peter Mitchell?
3. What would you do if you were Mr. Watanabe and Peter Mitchell suddenly started a conversation?

Small Talk

III. LANGUAGE BOX

Tag Questions are short questions added to the end of a positive or negative statement.

We use tag questions to ask for confirmation.

(+) **Positive statement**

Snow is white,

(-) **Negative Tag**

isn't it?

Tag questions with 'be'

(-) **Negative statement**

The food isn't delicious,

(+) **Positive tag**

is it?

Tag questions with 'do'

(-) **Negative statement**

She doesn't like English,

(+) **Positive tag**

does she?

(+) **Positive statement**

She likes English,

(-) **Negative Tag**

doesn't she?

Tag questions with Modals

(+) **Positive statement**

She can speak English,

(-) **Negative Tag**

can't she?

(-) **Negative statement**

He shouldn't do that,

(+) **Positive tag**

should he?

IV. SAY IT! Start a small talk

You are going to pick a colleague at an airport. Ask him about his flight or other topics you think would be interesting for both of you.

Other suggested topics:

- weather
- stock market
- latest headlines



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Telling Time



I. WARM-UP

Vocabulary

Guess the meaning of the underlined words.

1. The insurance company paid out for the damaged property caused by a fire.
2. The company has to cut down the expenses in some office supplies.
3. Each department in the company shared 50% of the budget for the employees' training.
4. A quarterly meeting is done to update the developments of the company within the three months.
5. Bankruptcy is an unforeseeable event in any business.

II. DIALOGUE BOX

- A:** Do you have any insurance?
B: Not yet. I will have it in July. I got health insurance for my family. How about you?
A: I still haven't decided yet. I think it is an added expense to the budget.
B: It's true but it's actually very practical especially when you have unforeseeable events such as serious illness. If you're insured, you will have no worries.
A: How do you pay for it?
B: Usually you can pay it monthly or quarterly. If you're interested, I can refer you to my insurance company. It opens at 9 in the morning and closes at 4 in the afternoon. No lunch break.
A: What about on the weekends?
B: I think they are closed on Saturdays and Sundays.

Comprehension Check

1. Does speaker A have insurance?
2. When will speaker B get his insurance?
3. Is speaker B's insurance company open on weekends?
4. Who do you think the speakers are? Friends? Colleagues?

Telling Time

III. LANGUAGE BOX

Look for prepositions in the Dialogue Box.

Prepositions of Time

1. Parts of the day: **in** the morning / afternoon / evening; at night / noon
2. Months: **in** January; **in** February
3. Seasons: **in** spring; **in** summer
4. Years: **in** 2016
5. Days and Dates: **on** Monday; **on** January 18th; **on** the 18th of February
6. Holidays: **at** Christmas
7. Specific times: **at** half past seven; **at** 12:00; **at** midday; **at** midnight
8. Lengths of times: The meeting is **from** 10:00 to 12:00. There is a break **between** 10:00 **and** 14:00

IV. SAY IT! Assuming you're the head of a certain company. A friend is thinking about working in your company. Give information about these points:

- Working days
- Working hours with breaks
- Meeting schedules
- Holidays in a year



Talking About Projects



I. WARM-UP

Vocabulary

Match the words with their meanings.

A

1. project
2. deficiencies
3. efficiencies
4. organization
5. brainstorming

B

- a. lack or shortage of something
- b. sharing ideas and suggestions in a meeting
- c. qualities of being able to do a task successfully
- d. an official group of people
- e. major work requiring money, personnel and equipment

II. DIALOGUE BOX

Team Leader: We have worked together as a team successfully. Everybody really worked hard. I hope you do the same for the new project.

Assistant Team Leader: Excuse me, sir. I strongly suggest we look at first our previous project by identifying the deficiencies and efficiencies of the planning.

Team Leader: Alright, anybody would like to start?

Member 1: I think the project last year lacked organization in the designation of tasks.

Member 2: I suggest we do brainstorming on each member's ideas and then choose the best one.

Member 3: I agree to that! Last year, there was no clear direction given to each member.

Member 4: That's right. But I think we should limit our suggestions to three.

Team Leader: I have to agree to that. Now, shall we start with the first suggestion?

Comprehension Check

1. What does the team first do?
2. What does the previous project lack?
3. What does member 2 suggest they do?
4. Do you think "brainstorming" is effective?

Talking About Projects

III. LANGUAGE BOX

Look for past simple and present perfect forms in the Dialogue Box.

- Use the **PAST SIMPLE** to speak about finished or completed actions in the past. It is usually accompanied with definite time expressions such as yesterday, last night / year.

*I **attended** the meeting yesterday.*

- Use the **PRESENT PERFECT** to speak about actions that started in the past and continued in the present.

*I **have attended** meetings for 15 times.*

IV. SAY IT! Your company appointed you to be the team leader to revise an old project. Answer the following questions to help you do it.

- a. What would you change about the old project?
- b. What new ideas would you include in the new project?
- c. How would you divide the task to your members?



Talking About Money



I. WARM-UP

Vocabulary

Look for the words in the Dialogue Box. Guess their meanings.

A

1. latest
2. expanding
3. investment
4. loan
5. capital
6. option

B

- a. a sum of money lent at interest
- b. the activity of using money to increase its value
- c. the most recent thing
- d. choice
- e. increasing in size, volume, scope
- f. a sum of money which you use to start a business

II. DIALOGUE BOX

A: Have you heard the latest news from the management?

