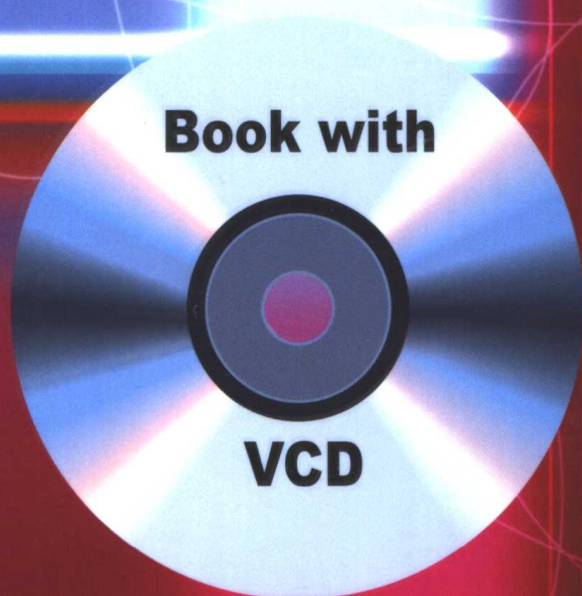


剑桥大学考试委员会推荐BEC中级考试用书

新剑桥商务英语（中级）

Working in English



学生用书

Student's Book

Leo Jones

Cambridge
Professional
English

人民邮电出版社
POSTS & TELECOM PRESS

Working in English

新 剑桥商务英语 (中级)

学生用书

Student's Book

Leo Jones

 人民邮电出版社
POSTS & TELECOM PRESS

图书在版编目 (CIP) 数据

新剑桥商务英语 (中级) 学生用书 / (英) 琼斯 (Jones, L.) 著 ;

- 北京 : 人民邮电出版社, 2004.8

ISBN 7-115-12517-1

I. 新… II. 琼… III. 商务—英语—教材 IV. H31

中国版本图书馆 CIP 数据核字 (2004) 第 080570 号

Working in English: Student's Book by Leo Jones

ISBN 0-521-77684-8

Copyright © 2001 by the Cambridge University Press

Originally published by Cambridge University Press in 2001.

This reprint edition is published with the permission of the Syndicate of the Press of the University of Cambridge, Cambridge, England.

THIS EDITION IS LICENSED FOR DISTRIBUTION AND SALE IN THE PEOPLE'S REPUBLIC OF CHINA ONLY, EXCLUDING HONG KONG, TAIWAN AND MACAU AND MAY NOT BE DISTRIBUTED AND SOLD ELSEWHERE.

由英国剑桥大学出版社授权, 人民邮电出版社在中国大陆出版发行。未经出版者书面许可, 不得以任何形式复制或抄袭本书的任何部分。

北京市版权局著作权合同登记号 图字: 01-2004-4021

版权所有, 侵权必究。举报盗版有奖, 联系电话: (010) 64981059 E-mail: marketing@ncc-pub.com

新剑桥商务英语 (中级) 学生用书

◆ 作 者 利奥·琼斯

策 划 刘 力 陆 瑜
责任编辑 詹弥艳

◆ 人民邮电出版社出版发行 北京市崇文区夕照寺街 14 号 A 座
邮编 100061 电子函件 315@ptpress.com.cn
网址 <http://www.ptpress.com.cn>
电话 (编辑部) 010-64964059 (销售部) 10-64982639
北京中科印刷有限公司印刷
新华书店经销

◆ 开本: 889×1194 1/16
印张: 9.75
字数: 260 千字 2004 年 8 月第 1 版 2004 年 8 月第 1 次印刷
ISBN 7-115-12517-1/F·533

定价: 45.00 元

本书如有印装质量问题, 请与本社联系 电话: (010) 64981059



Working in English 是剑桥大学出版社新近开发的一套中级至中高级程度的商务英语学习教材。由著名的英语教育专家 Leo Jones 在其畅销的 *New International Business English* 基础之上编写而成。该套教材由 7 个模块共 40 个单元组成, 涉及日常工作中多方面的沟通需要, 着力培养学习者在实际工作中用英语进行沟通和解决问题的能力。其完备的多媒体系列化材料与交际法教学及情景模拟学习相配合, 体现出当今先进的教育理念和教学方法。为了更好地适应中国学习者的需要, 本丛书编委会还将组织国内专家编写配套的《辅导学习手册》。

Working in English 还被剑桥大学考试委员会推荐为适合 BEC 中级 (2002 年修订后的标准) 应试者的学习教材。同时, 它也是财经类大学本科高年级、研究生一年级和 MBA 商务英语课的理想教材, 尤其适合在职人员英语培训之用。

