

Giving Updates



I. WARM-UP

Vocabulary

Guess the meanings of the underlined words.

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

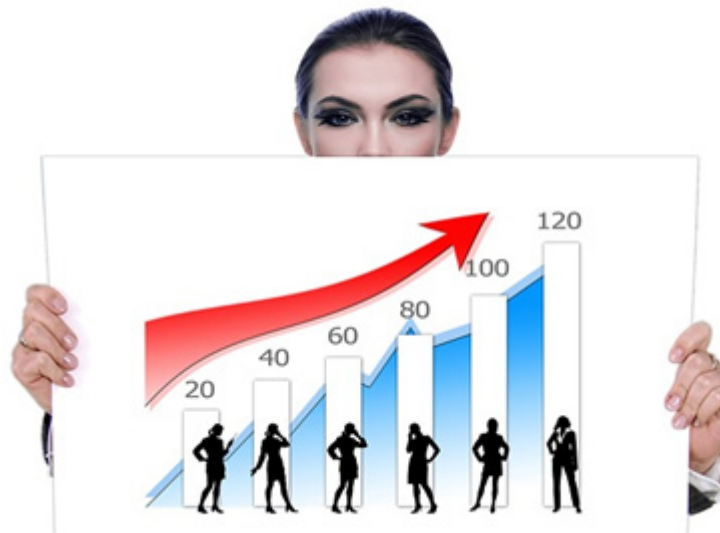
Let means to allow something or give permission to someone to do something.

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?

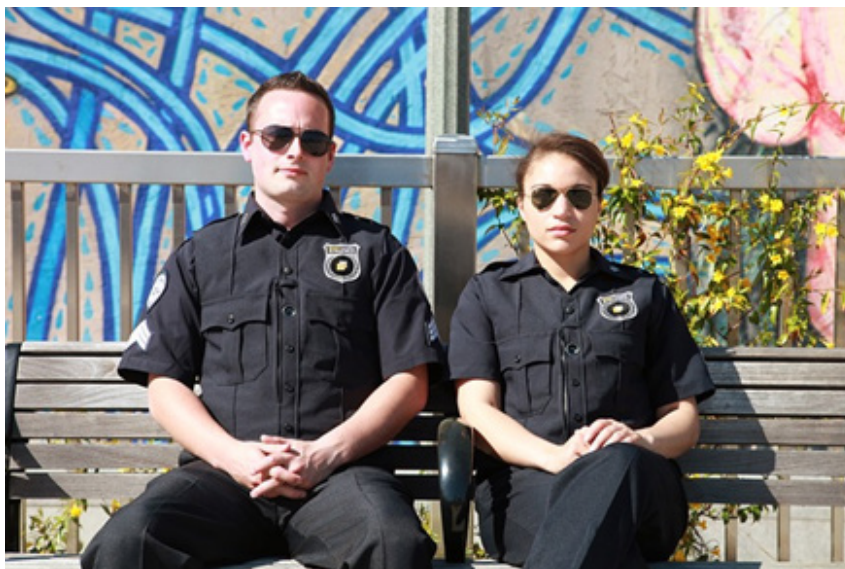
When **much** is used in an *affirmative sentences*, it is preceded by **so**, **too** or **as**.

- 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.



This textbook uses pictures/photos from the free photo sites below.