B: No, what happened?

A: Well, Mr. Mitchell just announced the company is expanding. He believes having new offices will be a big investment for the company.

B: Hmm. It would be another challenge for the company. So, what seems to be the problem?

A: The company will need to loan money from a bank to use it for its capital.

B: That's not easy. Don't they have another option for that?

A: Initially, they were looking at renting a building with a budget of \$ 1000,000. But some board members disagreed.

B: Well, I hope they come up with a good plan soon.

A. Comprehension Check

1. What does the company plan to do?
2. Do they have the money for the capital?
3. What does the company initially plan to do?
4. Which plan do you think would work best for the company?

Talking About Money

III. LANGUAGE BOX

Exercise: Give your own examples using how much + be/do/modal.

How much is my change?

(be)

How much do you spend each day?

(do)

How much will I pay for the rent?

(modal)

IV. SAY IT! What would you do if you won \$1, 000, 000 in the lottery?

Guide Questions:

1. Would you resign from your current job?
2. Would you invest the money or spend it by shopping?



Talking About Plans



I. WARM-UP

Vocabulary

Guess the meaning of the underlined words and phrases.

1. I owned a jewelry store and wanted to expand the business.
2. The local branch of Bank of Asia is handling the accounts.
3. The marketing department put up a big billboard to increase sales of their new product.
4. The manager hired a young secretary.
5. The new supervisor was not happy when he was transferred to the local branch.

II. DIALOGUE BOX

President: Good day everyone. The members of the board feel it's time to expand the business. So, it is decided that we are going to open a new branch.

Manager A: Well, that's good news. Where is it going to be located?

President: It's going to be put up in the next city.

Manager B: I think that's a good location. Will we hire new employees or will some of us be transferred?

President: That's a very good question. The board hasn't made that decision yet. But if it's needed some of us will be transferred.

Manager B: Who will decide on that?

President: I think the board members will do that.

Comprehension Check

1. What is the company going to do?
2. Do you think Manager B is happy about the plan?
3. Do you think business expansion is necessary? Why or why not?

Talking About Plans

III. LANGUAGE BOX

Futurity with **be going to** + verb and **will**

Will is used for predictions, assumptions, promises, and when we do something spontaneously.

- I think the President **will** announce the new branch manager today.

Be going to is used to describe planned actions.

- We **are going to** have a big party on the first company anniversary.

Look for sentences with **be going to** and **will** in the Dialog Box

- IV. SAY IT!** The new company is going to open next week. However, the country's economy is suffering from inflation which affected the prices of the necessary materials needed for the opening. As the team leader of the launching committee, how are you going to handle the situation? What are you going to do to make the affair successful?



Talking About Personnel



I. WARM-UP

Vocabulary

Look up for these words in the Dialogue Box. Guess their meanings.

expertise
relevant

recommend
credentials

colleagues
approval

edge

1. The company is known for its marketing _____.
2. Most employees stay in their job because they have good relations with _____.
3. The new chief executive has impressive _____.
4. The new secretary always forgets to ask the _____ of the company president.
5. The marketing strategies of a company should be _____ to the needs of its clients.
6. Younger agents may be strong competitors but the older ones still have the _____ in the field.
7. The human resource officer will surely _____ you to file your leave earlier.

II. DIALOGUE BOX

President: Who do you think should handle the next project?

Manager A: He should be someone who has sufficient expertise in sales.

Manager B: I agree. Also, the kind of sales experience he has should be relevant to the product we are selling.

President: Okay. So, do you know someone who has these qualifications?

Manager A: Well, I'm thinking of Peter Reynolds. He works as my sales supervisor. I am sure he is suitably qualified.

Manager B: I recommend Mr. John Smith. He has got very good credentials and the right attitude.

President: I think these men are very good. But maybe you could look for more within the group of your colleagues who also have the edge. Then, submit their names as soon as possible for approval.

Comprehension Check

1. What kind of person is the company looking for?
2. What does the President want his managers to do?
3. Have you been recommended for a job? How did you feel?

Talking About Personnel

III. LANGUAGE BOX

Look for relative clauses in the Dialogue Box.

We use the relative clause **who** to give additional information about someone without starting another sentence.

Examples:

1. We are looking for a new secretary. The person should have a three-year experience.
 - *We are looking for a new secretary who should have a three-year experience.*
2. We need to employ a new supervisor. The person should have excellent communication skills.
 - *We need to employ a new supervisor who should have excellent communication skills.*

IV. SAY IT! You are asked to recommend one of your colleagues for an open managerial position. Why would you recommend him or her? Does he or she have the experience? What about his or her attitude?



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Giving Updates



I. WARM-UP

Vocabulary

Guess the meanings of the underlined words.

- a. a person or company that does work for other people
- b. a part that is separated or divided from something such as a building
- c. having an extraordinary quality
- d. pieces of information
- e. a thing that provides comfort, convenience and pleasure
- f. an enclosed area of land used for a particular purpose
- g. something which can be done

- ___ 1. The President is a perfectionist. He always asks for details of a project.
- ___ 2. The left section of the entrance hall is closed for renovation.
- ___ 3. We have decided to get the best contractor to build the new office.
- ___ 4. The new offices have exceptional designs. They must be very expensive.
- ___ 5. The compound is huge enough to hold a company party.
- ___ 6. The committee will study the feasibility of putting up a service center for clients.
- ___ 7. The guests were impressed by the new amenity which made their stay more pleasurable.