新剑桥商务英语系列丛书

总策划：刘力 齐焱蕾 陆瑜

编委会

学术顾问：沈树红 张进

主 编：夏纪梅 陆瑜

副主编：邹映辉 陈雪翎

编委（按姓氏笔画排序）

王洋

王关富

卢莉

石同云

刘友发

齐焱蕾

严明

吴敏华

张美琪

李彤

李天行

肖云南

邵光伟

陈洁

金启军

俞利军

姜登祯

夏汉华

郭桂杭

章恒珍

黄赟琳

谢小苑

雍和明

Contents

PERSON TO PERSON

page 6

- 1 **Pleased to meet you!**
Meeting people for the first time
- 2 **What do you do?**
Finding out about work routines
- 3 **Around the world**
Being sensitive to other people's customs, culture and behaviour
- 4 **Could you please . . . ?**
Offering to help Making requests
Asking permission
- 5 **I'm sorry, could you say that again?**
Dealing with communication difficulties

PHONE CALLS

page 16

- 6 **Hello, how may I help you?**
Answering the phone
Making a good impression on the phone
- 7 **Hold on, I just need to make a note**
Understanding numbers and details
Making notes Checking your notes
- 8 **Is everything clear?**
Taking long messages Leaving messages
- 9 **I'm calling because . . .**
Preparing to make a phone call
Making different kinds of calls
- 10 **I'm terribly sorry**
Dealing with problems on the phone

WRITING

page 26

- 11 **Layout and content**
Good layout and style in letters and faxes
- 12 **You've got mail**
Sending and receiving e-mail messages
- 13 **Get it right!**
Checking your spelling
Correcting your punctuation
- 14 **Keep it simple and make it clear**
Writing simple sentences
Writing short reports on meetings and phone calls
- 15 **In reply to your . . .**
Replying to letters, faxes and e-mails
- 16 **I am sorry to inform you that . . .**
Sorting out problems

EXCHANGING INFORMATION

page 38

- 17 **Can I ask some questions?**
Asking questions and giving answers
Speaking politely
- 18 **I'd like some more details . . .**
Asking about details, specifications, numbers and prices
- 19 **Could you tell me more . . . ?**
Asking follow-up questions
Answering difficult questions
- 20 **When can we meet?**
Arranging appointments and meetings
- 21 **Avoiding misunderstandings**
Dealing with cultural differences
- 22 **Thank you for your order . . .**
Dealing with problems with orders

MEETINGS

page 50

- 23 **What are your views?**
Different kinds of meetings
Discussing ideas and exchanging opinions
- 24 **Thank you for coming!**
Participating in one-to-one meetings
- 25 **The first item on the agenda is . . .**
Working with an agenda
Taking part in larger meetings with a chairperson
- 26 **We need to come to an agreement**
Taking part in negotiations
- 27 **When does 'Yes' mean 'Yes'?**
Different styles of negotiating
- 28 **We need to meet . . .**
Simulating a series of meetings

ENTERTAINING VISITORS

page 62

- 29 **Make yourself at home!**
Receiving visitors
Making people feel at home
Giving and receiving gifts
- 30 **What shall we talk about?**
Small talk Socializing
Building professional relationships
- 31 **Would you like to join me for dinner?**
Deciding where to eat
Table manners in different countries
- 32 **How do I get there?**
Explaining routes
Suggesting free time activities
- 33 **Do you have a room available?**
Arranging hotel accommodation
Staying in a business hotel
- 34 **When things go wrong . . .**
Dealing with travel and accommodation problems
Advising people what to do

EXPLAINING AND PRESENTING

page 74

- 35 **About the company . . .**
Explaining the history and structure of a company
- 36 **Let me demonstrate . . .**
Explaining what to do
Showing people how to do things
- 37 **How does it work?**
Describing processes and procedures
- 38 **Features and benefits!**
Marketing and advertising Sales talk
- 39 **Giving presentations**
Preparing and giving a presentation
- 40 **A great new product!**
Product development Giving a presentation

Grammar reference

page 86

Transcripts

page 102

Files

page 118

附录：剑桥商务英语证书（BEC中级）考试说明

page 145

Thanks and Acknowledgements

A big 'Thank You' to everyone who helped to create this course . . .

Will Capel commissioned the project, and kept a watchful eye on its progress.

Tony Garside edited the project expertly, sensitively and cheerfully.

