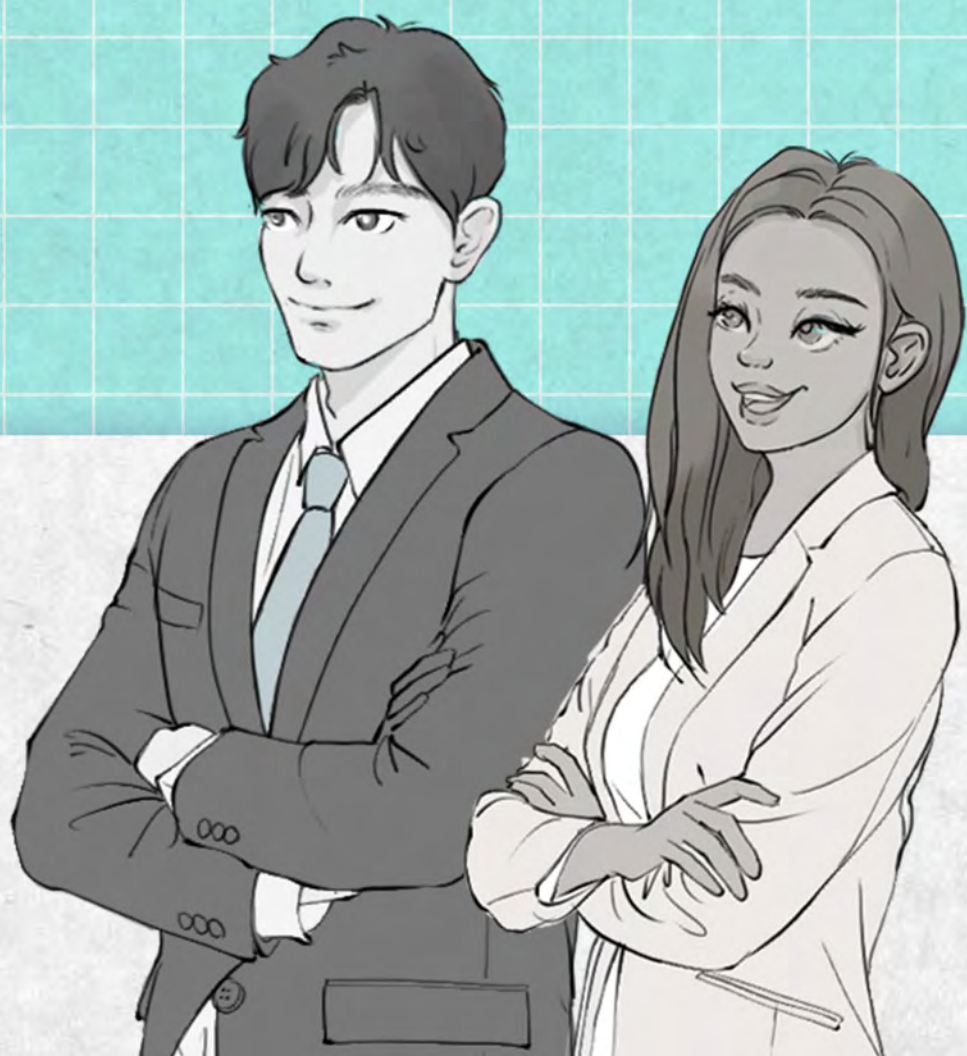


Basic English

5



CONTENTS

UNIT THREE

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Lesson 1

WHATEVER WE DO WE MUST PUT SAFETY FIRST

TARGET LANGUAGE

- For us to have a harmonious recreation today, you are asked to follow the following house rules.
- Whatever we do, we must put safety first.

1 Word Focus



in charge



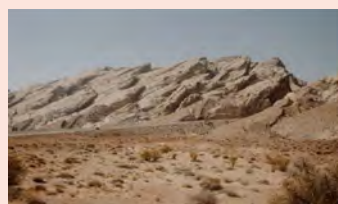
compliant



cooperative



house rules

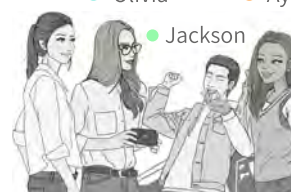


desolate

2 Conversation

Aya discusses the house rules for their team building before they make their way to the location.

● Olivia ● Aya
● Jackson



Alright, everyone! Because I am in charge of making the rules, I'd like to ask you all to be cooperative and compliant with these rules I will share.

Sure, Aya. We will.