II. DIALOGUE BOX

- | | | |
|-----------------------|---|--|
| President | : | We have talked about putting more details in the sport section. So, what have you done so far? |
| Project leader | : | As requested, we've included a kite-flying section. I'd say our contractors did exceptional work on this. |
| President | : | Have you thought of the safety of this area? |
| Project leader | : | Yes, sir. I've researched about the sport and I found out that it's quite safe to do it in this compound. |
| President | : | Excellent. Anything else? |
| Project leader | : | Well, we've done feasibility plan for this new amenity but we are still finalizing the results and the possible recommendations. I'll inform you when everything is ready. |
| President | : | Okay. That's wonderful. |

Comprehension Check

- 1. What project is the company developing?
- 2. What has the Project leader done for the project?
- 3. Do you think the new facility will be successful? Why or why not?

Giving Updates

III. LANGUAGE BOX

Present perfect tense is used to describe actions which started at some time in the past and continues to the present time. The tense is formed using *have/has + past participle (have/has done)*.

- **I have done** the report for the accounting office.

Present continuous tense is used to describe actions happening right now or in progress. The tense is formed using *the verb 'Be' (am/is/are) + -ING form of the verb (e.g. am doing)*.

- **I am writing** the minutes of the meeting.

Look for the **Present Perfect** and **Present Continuous** tenses in the **Dialogue box**.

IV. SAY IT! What would you say if?

You need to report the developments of a project to the office of the president. Which part of the project have you done? Which part have you not done? Which areas are you working on?



Making Business Reports



I. WARM-UP

Vocabulary

Guess the meaning of the underlined words.

- a legal agreement between two companies
- small quantities of products that show you what they are like
- a statement describing a situation in detail
- a person that supplies goods to shops or other businesses
- having a pleasant smell
- transported a cargo as a business
- a person whose business is buying large quantities of goods and selling them in smaller amounts

1. A report on the annual production is posted on the bulletin.
2. The contract on the house rent will end next month. I better start looking for a new one.
3. Mr. Smith can be trusted with cars. He has been a car distributor for five years.
4. The company is giving away 2000 samples of the product to test their marketability.
5. They are known for making flower-scented bath soaps with a mild smell.
6. The courier company has shipped hundreds of mail orders all over the world.
7. She wanted to be a wholesaler so she could get goods in large quantities but at lower prices.

II. DIALOGUE BOX

Mr. Brown, the Marketing Manager, made his monthly report to the President.

- President** : Shall we begin with Mr. Brown's report on the marketing of the new perfume fragrances?
- Mr. Brown** : Thank you, Mr. President. I have some good and some bad news. First, the good news is we already made one distributor sign the contract to sell our new perfumes. By next week, all contracts will be done. I already let my secretary communicate with these companies.
- President** : Very good. And for the bad news?
- Mr. Brown** : Well, it's not really that serious. The wholesalers complained that they only received 1,500 samples instead of the agreed 2, 000 samples. Also, the lavender-scented samples were not shipped to them.
- President** : Please tell your secretary to immediately inform the production head about those concerns, Mr. Brown. We can't afford to lose any one of our partner firms.
- Mr. Brown** : Okay, sir.
- President** : All right. Let's have the report on budget by Ms. Williams.

Making Business Reports

Comprehension Check

1. What is Mr. Brown's report about?
2. Who will Mr. Brown inform about the problem?
3. What did the President tell Mr. Brown to do about the problem?
4. Do you think making regular company report is necessary? Why or why not?

III. LANGUAGE BOX

Make/Let someone do something

'**Make**' and '**let**' are two verbs that are followed by the base form of the main verb.

Make means to cause or pressure someone to do something.

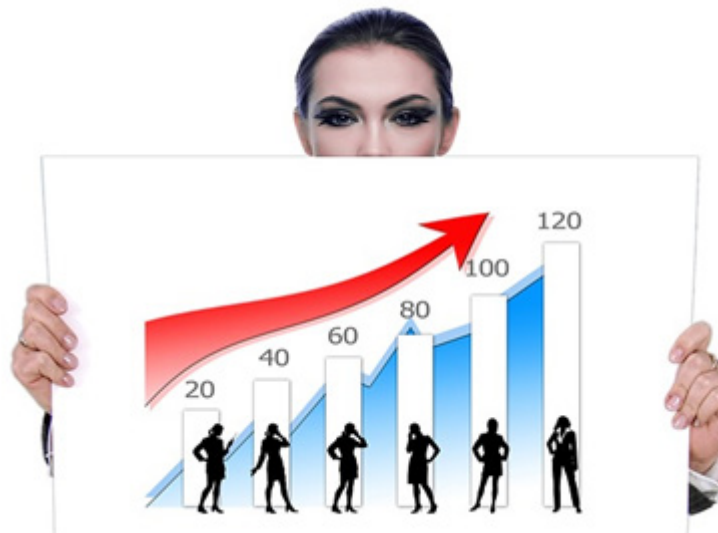
Let means to allow something or give permission to someone to do something.

Both verbs can be used in the past, present, and future forms. To form the negative, use the auxiliary verb **do**. The **formula** for both verbs is **make / let + object + base form of the main verb**.

- The HR Manager **made** me **wear** the company uniform.
- The company guard **won't let** me **come in** without wearing my ID.
- The manager **will make us submit** the report on Friday.