Reviews and reports Thanks to the business English teachers and experts who gave detailed feedback and helpful suggestions: Heather Bedell in Italy, Liz Bitterli in Switzerland, Trevor Bryant, Bernie Hayden and Sally Searby in the UK, Tracy Byrne and Mark Turner in Spain, Barbara Charlton, Gary Anderson, Geraint Marsh and Francis O'Hara in France, Eduardo Garbey Savigné in Cuba, Janaka Williams in Japan, Dan Schulte in Korea, Nigel McQuitty in Taiwan China, Grazyna Siedlecka-Orzel in Poland, Debbie Goldblatt in the United States, and Richard Alexander.

Recordings Thanks to everyone involved in the interviews and in the studio recordings: Isabel Boira Segarra (Mott Macdonald), Peter Callaghan, Will Capel, Charles Cotton (Virata), Tim Douglass, Tony Garside, Pete Kyle, Rich Le Page, Joost Meijerink (Flexifoil), Toby Nicol (easyJet), and the actors who contributed to the studio sessions.

Recording producer: Tim Douglass

Video Thanks to Andrew Bampfield, Tyler Butterworth, Emma Ko, Pete Kyle and Pete Ravenscroft – and everyone at Marin in California and Waterford Wedgwood in Ireland.

Website Thanks to Juliet Evans, Charles Shields and Roisin Vaughan.

Design Thanks to Sam Dumiak in Cambridge, and Geoff Ager and Tony Archer at Oxford Designers & Illustrators

Picture research and photography: Hilary Fletcher

Permissions: Jayshree Ramsurun

Proofreader: Ruth Carim

The author and publishers are grateful to the authors, publishers and others who have given permission for the use of copyright material identified in the text. In the cases where it has not been possible to identify the source of material used, the publishers would welcome information from copyright owners.

For permission to include text:

Future Publishing Ltd. for p.28 'The e-mail revolution', from *MacFormat Magazine*.

For permission to include photographs, logos and other illustrative material:

Key: (t) = top; (c) = centre; (b) = bottom; (l) = left; (r) = right.

Will Capel for pp. 8, 10 (c), 78 (b); Tim Douglass for p. 74 (br); easyJet for p. 74 (tl); easyEverything for p. 74 (tr); Flexifoil for p. 78 (t); Grosfillex, Inc for page 48; Robert Harding Picture Library for pp. 6 (r), 16 (r); Hotel del Coronado, Coronado, California for p. 69; Image Bank/Color Day for p. 6 (l), /Don Klumpp for p.24 (r), /Ghislain & Marie David de Lossy for p. 24 (l); International Business Channel (Europe) Ltd for p. 80; Leo Jones for p. 10 (b); www.lingodirect.com for p. 129; Pictor International for pp. 10 (tl), 52 (l); Powerstock Zefa for pp. 44, 46 (l), 52 (tc, bc), 66 (tr); The Stock Market/Jose L Pelaez, Inc. for p. 38 (l), /Jeff Zaruba for p. 66 (bl), /David Raymer for p. 66 (br), /Cameron for p. 72 (l); Tony Stone Images/Coneyl Jay for p. 12 (r), /Frank Herholdt for p. 19, /David Hanover for p. 50 (r), /Steven Peters for p. 56, /Sean Murphy for p. 72 (r); Superstock for pp. 52 (r), 66 (tl, tc), /Lisette Le Bon for p. 82; Telegraph Colour Library/V.C.L for pp. 10 (tr), 58, /Mel Yates for p. 16 (l), /Philippe Zamora for p. 18, /Robin Davies for p. 38 (r), /V.C.L/Nick Clements for p. 46 (r), /Stephen Simpson for p.50 (l), /V.C.L/Spencer Rowell for p. 54, /Mike Malyszko for p. 66 (bc); Ulmost Corp for p. 144.

The following photographs were taken on commission for CUP by:

Trevor Clifford for pp. 12, 14, 40, 62, 64, 70, 79.

For permission to include copyright cartoons:

CartoonStock for 7, 13, 17 (b), 23, 25 (b), 37, 57, 59, 65, 85.

Illustrators: Bob Wilson for p. 25 (tl, tr), Dave Bowyer for the map on p. 68; all other illustrations by Oxford Designers & Illustrators.

Introduction

Who is *Working in English* for?

If you are someone who needs to use English in your work – now or in the future – then *Working in English* is for you!

What are the components of *Working in English*?

The **Student's Book** contains seven Modules, each of 5 or 6 Units. Each Module is based on a different theme, and each Unit covers a different aspect of the theme. The Units are divided into sections with different exercises and activities. Accompanying this is an audio CD/cassette set containing all the listening activities.