Good! For us to have a harmonious recreation today, you are asked to follow the following house rules. First, whenever you join a game, participate actively. Second, when we arrive at the location, everyone should stay with the group. If you go to a desolate place, you should have someone with you. Whatever we do, we must put safety first. Last but not least, enjoy this activity to the fullest. Do you have any questions?

Can we opt not to join a certain activity?

Oh no, you can't. Everyone should participate, Jackson. Don't worry! I'm certain you will enjoy every activity that was prepared.

Okay! Sure thing.

How long is it before we arrive at the location, Aya?

We should get there in 2 hours.



Scan and Listen

GRAMMAR

Independent Clauses
Dependent Clauses

Lesson 2

WE WILL BE BACK BEFORE 9 O'CLOCK

TARGET LANGUAGE

- I am not sure if this place suits your taste, but I hope it does.
- We will be back before 9 o'clock.

1 Word Focus



suit your taste



breathtaking



grand



preserve



get the ball rolling

2 Conversation

Aya and her colleagues arrived at the team building location.

● Jackson ● Olivia



● Aya

We're finally here! This is where we will do our team building. I am not sure if this place suits your taste, but I hope it does.

It truly is. This is surprisingly grand.

We will get the ball rolling at exactly 9 o'clock.

Sure, Jackson. But please be back before the time.

Thanks, Jackson. I will also ring the bell 10 minutes before the time so that you will be reminded.

Oh, Aya. This location is breathtaking.

I wonder how much it costs to build and preserve this place. Anyway, Aya, what time does the activity start?

So, can we look around for a few minutes? It's still 8 o'clock.

Got it! We will be back before 9 o'clock.

Okay, Aya. Thanks so much!



Scan and Listen

GRAMMAR

Noun Clause
Adverbial Clause

Lesson 3

IT WAS LINA WHO HAD IT ALL PLANNED OUT

TARGET LANGUAGE

- I thought they were boring people whose interest was just to work.
- It was Lina who had it all planned out.
- She is the person whom I admire the most.

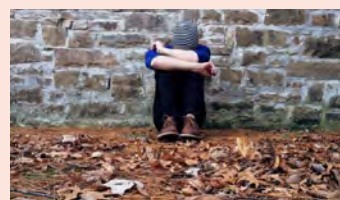
1 Word Focus



whale of a time



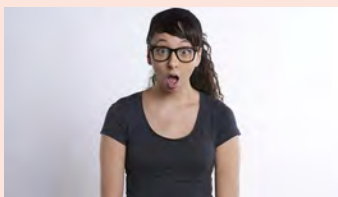
exhilarating



introverted



talkative



out of the blue



revelation

2 Conversation

Aya and Olivia are talking about their team building activities.



Aya

Olivia, did you enjoy the team building we had?

Right! And I was mostly surprised at how active some introverted colleagues were interacting.

Absolutely! Because of that, we were able to know our colleagues better.

The team building had a lot of unexpected revelations indeed.

It was a brilliant plan! She is the person whom I admire the most. She's undeniably commendable.

Yeah. I had a whale of a time. The activities we did were exhilarating.

That happened out of the blue! I thought they were boring people whose interest was just to work. They are so funny and talkative after all. That team building is just what we need for everyone to come out of their comfort zones.

Before the team building, I had no idea that some of them were so talented.

It was Lina who had it all planned out.



Olivia



Scan and Listen

GRAMMAR

Adjective or Relative Clause:
Subject / Object / Possessive Relative Clause

Lesson 4

THE PROJECT

THAT YOU RECENTLY FINISHED WAS SUPERB

TARGET LANGUAGE

- The project that you recently finished was superb.
- My friend's pal, who owns an app development company, proposed a partnership.

1 Word Focus



acknowledgment



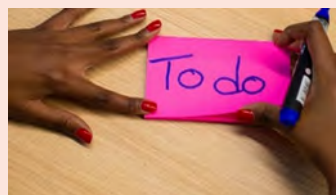
partnership



pal



app developer



obligation

2 Conversation

Lina talks about a big upcoming project for Aya.

Lina



Congratulations, Aya! The project that you recently finished was superb.

With that, I'm glad to notify you that we will have another big project.

My friend's pal, who owns an app development company, proposed a partnership. Their company specializes in mobile applications. Their app developers are in need of more designers to work with them.

Exactly! Their company is going to be constantly counting on us to offer the best layouts and visuals for their applications. We have to impress them because they have a ton of clients that may be interested in our services too.

Thanks for the acknowledgment, Lina. I'm so glad you're pleased.

What compelling news! What is it all about?

Wait, was he the one that you told me about last month?