Look for **make / let someone do something** in the Dialogue Box.

- IV. SAY IT!** You are the team leader of a company project and you have to give a weekly report to the manager. The project was going smoothly until suddenly the contractors made changes with the agreed plan. How would you report this to the manager without making the problem sound bad?



Making Arrangements



I. WARM-UP Vocabulary

Match the words and phrases with their meanings.

A

1. team building
2. reservation
3. details
4. shuttle
5. circulate
6. disburse

B

- a. to pay out for expenses
- b. an activity to improve team performance in a business context
- c. to distribute
- d. pieces of information about some things
- e. an arrangement for something to be kept for you
- f. a plane, bus, or train which makes frequent journeys between two places

II. DIALOGUE BOX

- Tom** : Anna, our team building is going to be this weekend. Have you made reservations already?
- Anna** : Yes, sir. In fact, I was able to book the cheapest hotel in town.
- Tom** : Good. Please tell us the details.
- Anna** : Sure. The hotel will provide the transportation. The shuttle will pick us up at 7a.m. There will be welcome drinks, breakfast and also we've got twin-sharing rooms. Other details on room assignment and activities will be circulated later.
- Tom** : Okay. By the way, please inform the accounting office so they can disburse the money for this activity.

Comprehension Check

1. What activity is the company going to have?
2. Where is the activity going to be held?
3. Who is going to provide the transportation?
4. Do you think team building is important? Why or why not?

Making Arrangements

III. LANGUAGE BOX

We use **imperatives** for different reasons, such as telling people what to do, giving instructions and advice, making recommendations, suggestions and making offers.

Examples:

1. **Come** and **sit** down, please.
2. **Put** the coin in the slot and **press** the red button.
3. **See** the doctor --- it's the best thing.
4. **Have** a bit more wine.

- For **negative imperative**, we use "*don't*" (do not).

Examples:

1. **Don't** open the window --- it's cold.
2. **Don't** ask her --- she doesn't know.

Exercise:

Arrange the steps in making hotel reservations.

1. Call each hotel. Tell the guest-services operator the dates you will be lodging and your room requirements.
2. Reserve the room with your credit card.
3. Plan your arrival and departure dates.
4. Find two or three hotels within your price range.
5. Tell the operator about any discounts.
6. Find out what other services are included in the room rate. Is a hot breakfast included?
7. Compare room rates and services, then book one of the hotels.

IV. SAY IT! Your task is to make arrangements with a hotel to house your company's 10th anniversary.

Guide Questions:

1. When is the party?
2. What time is it going to start?
3. How many people are going to be there?
4. What kind of food would you want?
5. What would be the theme of the event?



Discussing Options



I. WARM-UP

Vocabulary

Match the words and expressions with their meanings.

A

1. fed up
2. crowded
3. unreliable
4. block
5. in the long run

B

- a. unhappy with something
- b. in the end
- c. a small section of a city enclosed by neighboring streets
- d. full of people
- e. cannot be trusted to work well

II. DIALOGUE BOX

Tom : Anne! Fancy seeing you here. I didn't know you rode the subway.

Anne : I usually don't. It's just that I'm fed up with driving and paying so much for petrol. The buses are crowded and unreliable. So, I thought I'd give this a try.

Tom : I know what you mean. I started using the subway 2 years ago and it's wonderful. From the Scott Street Station, it's only a block and a half to our building. Going home, the 52nd Street Stop is only 2 blocks from my apartment. When I was driving, I wasn't getting nearly as much exercise.

Anne : Exactly! Plus the subway's cheaper than gas in the long run and the trains leave every 15 minutes. So if I miss one, I don't have to wait long for another. So, did you say we have to get off at Scott Street?

Comprehension Check

1. Where does Tom meet Anne?
2. Why is Tom surprised to see Anne?
3. Does Anne usually use the subway?
4. Does Tom think using subway is better than driving a car? Why?

Discussing Options

III. LANGUAGE BOX

Much and Many are determiners.

'**Much**' is used with *uncountable nouns* and '**many**' is used with *plural countable nouns*.

- There isn't **much** sugar.
- I have **many** friends in America.

'**Much**' and '**many**' are usually used in *negative sentences* and *questions*.

- We didn't have **much** luck today.
- There aren't **many** hotels in the city.
- Have you got **much** work to do?
- Do you know **many** people around here?

When **much** is used in an *affirmative sentences*, it is preceded by **so**, **too** or **as**.

- There is **so** much work to be done.
- I think that a president has got **too** much responsibility.
- Drink **as** much water **as** possible.

IV. SAY IT! Tim works in Human Resources for an international arts center. His security staff need new uniforms. Imagine you are in Tim's security team, but you could not go to the meeting. Discuss with Tim some clothes you would prefer to wear as your uniforms.

Question for further discussion:

- What are the advantages and disadvantages of discussing options?



Expressing Opinions



I. WARM-UP

Vocabulary

Match the words with their meanings.

A

1. boring
2. routine
3. repetitive
4. bored
5. depressed

B

- a. sad
- b. being done many times
- c. uninteresting
- d. usual series of things done at a particular time
- e. having lack of interest in something

II. DIALOGUE BOX

- Tom** : I think my job is boring.
- Mary** : Oh, really? Why do you say that?
- Tom** : Well, I always do the same work routine everyday: check the schedules, prepare reports, call people, file papers--
- Mary** : Yeah, it does sound repetitive but that's normal in your line of work. When you are bored, you get depressed. And that's not good. I think finding new ways to make it exciting will be very good for you.
- Tom** : How? Do you have something in mind?
- Mary** : I think you should do the opposite to your usual routine.
- Tom** : That is very interesting. But do you think it will work?
- Mary** : Well, you can try or start looking for a new job.