The **Personal Study Book** (with audio CD) contains seven Modules. There are interviews, reading texts and exercises to supplement and follow up the work you do in the Student's Book, with transcripts, answers and a vocabulary glossary at the back of the book. (Your teacher will recommend particular exercises for homework to follow up each unit in the Student's Book.)

The **Video** contains eight documentary programmes. The first programme is an introduction and the other seven accompany each Module in the Student's Book. All the speakers are real people, not actors.

What does the Student's Book contain?

Speaking Role plays and discussions give you a chance to practise using English and help you to become more confident in speaking English. In most of the speaking activities you'll be working in pairs or in groups. It's important to use English all the time when you're working with partners – because the only way to improve your spoken English is by *speaking* it!

The speech balloons give you useful phrases to help you to speak in a clear, polite and friendly way.

Files Some role plays are in specially-numbered 'Files', where each person looks at different information. The Files are printed on separate pages (pages 118 to 144) so that you can't read each other's information and a natural conversation develops between you.

Listening The recordings for *Working in English* include many different voices speaking at their natural speed. The tasks in the book help you to understand the main points the speakers make. (There are Transcripts of the recordings at the back of the book.)

Vocabulary New vocabulary is introduced indirectly through the activities and exercises. When you come across a useful new word or expression in the book, why not highlight it? This will help you to remember the new words you meet.

Reading There are several reading texts, with questions for discussion, and e-mails, letters and faxes for you to read and act upon.

Writing Writing tasks help you to improve your writing skills.

Cross-cultural communication Some units help you to deal more effectively with people from different countries and cultures.

Advice boxes These contain tips and advice on business behaviour and using English in business situations.

Grammar Reference Pages 86 to 101 explain the main 'problem areas' of English grammar with rules and examples.

Transcripts There are Transcripts of the listening exercises on pages 102 to 117. Your teacher will advise you when to look at these.

Thank you for reading this introduction. Enjoy *Working in English*!

Leo Jones

1

Pleased to meet you!

Meeting people for the first time



- A** 1 In your country, when business people meet for the first time, what do they usually do? Put ticks or crosses in the boxes to show your answers:

✓✓ = usually ✓ = sometimes ✗ = not usually ✗✗ = never

- They exchange business cards.
- They shake hands.
- They bow to each other.
- They talk about a neutral subject (such as the weather) before getting down to business.
- They get down to business right away.
- One offers the other a cigarette.
- They have a drink together.
- They have a meal together.

- 2 Listen to two conversations where people are meeting for the first time. Tick the questions you hear.

How are you?
 Did you have a good journey?
 Did you have any difficulty finding the office?
 Is this your first visit to Paris?
 Would you like something to eat?

How's it going?
 How was your journey?
 Did you manage to find us all right?
 Have you been here before?
 Have you had lunch?

- 3 Work in pairs. What other questions can you think of for the situations above?



You never get a second chance to make a good first impression.

- B** 1 Look at these phrases which you can use when meeting someone on business. Highlight the phrases you want to remember.

Host/Receptionist

Visitor

Good morning. Are you Mr Brown?

Good morning, yes, I'm Tony Brown.

I have an appointment with Mrs Green.

Hello, Mr Brown, my name's Sam Allen.

Pleased to meet you.

Nice to meet you, Sam. Do call me Tony.

Mrs Green will be back in a few minutes.

Would you like to sit down?

Can I take your coat?

Can I get you something to drink?


Thank you. That's very kind of you.

Would you like some coffee or tea?

Coffee would be nice, please.

How do you like your coffee?

Black/white please, no sugar/two sugars.

- 2  You are Kim Wilson. What can you say to Mr Jones in this conversation? Communicate the ideas in brackets. Write your exact words in the blanks, using some of the phrases above.

You: *Oh, good afternoon, are you Mr Jones?*

Mr Jones: *Yes, good afternoon. I'm here to see Kim Wilson.*

You:

(That's you!)

Mr Jones: *It's nice to meet you too, Kim.*

You:

(Welcome him, offer a seat.)

Mr Jones: *Oh, yeah, thanks.*

You:

(Offer him a drink.)

Mr Jones: *Oh, yes, please, could I have some coffee?*

You:

(White?)

Mr Jones: *Oh, no, thanks, black, please, without sugar.*

You:

(Does he want something to eat?)


Mr Jones: *No, no thanks, I'm all right, I had lunch on the plane.*


You:


(Ask about his journey.)

Mr Jones: *Oh, you know, not too bad . . .*

- 3  Listen to the recording and compare your ideas with the model version.

- 4  Role-play meeting someone for the first time. Take turns to be the host and the visitor.