Aya



Don't worry, Lina. Customer satisfaction is my utmost obligation.



Scan and Listen

GRAMMAR

Defining Relative Clause
Non-defining Relative Clause

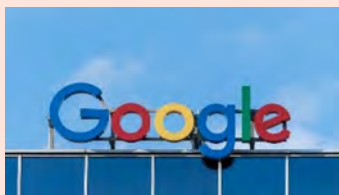
Lesson 5

MY JOB IS BOTH SATISFYING AND REWARDING

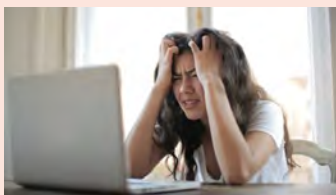
TARGET LANGUAGE

- My job is both satisfying and rewarding.
- I am distressed and exhausted because of the deadlines.

1 Word Focus



prestigious



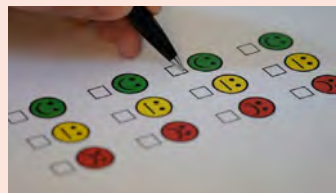
distressed



collaboratively



copywriter



evaluate

2 Conversation

Lina called Aya to her office to ask some questions about her promotion request.

Lina



I have called you here to discuss your promotion request that you submitted to my secretary. So, how does your work experience qualify you for this new position?

That is good to hear, Aya. Since you applied for the position of senior graphic designer, what do you think you'll like most about this job?

That's right! As you may have known, Steve and I will be evaluating your performance in recent months.

Well, it is an honor for me to be able to work in this prestigious company. My job is both satisfying and rewarding. Sometimes, I am distressed and exhausted because of the deadlines. However, I have learned a lot from my work on planning and devising strategies to achieve customers' satisfaction.

To put it simply, I will be working on a wider range of design projects, working collaboratively with colleagues such as creative directors and copywriters.

Okay, Lina. I am eager to receive your feedback.

Aya



Scan and Listen

GRAMMAR

Present Participial Adjectives
Past Participial Adjectives

Lesson 6

IT IS FAVORABLE REWARDING, AND BENEFICIAL

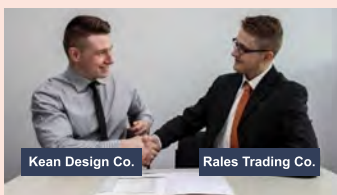
TARGET LANGUAGE

- The benefits of this contract are to avoid dispute and prevent misinterpretation.
- This partnership is definitely favorable, rewarding, and beneficial.

1 Word Focus



terms and conditions



alliance



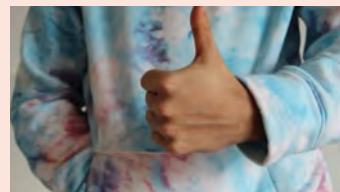
mutual



dispute



misinterpretation



favorable

2 Conversation

Bo and Mr. Tanaka discuss their plans for the partnership with Mr. Endo.

Good afternoon, Mr. Tanaka. I just want to inform you about our partnership with Mr. Endo's company.

So, how was the contract signing? Was it successful or not?

It was successful. Mr. Endo has agreed to our terms and conditions specified in the agreement.

Great! Mr. Endo has acknowledged our alliance as business partners.

Since both of our companies have shared mutual interests and goals, what should we do now?

We should be clear about the plans, benefits, and conditions of this contract. We could develop new products and services, improve productivity, and reduce business costs. The benefits of this contract are to avoid dispute and prevent misinterpretation.

Bo



This partnership is definitely favorable, rewarding, and beneficial.

It's a great opportunity for us to reach more customers.

Mr. Tanaka



Scan and Listen

GRAMMAR

Parallelism

Lesson 7

PERHAPS WE COULD STILL ASSIST YOU IN EXPANDING YOUR MARKET

TARGET LANGUAGE

- Unfortunately, our company has already sealed a partnership with another distributor.
- Perhaps we could still assist you in expanding your market.

1 Word Focus



decade



seal



expand



guarantee

2 Conversation

A distributor is interested in partnering with Home Gizmos.

Good day. May I speak to Mr. Tanaka?

I'm sorry, but Mr. Tanaka will not be here until tomorrow. You can talk to me instead, and I'm Bo Sato.

Nice to meet you, Mr. Sato. My name is Peter Davis from RGE Distributors Inc. We have been a trusted distributor of several companies for two decades. I am here to offer a partnership. You will have remarkable sales growth with our help.

That is truly a lovely offer, Mr. Davis. Unfortunately, our company has already sealed a partnership with another distributor.