Comprehension Check

1. Why does Tom think his job is boring?
2. What does Mary suggest Tom to do?
3. Do you think Mary's suggestion is effective? Why or why not?
4. What do you think Tom should do?

Expressing Opinions

III. LANGUAGE BOX

Present Participial Adjective (-ING) and Past Participial Adjective (-ED)

Present Participial Adjective -ING describes the source (cause) of feeling or emotion.

- The lecture was boring.
- The announcement of salary increase is exciting.

Past Participial Adjective -ED describes the receiver of the feeling or emotion.

- I am bored with the lecture.
- He is excited about the announcement on the salary increase.

Look for the **Present and Past Participial -ING and -ED forms** in the Dialogue Box.

IV. SAY IT! Your company wants to start using email advertising to promote itself and make updates on company products. Do you think it will be useful and effective? What do you think are the advantages and disadvantages of this promotional technique? Give your opinion on this matter.



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Starting and Ending a Conversation



I. WARM-UP

Vocabulary

Match the phrasal verbs in column A with their definitions in column B.

A

1. get through
2. get back
3. put through
4. hold on
5. hang on

B

- a. to reach someone by phone
- b. to wait on the phone
- c. to connect one person to another
- d. hold the line
- e. come back or return

II. DIALOGUE BOX

Ms. Sykes : Hello Good morning! May I speak to Mr. Smith please? I tried to call him yesterday but I couldn't get through. What happened?

Secretary : Yesterday was a holiday madam. Could you hold on for a minute? I'll put you through to Mr. Smith.

Ms. Sykes : Oh, yes I forgot that it was holiday yesterday. Thanks!

Secretary : Sorry madam, Mr. Smith is in a meeting right now. Would you like to leave a message?

Ms. Sykes : Yes, please. Can you tell Mr. Smith to return my call? It's 550-7025-8956. I'm calling from Mr. Roger's office.

Secretary : Sure. I'll tell him. He'll get back to you as soon as possible.

Ms. Sykes : Thank you so much!

Comprehension Check

1. Who was calling?
2. Why wasn't the caller able to contact the office the other day?
3. What does the caller want from Mr. Smith?
4. How does the secretary start the phone conversation? End?
5. Do you think the secretary did the right thing?

Starting and Ending a Conversation

III. LANGUAGE BOX

Verbs followed by 'to + infinitive'

Examples:

1. I **want** to speak to the manager.
2. They would **like** to have the answer tomorrow.
3. We **forgot** to send you the new bill.
4. The management **agreed** to cancel the orders.
5. He could **afford** to buy luxurious cars.
6. The employees **attempted** to hold a demonstration.
7. The laborers **demand** to know the truth.
8. She **decided** to quit the job.
9. We **hope** to see some changes in the policy.
10. I **failed** to present the report on time.

IV. SAY IT! Make a role play with your teacher. You are the receptionist. Your teacher is calling for a friend who is staying at the hotel you are working in. You take the call.

Guide questions:

1. How will you start the conversation?
2. What will you say if the person you asked for is not around?
3. How will you end the conversation?



Dealing with Telephone Problems



I. WARM-UP

Vocabulary

Guess the meaning of the underlined words.

1. The secretary put me straight through to the extension number without delay. She is very efficient.
2. The receptionist was very rude. He refused to accept our credit cards without reason.
3. Direct lines are more convenient than extension numbers. It's a waste of time listening to an automated recording and then all you get is a busy tone.
4. The presentation only highlighted the major parts. The project manager forgot the small details are just as important since they explain the major ideas further.
5. The line is choppy. I can't understand a word you are saying!
6. I wasn't able to get my manager's instruction. The call was suddenly cut off. I'd better report the problem.

II. DIALOGUE BOX

- | | |
|--------------|---|
| Maki | : On Spot Media. |
| Nikki | : It's me Nikki, again. |
| Maki | : Oh, I'm sorry about that Nikki. I think we got cut off. Who did you want to speak to? |
| Nikki | : Can you put me through Yamamoto on extension 5560? |
| Maki | : Can I have your number again please? |
| Nikki | : Yes, It's 5560. |
| Maki | : Thanks. I'll put you straight through. |

Comprehension Check

1. Why does Nikki call again?
2. Who does Nikki want to speak with?
3. Does Yamamoto have a direct line?
4. What is Yamamoto's extension number?

Dealing with Telephone Problems

III. LANGUAGE BOX

Can and Could

Can and **could** are both used to ask for permission or requests. But **could** sounds more polite and formal than **can**.

| | |
|---|---|
| Can I have your name, please? | Could I have your name, please? |
| Can I have your bank details, please? | Could I have your bank details, please? |
| Can you speak more slowly, please? | Could you speak more slowly, please? |
| Can you put me through extension 1, please? | Could you put me through extension 1, please? |

IV. SAY IT! How would you handle the following situations? What would you say if...

- you didn't understand what the caller was saying?
- you didn't get the complete name of the caller?
- you dialed the wrong number?