- C** 1  Imagine that you are attending a conference and want to get to know some fellow-delegates. You'll be role-playing meeting them for the first time. One of you should look at File 1 on page 118, the other at File 31 on page 130. Follow the instructions there.

- 2  After the role play, discuss these questions:

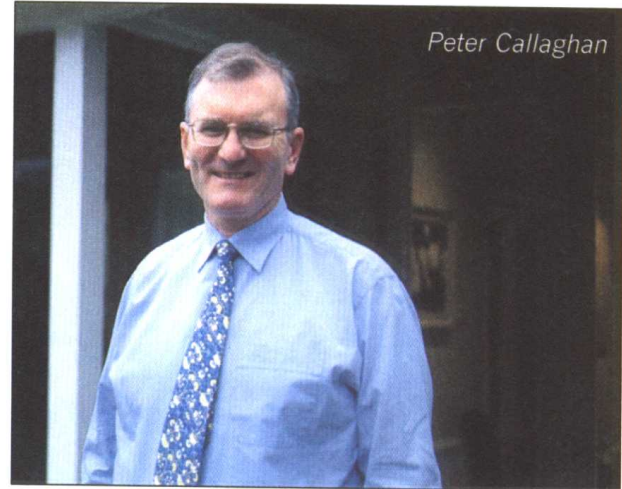
- How did you get better at meeting people for the first time?
- What would you do differently next time?
- How are real-life meetings different from the role play?



"First, as an ice breaker, how many of you have tattoos?"

2 What do you do?

Finding out about work routines



- A**
- Look at the photos and discuss this question:**
 - What kind of work do you think each person does?
 - Listen to Charles and Peter talking about their work. Fill the blanks in the summaries below.**

Charles Cotton is Chief _____ Officer of Virata, a software and semi-conductor company. The company's _____ Office is in California and employs people in different locations around the world.

His job is satisfying because the company has been _____, and it's exciting to see the way they are helping to change the nature of communications in the _____.


Peter Callaghan is a 'company _____'. His job is to help unsuccessful companies to make a profit. He does this by encouraging the people in the company to change their attitudes and this leads to a change in the success of the company. But not every employee can do this. He has a saying: 'If you can't change the people, you have to _____ the people' – and employees who won't change, lose their _____.

- Listen to Charles and Peter describing a typical day. Answer the questions by writing *C* for Charles or *P* for Peter next to each one.**

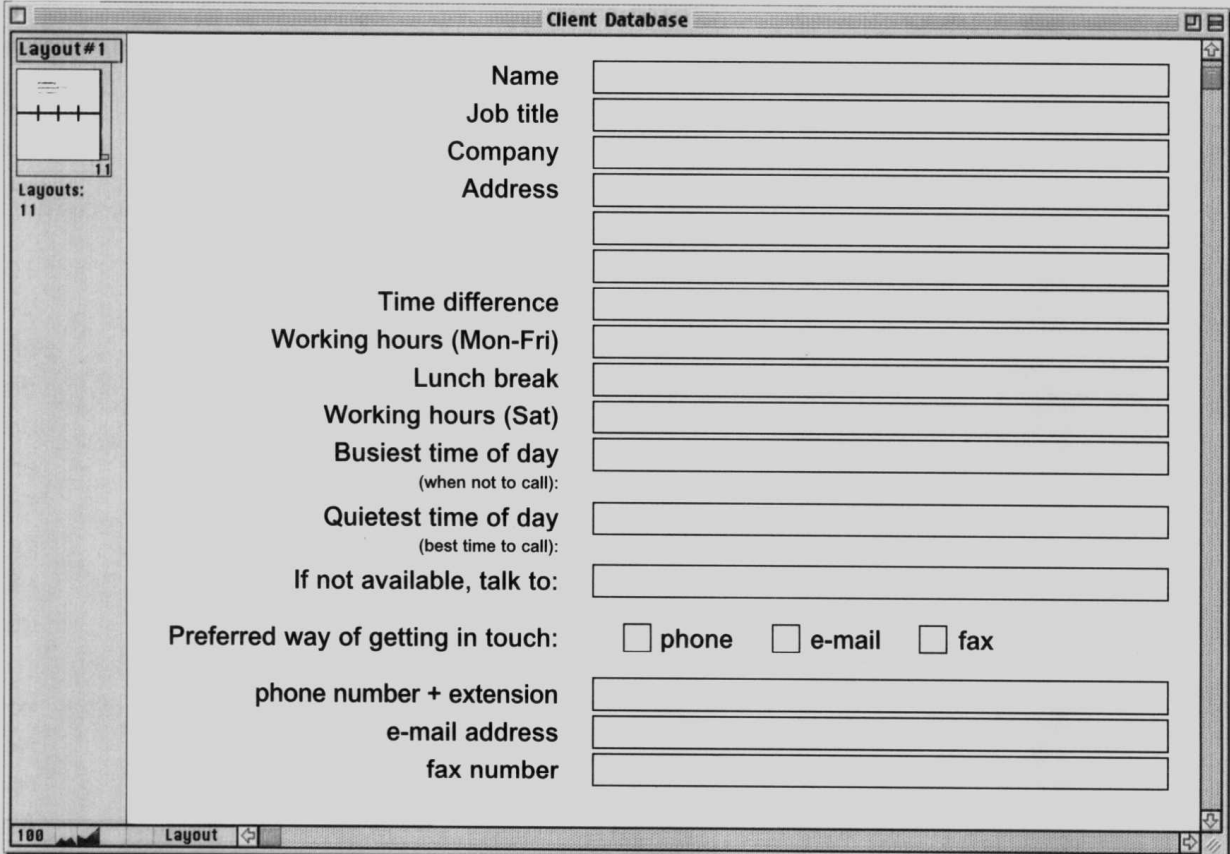
Which of them ...