That is indeed unfortunate, but perhaps we could still assist you in expanding your market. After all, having more than one distributor offers more opportunities, and I guarantee you our service is absolute. It's a win-win situation.

That does sound reasonable. I need to discuss it with Mr. Tanaka tomorrow.

OK. Here's my business card. Give me a call if you change your mind.

• Peter

• Bo



Scan and Listen

GRAMMAR

Declining / Refusing an Offer
Offering Alternatives

Lesson 8

I APOLOGIZE FOR THE TROUBLE

TARGET LANGUAGE

- I'm sorry to have to tell you that one of the customers sent a negative review on a product he received due to some damages.
- I will contact the customer today to offer compensation.
- I apologize for the trouble, Sir.

1 Word Focus



bulk



real estate



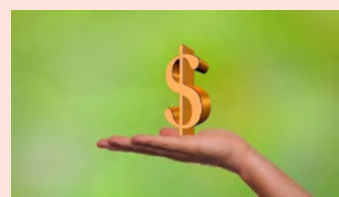
ship (v.)



review



damages



compensation

2 Conversation

Bo delivers some bad news to Mr. Tanaka.



Bo, have you got any updates regarding the bulk orders of the real estate firm in Osaka?

Yes, Sir. The orders were shipped this morning. By next week, the products will have been delivered to Osaka.

Great! How about the reviews on the website?

I'm sorry to have to tell you that one of the customers sent a negative review on a product he received due to some damages.

Did he give details as to what happened?

I was told that it was just minor damages caused by poor shipping. I will contact the customer today to offer compensation.

That is a serious matter. Please report it to our shipping partners to avoid the same issue. We must keep our products in good quality at all times. We can't afford to have any negative reviews.

I apologize for the trouble, Sir. I will inform and warn our shipping partners about this.



Mr. Tanaka



Scan and Listen

GRAMMAR

Delivering Bad News
Apologizing

Lesson 9

WRITE AN APOLOGY EMAIL

TARGET LANGUAGE

- I sincerely apologize for the damaged product.
- We look forward to providing a better experience for you in the future.

1 Word Focus



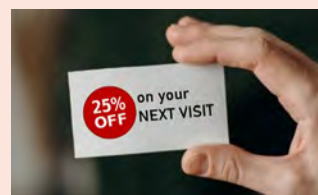
quality control



replacement



on behalf of



voucher

2 Promotion Email Request



Send

To

hajimetogami@gmail.com

From

bosato@gmail.com

Subject

Apologies for the Damages

Dear Mr. Togami:

Thank you for giving us your review about the washing machine. On behalf of Home Gizmos, I sincerely apologize for the damaged product that you received.

Our products go through several quality control measures before they are delivered to customers. However, it appears that there were some problems during the shipping process.

To make up for this error, we have shipped a replacement, which should arrive within 2-5 days. To make up for the inconvenience, we are also giving you a voucher that you may use for your next purchase.

We are truly sorry that your original purchase did not live up to your expectations, but we look forward to providing a better experience for you in the future. Thank you for bringing this issue to our attention, and please don't hesitate to contact me directly with any other concerns you may have.

Sincerely,

Bo Sato

Sales Manager, Home Gizmos



Scan and Listen

GRAMMAR

How to Write an Apology Email

Lesson 10

UNIT REVIEW

WORD FOCUS

Lesson 1

in charge
compliant
cooperative
house rules
desolate

Lesson 2

suit your taste
breathtaking
grand
preserve
get the ball rolling

Lesson 3

whale of a time
exhilarating

introverted
talkative
out of the blue
revelation

Lesson 4

acknowledgment
partnership
pal
app developer
obligation

Lesson 5

prestigious
distressed
collaboratively
copywriter

evaluate

Lesson 6

terms and conditions
alliance
mutual
dispute
misinterpretation
favorable

Lesson 7

decade
seal
expand
guarantee

Lesson 8

bulk

real estate

ship (v.)
review
damages
compensation

Lesson 9

quality control
replacement
on behalf of
voucher

GRAMMAR FOCUS

- 1 Independent Clause; Dependent Clause
- 2 Noun Clause; Adverbial Clause
- 3 Adjective or Relative Clause: Subject / Object / Possessive Relative Clause
- 4 Defining Relative Clause; Non-defining Relative Clause
- 5 Present Participial Adjectives; Past Participial Adjectives
- 6 Parallelism
- 7 Declining / Refusing an Offer; Offering Alternatives
- 8 Delivering Bad News; Apologizing
- 9 How to Write an Apology Email