Making Follow-up Calls



I. WARM-UP

Vocabulary

Match the words with their meanings.

A

1. reservation
2. follow up
3. conference hall
4. avail
5. discount

B

- a. a price lesser than the original one.
- b. a room for a single event
- c. an action that serves to increase the effectiveness of a first action
- d. an arrangement
- e. to make use of

II. DIALOGUE BOX

Mary : Thank you for calling Dolphin Wonders, this is Mary how may I help you?

Lisa : Hello, this is Lisa from Speakers International. I'd like to make a follow up on our reservation for our company's anniversary party.

Mary : Oh, yes! We've already reserved the banquet hall under your name. That will be on Saturday at 7:00 to 11:00 p.m., right?

Lisa : That's great. But I have few questions. Do we get a meal discount if our group reaches 500 people? And can we avail a free tour in the park?

Mary : Well, we only give discounts to a group of 1,000 but you do get welcome drinks. Regarding the tour, those who are interested may avail, and only a group of ten can avail the free tour. If the group is less than ten, each member will have to pay \$5.

Lisa : I see. I'll call back if there are enough people interested in the tour. Thank you very much.

Comprehension Check

1. What event will be held at Dolphin Wonders?
2. What time does the event end?
3. How many are coming for the event?
4. What can the company avail if they reach 1,000?
5. How many could avail the free tour in the park?

Making Follow-up Calls

III. LANGUAGE BOX

Intensifiers are adverbs that enhance or reduce the effects of adjectives and adverbs. In English, they come before the words they modify.

A. Intensifiers that enhance the meaning of adjectives.

1. The contract is **extremely** important.
2. The scenery is **very** attractive.
3. The book is **really** interesting.
4. You're **absolutely** right!

B. Intensifiers that reduce the meaning of the adjectives and adverbs.

1. That is **quite** interesting.
2. That presentation was **slightly** interesting.
3. I know her **fairly** well.

IV. SAY IT! Make a role play with your teacher

You are a customer. Make a follow up call on your order. Your teacher will answer your phone inquiries.

Guide Questions:

1. How would you start your phone conversation?
2. What question would you ask first? Second? Third?
3. How would you end your call?



Taking and Leaving Messages



I. WARM-UP

Vocabulary

Match the words and phrases with their meanings.

- to make a phone call as soon as possible*
 - the planned event is canceled*
 - having a feeling of pity or concern*
 - to make a very important decision*
 - to repeat what someone has said*
- I'm afraid you're wrong.
 - The company made a very crucial judgment.
 - I'll relay your message when she comes to work.
 - Call me back as soon as possible.
 - The interview is called off.

II. DIALOGUE BOX

- Eric** : Could I speak to Diane, please?
- Receptionist** : I'm afraid she's in a meeting right now. Do you want to leave a message?
- Eric** : Yes, please. It's really crucial she gets it.
- Receptionist** : Don't worry. I'll relay the message as soon as she finishes. Who shall I say called?
- Eric** : This is Eric McCartney from Head office. Please tell her the meeting on Friday in Brussels has been called off and to call me back as soon as possible.
- Receptionist** : No problem. What is your contact number?
- Eric** : It's 0049 835 30925.

Comprehension Check

- Who does the caller want to talk with?
- Why can't the person being asked for answer the phone call?
- When will the receptionist give the message?
- What is the message?

Taking and Leaving Messages

III. LANGUAGE BOX

'Ask' or 'Tell' in Questions

a. ask / tell + object + infinitive

1. Please ask him to send me a fax.
2. Can you tell her to call me in the morning?

b. ask + object + if / when clauses

1. Can you ask her if she got my email?
2. Could you ask him when he wants the report?

IV. SAY IT! **Make a phone conversation role play with your teacher using the following information.**

Message for : Rose Lahiri

Time : 11:25

Caller : Linda Chong

Company : International Motor group

Message : Called in to request a copy of the March bill

Telephone Number : 0086 9371 2860



Using a Mobile Phone



I. WARM-UP

Vocabulary

Match the words with their meanings.

A

1. hardly
2. terribly
3. elucidate
4. matter

B

- a. a situation or a state of business
- b. to explain
- c. almost not all
- d. extremely

II. DIALOGUE BOX

- Mr. Lim** : Hello, good noon! May I please talk to Mrs. Suarez? This is Mr. Lim from XBZ company.
- Mrs. Suarez** : Yes, speaking.
- Mr. Lim** : Oh, I'm sorry. Could you speak a little louder, please? I can hardly hear you, Mrs. Suarez.
- Mrs. Suarez** : I'm terribly sorry, but I'm just getting on a plane. Would you mind calling me back this afternoon?
- Mr. Lim** : Okay. What time would you like me to call you this afternoon? I will be elucidating some important matters.
- Mrs. Suarez** : How about at 4 p.m.?
- Mr. Lim** : Okay, 4 o'clock is a good time. Good-bye.
- Mrs. Suarez** : Bye!

Comprehension Check

1. Where is Mrs. Suarez at the time of the call?
2. What does the caller want from her?
3. Was the call successful? Why or why not?
4. What time will Mrs. Suarez expect the second call from Mr. Lim?

Using a Mobile Phone

III. LANGUAGE BOX

Use the **Present Continuous form of the verb** to talk about actions that are happening at the same time of speaking.

Examples:

1. Who **is calling** you?
2. They **are discussing** the budget for next month.

Time expressions **right now** and **at the moment** are usually used with Present Continuous sentences.

Examples:

1. She's leaving the office **right now**.
2. What are they doing **at the moment**?

IV. SAY IT! You are at a doctor's clinic. The doctor is doing a medical check up on you when suddenly your wife/husband calls. What would you do? Would you answer the call? If you did that, what would you say to the doctor? To the caller?



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Contacting by Email



I. WARM-UP

Vocabulary

Match the words with their meanings.

A

1. supermarket chain
2. specifications
3. supplier
4. branches
5. purchasing
6. trolleys

B

- a. a person or company that sells goods to customers
- b. retail outlet that share a brand and central management
- c. buying
- d. statements of requirements in a business setting
- e. an object with wheels used to transport heavy things
- f. shops that belong to the same company and are located in different places

II. DIALOGUE BOX

Here is a sample first contact by email.

Dear Sir / Madam:

I represent Intel Supermart. A supermarket chain with 30 branches in the south of Japan. We are looking for a supplier in the South East who can process initial order of 2000 trolleys which meet our specifications at an acceptable price. I found your company through the Internet and from what I understand you produce shopping trolleys.

If you are interested in doing business with us, please contact me by email next week to discuss the terms and finer details.

Yours faithfully,

Makoto Yamamoto
Purchasing Manager

Comprehension Check

1. What kind of company is Supermart?
2. What kind of business is it looking for?
3. What is the work of Mr. Makoto Yamamoto?

Contacting by Email

III. LANGUAGE BOX

Make and Do

The basic meaning of make and do is the same. **Make** is usually used to talk about producing or constructing something concrete whereas **do** is used for actions, obligations and repetitive tasks.

Make is used in the context of activity below.

- a. make clothes (e.g make a shirt; make a gown)
- b. make furniture (e.g make a coffee table; make a desk)
- c. make three dimensional art and film (e.g make a movie; make a sculpture)
- d. make food (meals) (e.g make breakfast; make a salad)

Do is used in the following expressions:

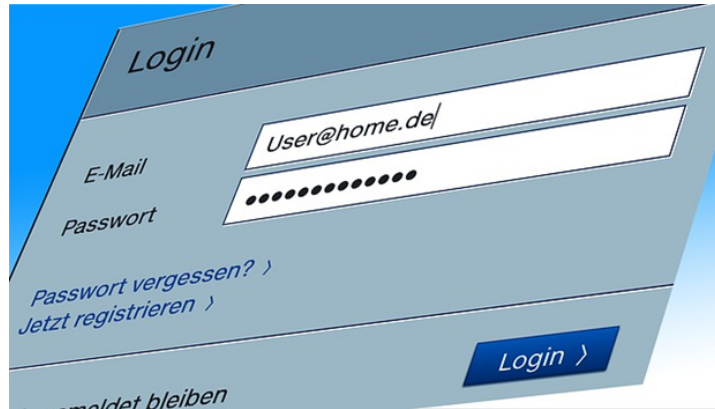
- | | |
|---------------------|------------------|
| a. do the dishes | e. do work |
| b. do the shopping | f. do a good job |
| c. do your homework | g. do your duty |
| d. do the laundry | h. do good |

IV. SAY IT!

**Your company is looking for a supplier that provides computer hardware.
Write a first-time email to the supplier suggesting a business deal with your company.**



Finding Information by Email



I. WARM-UP

Vocabulary

Match the words with their meanings.

A

1. outsource
2. recognize
3. reliability
4. brochures
5. proposed
6. quotation
7. deal

B

- a. the statement of the price for a work
- b. a business transaction
- c. ability of people or things that can be trusted to work well
- d. to obtain services from an outside supplier
- e. to know
- f. suggested
- g. booklets that give information about a product or service

II. DIALOGUE BOX

Mr. David Owens sent an email to Global Solutions to inquire about outsourcing services.

Dear Sir/Madam:

I am David Owen of LG Training Center. Our company is currently looking for a business partner to outsource our CD-ROM in China. We recognize the reliability of your firm. Thus, we would like to know the details of the services you are giving in connection to our needs. Also, we would like to ask brochures of your product descriptions. Finally, could you please send us a copy of your proposed contract including price quotation if you find this deal acceptable?

We would be very happy to hear from you soon.

Sincerely yours,


David Owens
Marketing Manager

Finding Information by Email

Comprehension Check

1. What kind of service is the company looking for?
2. What is the first request being asked? The last request?
3. Do you find the proposed deal acceptable? Why or why not?

III. LANGUAGE BOX

Modals of Polite Requests: Could and Would

A. To state a polite request, use:

subject + would + like to + simple verb +

- I would like to know the date and time of the board's meeting.

B. To ask questions in a very polite way, use:

Could / Would you (please) + simple verbs +

- Could you explain that again, please?
- Would you please email that document to me?

IV. SAY IT!

You will be attending a lecture-forum in Luxemburg. You want to know the details of the activity. Send an email to the reservations office and ask for the following information.

- a. How much will you pay?
- b. What are the inclusions of the payment?
- c. What are the topics?
- d. Who are the speakers?



Giving Updates by Email



I. WARM-UP

Vocabulary

Match the words and phrases with their meanings.