- | | |
|--|--|
| starts work at 7 am? | doesn't receive much mail? |
| starts work at 9 am? | has meetings with people outside the company, such as investors? |
| doesn't switch on his computer when he first gets to the office? | has meetings with project teams? |
| receives up to 100 e-mails a day? | has two or three meetings a day? |

- Discuss these questions:**
 - What are the differences between your own job (or a job you would expect to have) and their jobs?
 - How would you feel if Peter was called in as 'company doctor' in your company?

B 1  Match these questions to the numbered fields on the screen below.




- a *What's your name?*
- b *When do you work on Saturdays?*
- c *If you're not in the office, who is the best person for me to talk to?*
- d *What is your busiest time of day? When do you prefer not to receive phone calls?*
- e *What is your phone number / e-mail address / fax number?*
- f *What is your quietest time of day? When is the best time to phone you?*
- g *What is the best way to get in touch with you quickly? By phone, e-mail or fax?*
- h *What is the time difference between here and your country?*
- i *What time do you start work in the morning? When do you finish work?*
- j *What time do you usually go for lunch?*
- k *What do you do? / What's your job?*
- l *What's the name of your company?*
- m *What's the postal address?*



The screenshot shows a window titled "Client Database" with a form layout. On the right side of the form, there are 13 numbered fields corresponding to the questions in part 1. The fields are:

- 1: Name
- 2: Job title
- 3: Company
- 4: Address
- 5: Time difference
- 6: Working hours (Mon-Fri)
- 7: Lunch break
- 8: Working hours (Sat)
- 9: Busiest time of day (when not to call):
- 10: Quietest time of day (best time to call):
- 11: If not available, talk to:
- 12: Preferred way of getting in touch: phone e-mail fax
- 13: phone number + extension

Below field 13, there are three more input fields for "e-mail address" and "fax number".

- 2  Ask each other questions and complete the fields in the database with information about your partner. (Use your imagination and make up the information about yourself, if necessary.)
- 3  Work with a different partner. Ask questions to find out about the person your partner was talking to in 2.
- 4  One of you should look at File 2 on page 118, the other at File 32 on page 130. You'll be helping each other to fill in the missing information for two clients.

3 Around the world

Being sensitive to other people's customs, culture and behaviour



A 1 You'll hear Charles Cotton and Isabel Boira Segarra talking about their experiences of working in California and Spain. Before you listen to the recordings, try to fill some of the blanks in the summaries below.

2 Listen to the interviews and fill the blanks, using the words on the right.



In technology companies in California, people work at least a _____ -hour day. They start before _____ am and finish at _____ or _____ pm. They are in bed by _____ pm. The idea of a '_____ ' day started in California, but now people are _____ smartly again.

Even though Charles is Chief Executive Officer, everyone calls him by his _____ name. The working environment is _____ and there is not much hierarchy. Every _____ the staff have an informal _____ where they can _____ each other on what's happening in different _____.

10 12
7 7 8
first
dress-down
dressing up
areas
Friday
get-together
relaxed
update




There are many public holidays in Spain. Employees have to take their main holiday in a block in _____. If there is a holiday on a _____, people often take the Friday off, too. In _____ many people take a whole week off.

In Isabel's experience, Spanish people have a _____ attitude to time. There is often a lot of _____ in offices. A Spanish office is more _____ than an English office. She has to remember to keep her _____ down in England.


noisy
November
relaxed
August
Friday
smoke
Thursday
voice

3 Discuss these questions:

- Which of the points that Isabel and Charles made are also true about your country?
- When do co-workers use first names in your country?
- Would you call your boss by his/her first name?
- What kind of clothes do people wear for business in your country?
- What are the normal working hours in a factory and in an office in your country?
- How much do people socialize with each other after work?

- 4  What advice can you give to Charles and Isabel if they visit your country?

People don't usually ... It's better to ...

- B** 1  There are many aspects of non-verbal behaviour that vary across cultures. This text focuses on two: the use of space and touching. Read the text and discuss these questions:

- Do you agree with the text?
- What (other) similarities and differences are there between your culture and the ones mentioned in the text?
- What other aspects of non-verbal behaviour should business people be aware of?

The use of space


How close should you sit to someone when you are doing business? Of course, it will depend on where you are: in the office, restaurant or boardroom. And whether you are dealing with someone of the same or opposite sex, and standing or sitting.

However, you should always bear in mind that people will have a different 'space bubble' depending on their background. For example, people from the Mediterranean tend to sit or stand closer together than Northern Europeans or East Asians when doing business.

And if you are from a large 'space bubble' culture and meet someone from a small 'space bubble' culture, stepping back may be misunderstood. It may look like you don't like the person.


Touching

Business people touch when they shake hands, but the strength of the handshake can vary. In Germany it is firm, whereas in France it is light. As for other forms of physical contact, it is all right to pat someone on the shoulder or slap them on the back in the USA, but in the UK people sometimes don't like this sort of behaviour.

- 2  Imagine that a new colleague from another country has come to work in your office. (Think of a workplace you know – or imagine a typical workplace in your country.) You're sitting together having coffee. How would you answer these questions?

*What are the working hours? Is it OK to call colleagues by their first name?
What sort of clothes should I not wear? Is there a dress code in the office?
When is lunchtime? How long do we have for lunch?*

- What other questions might the new colleague ask you?
- What questions would you ask him or her to be friendly?

- 3  One of you should look at File 3 on page 119, the other at File 34 on page 131. You'll be taking part in a role play.

If you visit another country, don't expect everyone to behave in the same way that you do. Remember that foreign visitors to your country may find things strange and may not behave in the 'right' way – so be tolerant!

4 Could you please ... ?

Offering to help • Making requests • Asking permission



1 Imagine that Anna and Ben, the people in the pictures, are colleagues of yours. What would you say to them? Decide which phrases you would say and tick the boxes.

To Anna To Ben To neither

- I'll see if I can make it work, if you like.*
- I'll turn up the air-conditioning, if you like.*
- Is there anything I can do?*
- Leave it to me, I'm an expert.*
- Shall I try to fix it for you?*
- Shall I turn down the heating?*
- Why don't you go outside for some fresh air?*
- Why don't you take off some of your clothes?*
- Would you like me to help you with that?*
- Would you like me to open the window?*

2 Look at the phrases below. Imagine that you didn't offer to help them.

- What can Anna and Ben say to REQUEST your help – and how would you reply?
- What can Anna and Ben say if they want to ask your PERMISSION – and how would you reply?

<i>offering to do something</i>	<i>Shall I ... ?</i>	<i>Would you like me to ... ?</i>
<i>yes</i>	<i>Oh, yes, please.</i>	<i>That's very kind of you.</i>
<i>no</i>	<i>No, don't worry. I can manage.</i>	
<i>making a request</i>	<i>Could you please ... ?</i>	<i>Please could you ... ?</i>
<i>yes</i>	<i>Yes, certainly.</i>	<i>All right.</i>
<i>no</i>	<i>I'm afraid not because ...</i>	<i>I'm sorry, I can't because ...</i>
<i>asking permission</i>	<i>Do you mind if I ... ?</i>	<i>Would anyone mind if I ... ?</i>
<i>yes</i>	<i>Go ahead.</i>	<i>No, of course not.</i>
<i>no</i>	<i>I'm afraid you can't do that because ...</i>	

3 Listen to the recording and practise saying the phrases.

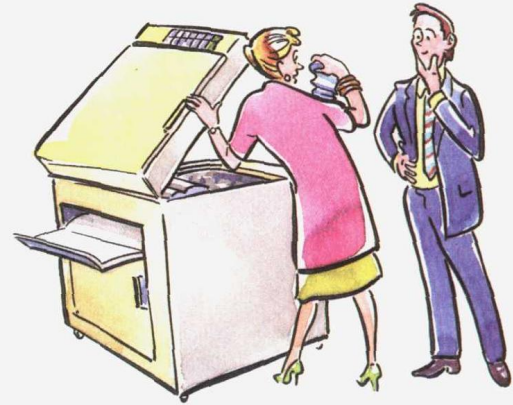


If you want to sound polite, say 'Please', 'Thank you' and 'You're welcome' a lot. If someone's not looking directly at you (and can't see your smiling face), it's best to be very polite – especially on the phone where they can only hear your voice.