A

1. reliable
2. backup
3. installation
4. equipment
5. scripts

B

- a. tools
- b. the act of putting up something for a purpose
- c. can be trusted
- d. support
- e. copies of a written text of a play or radio broadcast

II. DIALOGUE BOX

| | | | | |
|----------|--------|------------|----------|------------|
| Send | Attach | Save Draft | Spelling | Cancel |
| To: | | | | Show BCC |
| Cc: | | | | |
| Subject: | | | | Plain Text |
| Arial | v | 12 | v | |

Hi Samantha

This is just a quick email to let you know that we have found reliable voice actors for recording radio advertisements. The Heartful Acting agency will provide backup in case problems may occur when installing the equipment to be used. They will charge us \$30 per hour which I think is fair looking at the specification that they gave for the recording. I'll send you the brochure tomorrow. So, let's try to get it done as quickly as we can.

Would you mind sending the scripts to the agency? Having the scripts earlier would be very helpful. Hope to get your reply soon.

Brian

Giving Updates by Email

Comprehension Check

1. What update does Brian give Samantha?
2. What service will the Hearful Acting give in case of problems?
3. How much does the agency charge for the recording?
4. What does Brian want Samantha to do?

III. LANGUAGE BOX

A gerund is a verbal that ends in -ing and functions as a noun. It can function as :

A. Subjects

Traveling could be a very nice job.

Sending emails to friends is exciting.

B. Objects of Prepositions

I will call you **after** arriving at the office.

Do you object **to** working late?

Look for gerunds in the Dialogue Box. Identify their functions.

IV. SAY IT!

You requested for supplies from another company. But your orders haven't been sent yet. Email that company to update them on the problem.



Reserving and Buying by Email



I. WARM-UP

Vocabulary

Guess the meanings of the underlined words.

- a. money paid for sending letter or parcels by post
- b. a connected group of pages on the World Wide Web
- c. the condition of something that is ready for use
- d. things
- e. acceptance

- _____ 1. The company decided to update their site to attract more buyers.
- _____ 2. She has been waiting for confirmation of her flight from the travel agent.
- _____ 3. The suppliers delivered the wrong items by mistake. As a result, the client got angry.
- _____ 4. The post office has increased the postage to 10 cents for the letters sent outside the country.
- _____ 5. I would like to know the availability of the products so I can prepare the payment.

II. DIALOGUE BOX **Subject: Order**

Dear Lorraine,

Good day!

I have seen your site and I am interested in buying some of your products. I would like to place an order for the following items:

- 3 pieces of the green dress in small, medium, large sizes
- 7 skirts from sizes 6 to 12

Please confirm these orders as soon as possible and also state how much I will pay for the postage, We'll pay cash when the items are delivered.

Also, could you send some information on the availability of these products next month? Hope to hear from you soon.

Samantha
Manager

Comprehension Check

- 1. What items does Samantha want to buy?
- 2. What sizes of the skirt does she need?
- 3. What requests does Samantha ask from Lorraine?
- 4. What information does she want to know the following month?

Reserving and Buying by Email

III. LANGUAGE BOX

Collocations

A collocation is two or more words that often go together. For example, do business, make a profit, have lunch, keep an appointment.

Look for examples of collocations in the Dialogue Box

Exercise

Group the given phrases with the correct verbs to form collocations.

A copy
an order
the bill

an advertisement
a signal
a telephone call

a fine
the price
an email

| PAY | SEND | PLACE |
|-----|------|-------|
| | | |
| | | |
| | | |

IV. SAY IT!

You are going to have a vacation in Hawaii and would like to stay in Waikiki Hotel & Resort. Make an email reservation.

Guide questions:

1. What kind of room do you want?
2. How much does the room cost?
3. What accommodations does the hotel offer? Is breakfast included?



Making a Complaint by Email



I. WARM-UP

Vocabulary

Match the words with their meanings.

A

1. reference
2. cartridges
3. assured
4. dispatched
5. overlooked
6. negligence

B

- a. small containers for powder and liquid, inserted into a device
- b. failed to notice
- c. something that gives information
- d. failure to do something
- e. sent
- f. something that is certain to happen

II. DIALOGUE BOX

Subject: Order Reference # 002993

Dear Sir,

I placed the above order, reference number 002993, on January 15th. There seems to be a problem with this order. The printers we received are not the ones we wanted. I was told you had enough stock of the brand that we asked for, hence the reason I placed the order. Also, I was assured the items would be dispatched by January 18th but we still haven't received the cartridges. It seems my specifications were overlooked, either that, or you are not serious about your business.

I'm willing to overlook this negligence as long as it's corrected by next week; otherwise I will cancel my order.

Sincerely,
Brenda Whiteman

Comprehension Check

1. What items did the customer order?
2. Which item was not received?
3. What will the client do if the problem is not fixed?
4. What would you do if you were the client?

Making Complaints by Email

III. LANGUAGE BOX

Verbs **seem** and **appear** are often used when someone makes a complaint. **Seem** --- something gives the impression of happening in the ways you describe it. **Appear** --- **telling** something you believe though you cannot be sure it is true.

- There **seems** lacking in the items we ordered.
- It **appears** that the sizes of the shoes are not the same.

Nouns **mistake** and **error** are used to talk about confusion.

- The cashier made a **mistake** when counting the money.
- There was an **error** on the information sheet.

Look for these expressions in the Dialogue Box

IV. SAY IT!

You ordered several office tables from a furniture shop. The shop clerk promised to deliver the items the week after, on Monday. Two weeks have passed and still no delivery has been made. Email the shop and express your disappointment.



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