1 **Take turns to play each role in this conversation.**

Before you begin the role play, you may find it helpful to go through it together deciding exactly what you're going to say. Then take part in the role play together.



Say hello.

Say hello. Ask if he/she has a problem.

There's a paper jam in the photocopier.

Offer to help.

Accept the offer.

Explain what you're doing as you lift the lid, take out the jammed paper and close the lid.

Thank him/her.

Ask if you can make a couple of copies first.

Agree.

Thank your colleague. Make two copies. Say you've finished.

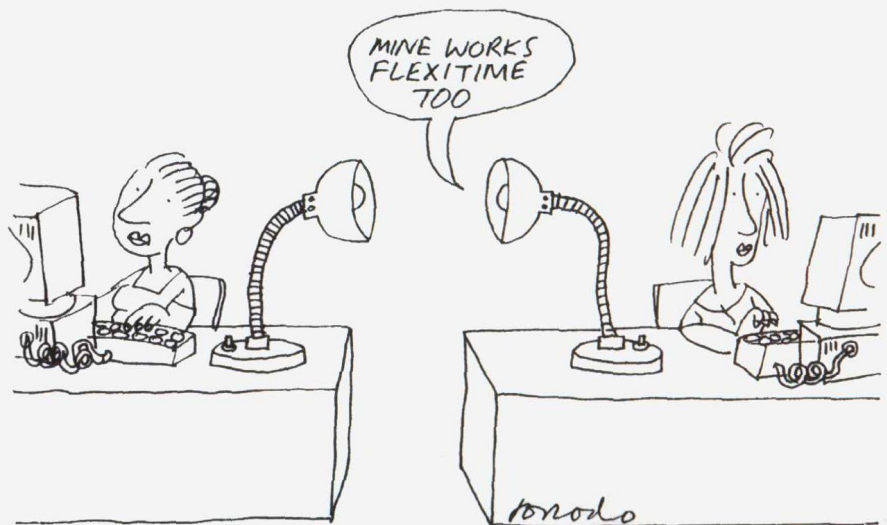
Say you hope it doesn't go wrong again.

Wish your colleague good luck and say goodbye.

Say thanks and goodbye.

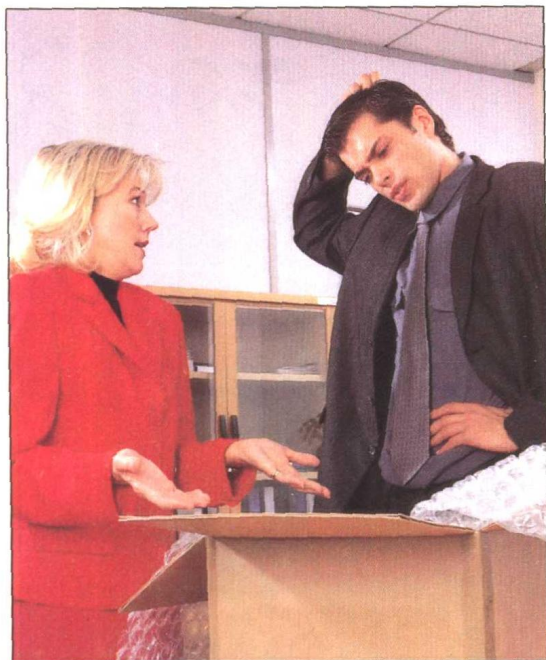
2 **Listen to the recording and compare your ideas with the model version.**

3 **One of you should look at File 4 on page 119, the other at File 35 on page 131. You'll have some mini-situations to role-play.**



5 I'm sorry, could you say that again?

Dealing with communication difficulties



Ms Brown and Tom White



Mr Andrews and Lisa Wood

- A** 1 What do you think is happening in the photos? How do the people feel, do you think?
- 2 Listen to recordings of the two situations in the pictures. Note down why the situations are difficult. Listen again and decide what Tom White and Lisa Wood should say, and write it down.

Ms Brown, the client, is asking Tom White for information about a product.

It's difficult for Tom because
 Tom should say

Lisa Wood is asking Mr Andrews, the supplier, when the goods will be shipped.

It's difficult for Lisa because
 Lisa should say

- 3 Listen to what Tom and Lisa actually said, and write it down. Who coped better with the difficult situation? What do you think will happen next?

Tom:

Lisa: