

Best Practice *Pre-Intermediate*

情境 国际商务英语 (中级)

学生用书

**BUSINESS
ENGLISH IN
CONTEXT**

Coursebook

本书适用于:

- 职业学校商务英语课程中级教材
- BEC初一中级教材
- BULATS 2, 3级

BILL MASCULL



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MODULE

1

WORLD OF WORK



This module looks at work around the world and at some of the things that almost everyone has to deal with: meetings, projects and working as part of a team.

1 A working day

Grammar

present continuous

Vocabulary

work situations

On the line

when people are not available

Do you have friends and colleagues in different parts of the world? Where do they live?

2 I spend all my time in meetings

Grammar

present simple: *do/does*

Vocabulary

ways of working

On the line

dealing with interruptions

'Time flies', 'Time is money', 'There's no time like the present'. Do you have enough time to do everything you want to do at work and at home?

3 We're behind schedule

Grammar

past simple

Vocabulary

schedules and budgets

On the line

reassuring people about progress

What's the secret of time management? What do you do to organise your time?

4 Are you a team player?

Grammar

patterns with *-ing*

Vocabulary

working styles

On the line

communication breakdowns

Writing

letting people know

'A team is more than just its individual members.' Who do you work with or study with? How do you communicate? How often do you communicate?



Grammar review and development 1–4

present simple: *do, does*

present continuous

past simple

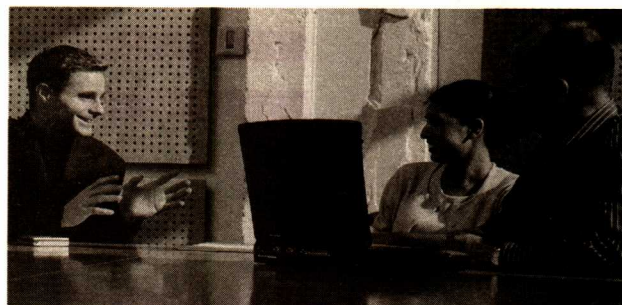
A working day

Reading

A Read about these people.



Alvaro is a coffee grower in Brazil. He's visiting the warehouse to check the quality of the coffee. This year, it's very good.



Daljit is a video games developer in Bangalore. She's in a meeting with her team. They're discussing a new project.



Monique is a buyer for a department store in Paris. She's having lunch with a colleague. They're talking about their boss.



Taro is a company boss in Kyoto. He's singing in a karaoke bar with an overseas business partner. They're having a good time!

B Work in pairs. Ask and answer questions about the four people.

A: What's Alvaro doing?

B: He's visiting the warehouse

Grammar

present continuous

Monique **is having** lunch with a colleague.

You use the present continuous to talk about an activity in progress now.

A Complete the table.

What are you doing?	I'm (I am) writing an e-mail.
What ___ (What is) she doing?	She ___ (She is) having lunch with a colleague.
What are they doing?	They ___ (They are) driving home.

B Complete the questions and answers with the correct forms of the verbs in brackets.

1 Pilar is a company receptionist in New York.

'Where s Pilar going (go) right now?'

'She ___ (take) the subway to work.'

2 Sonia is a tour guide in Prague.

'Who ___ Sonia ___ (talk) to right now?'

'She ___ (talk) to a group of tourists.'

3 Rachid is an oil worker in Kuwait.

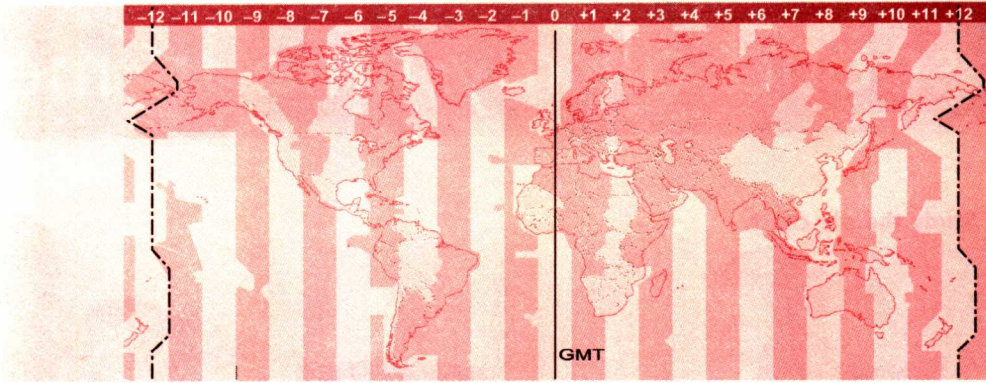
'What ___ he ___ (do) right now?'

'He ___ (take) a break and ___ (drink) tea.'

4 Peng is a factory manager in China.

'What ___ he ___ (watch) on television right now?'

'He ___ (watch) an old James Bond film.'



Speaking

A The time is 12 noon in London. Calculate the time in these cities.

1 Rio 8 am

3 Sydney _____

5 Kyoto _____

2 New York _____

4 Paris _____

6 Kuwait _____

B It is still 12 noon in London. Match the questions to the answers.

Is it a good time to phone someone in ...

1 Los Angeles? _____

a No, it's quite late in the evening there now. Phone them tomorrow.

2 Paris? _____

b No, it's the middle of the night there. Wait till late this afternoon.

3 Wellington? _____

c No, they're having lunch there. Try phoning a bit later.

C Now practise saying the questions and answers in pairs.

D Work in pairs. Ask and answer about the other places in exercise A.

A: Is it a good time to phone someone in Kyoto?

B: No, it's the evening there. They're having dinner.

Vocabulary

A Use the expressions in the box to talk about where your colleagues are.

Susan isn't here today. She's **ill and off work**.

at work working at home out of the office
out to lunch ~~ill and off work~~ in a meeting
on holiday on a business trip

ON THE LINE

A Listen to the four telephone conversations. In which conversations do you hear each of these expressions?

a I'm afraid she's in a meeting. Can you call back later? ☒ 3

e Sorry to call you so late. ☐

b OK. I have the number. ☐

f You can call him there if you like. ☐

c OK. I'll send her an e-mail. ☐

g That's OK. I'll call her on her mobile. ☐

d She's out to lunch. Can I take a message? ☐

h That's all right. ☐

Your turn

B Work in pairs. Student A looks at this page. Student B looks at page 149.

Student A

You want to speak to Maya Nolan at Trendex. *Can I speak to Maya Nolan, please?*

You try to phone her four times, but each time she is not available.

1 Say you'll try again later. *I'll try again later.*

2 Say you'll call her on her mobile.

3 Say you'll call her at the warehouse.

4 Say you'll phone again next week.

Checklist

✓ present continuous:
He's singing in a karaoke bar.

✓ say where people are:
off work, in a meeting ...

✓ contact people:
I'll call her at home.

2

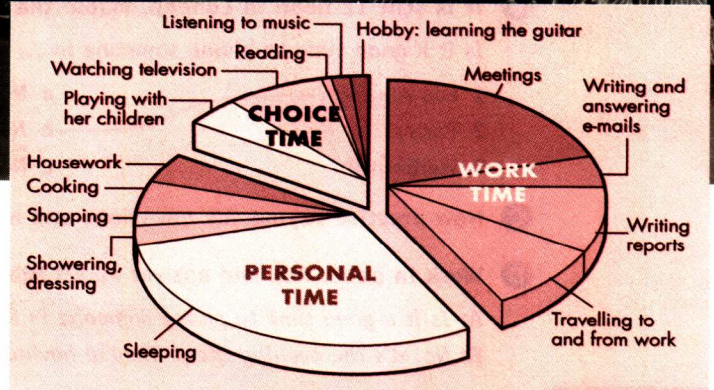
I spend all my time in meetings

Reading

A Study the pie chart.



This is how Daljit spends her time in a typical working week, Monday to Friday (120 hours).



B Draw a similar pie chart for you.

Your turn

C Work in pairs. Ask and answer questions about your pie charts.

A: Do you spend a lot of time in meetings?

B: Yes, I do. About twenty hours a week.

Grammar

present simple: do/does

Do you write a lot of reports?

You use *do* and *does* to ask about general situations and routines.



A PDA is a personal digital assistant.

A Complete the table.

<u>Do</u> you use a PDA?	Yes, I do. / No, I don't.
Why _____ you use a PDA?	Because I can check my e-mail when I'm out of the office.
_____ Daljit use a PDA?	Yes, she does. / No, she doesn't.
Why _____ she use a PDA?	Because she prefers using her laptop and mobile phone.

Your turn

B Work in pairs. Ask and answer questions about how you manage your time.

A: Each morning, do you make a list of everything you have to do?

B: No, I don't. I know what I have to do.

- 1 Each morning, make a list of everything you have to do.
- 2 Prioritise each task.
- 3 Only spend the time that is necessary on each task.
- 4 Tell colleagues to leave you alone when you are working on something.
- 5 Clear your desk at the end of each day.

C Now talk about your findings like this.

... *doesn't make lists. She says she has everything in her head.*

... *tells colleagues not to disturb him when he's working on something.*

More information:
Grammar review
and development
page 14
Grammar overview
page 97

More practice:
Workbook page 4



Vocabulary and listening

- A** **21** Listen to the people. Which of the expressions in the box do they use talking about themselves?

~~punctual~~ ~~organised~~ get on well with people
good with computers tidy nice efficient
in a good mood good with detail polite

- 1: organised _____
2: punctual _____



- B** **22** Listen to the people. Which of the expressions in the box do they use talking about colleagues?

disorganised late complete mess
~~hopeless with computers~~ untidy
inefficient ~~in a bad mood~~ rude

- A: in a bad mood _____
B: hopeless with computers _____



- ON THE LINE** **A** **23** Listen to the three telephone conversations. In which conversations do you hear each of these expressions?

a in an interview _____ b in a meeting 1 c preparing a presentation _____

- B** Listen again. What do Daljit and the caller agree to in each conversation? Write the number and the exact words.

Exact words:

- a The caller offers to send an e-mail. _____
b The caller asks if she can phone Daljit later. _____
c Daljit offers to phone the caller later. 1 Can I call you back later?

Your turn

- C** Practise the conversations in pairs.

Student A (answers the phone)

Student B (makes the call)

Say who you are. ... *speaking*.

Say hello. *Hello ... This is ...* Ask if this is a good time to call.

Say it isn't and give a reason. (Use the situations in exercise A.)

Suggest what to do.

Agree.

Say goodbye.

Say goodbye.

Checklist

✓ present simple questions:
Do you use a PDA? Does he use a PDA?

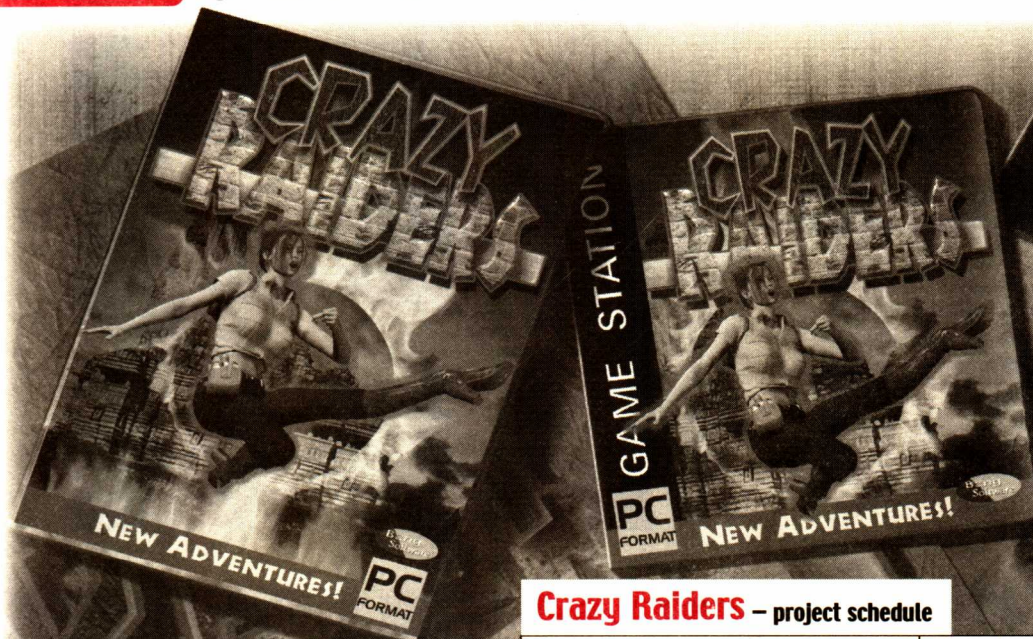
✓ ways of working:
punctual, organised, not very good with computers ...

✓ interruptions:
'Is this a good time to call?'
'Can you call back later?'

We're behind schedule

Listening

A Study the stages in this project schedule for a video game.



Crazy Raiders – project schedule

Stages	Year 1							Year 2									
	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O
Finalise game design	✓	✓	✓														
Recruit developers		✓	✓														
Write software																	
Design packaging																	
Manufacture product																	
Launch product																	

B It is now May in Year 1. Listen to Daljit's presentation about the schedule. Complete the schedule with the other stages in the project.

Grammar

past simple

Did they find enough developers?

*No, they **didn't**. They needed fifty and they only found twenty.*

You use the past simple to talk something that happened in the past.

A Complete the table.

Regular verbs	Irregular verbs
finalise <u>finalised</u>	find <u>found</u>
need _____	go _____
recruit _____	write _____

More information:
Grammar review
and development
page 15
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page 99

More practice:
Workbook page 6



Reading and speaking

- A** Read the memo and underline all the verbs in the past simple.

From: Daljit Khan
To: Keith Jones

Date: 30th June 200-
Subject: Crazy Raiders schedule

Memo

For various reasons, the project is behind schedule. The game design stage went OK and they finalised it ahead of schedule, at the end of July last year.

Our problems started just after that. We needed to recruit fifty developers, but at first, we only found twenty – last July there were many other companies who wanted to recruit the same people. We only finished recruitment in December last year. So the software writing stage started two months late, and only finished last month.

The packaging designers started work on schedule, but we didn't like their work. We looked for another design company, and what they did was very good, but we lost a month, and the work is only ending now.

There were technical problems at the factory and manufacturing is starting three months late, in August. We can still launch the product in September, but with lower stocks of finished video games than we planned. Another problem is that we are over budget by 20 per cent!

- B** It is now June in Year 2. Correct the project schedule in Listening exercise A using the information in the memo.

- C** Complete the definitions with the expressions in the box.

over budget behind schedule within budget ~~ahead of schedule~~ under budget on schedule

- 1 If you finish a project ahead of schedule, you finish it early.
- 2 If you finish a project _____, you finish it on time.
- 3 If you finish a project _____, you finish it late.
- 4 If you finish a project _____, it costs less than you planned.
- 5 If you finish a project _____, it costs exactly what you planned.
- 6 If you finish a project _____, it costs more than you planned.

Your turn

- D** Work in pairs. Student A is one of Daljit's colleagues in another department. Student B is Daljit. Use the corrected schedule to ask and answer questions about what happened with the project. (Don't look at the memo!)

A: When did you finish recruiting the developers? B: In December.

ON THE LINE

- A** Listen to the conversation between Daljit and her colleague, Keith, in London. Listen for these words and write out the complete expressions in which you hear them.

- | | |
|--|------------------|
| 1 delays <u>I'm rather worried about the delays.</u> | 4 disaster _____ |
| 2 bother _____ | 5 rush _____ |
| 3 tight _____ | 6 panic _____ |

Your turn

- B** Student A looks at this page. Student B turns to page 149.

- Student A**
- You are Keith. Ask Daljit (Student B) about actual spending on the Crazy Raiders project. *We planned to spend \$300,000 on designing the game. How much did we actually spend?*
 - Complete the table.

Budget (US\$)	Planned	Actual
Design game	300,000	450,000
Write software	750,000	
Design packaging	7,000	
Manufacture product	92,000	
TOTAL	1,149,000	

Checklist

✓ past simple: *We didn't recruit enough developers.*

✓ schedules and budgets: *tight schedule, over budget ...*

✓ reassure people about progress: *Don't panic!*

Are you a team player?

Reading and speaking

A Work in pairs. Ask and answer questions based on the statements about you.

Your turn

Do you like working on your own?

- | | |
|--|--------------------------|
| 1 I like working on my own. | <input type="checkbox"/> |
| 2 I'm good at communicating with colleagues. | <input type="checkbox"/> |
| 3 I like being by myself for some of the day. | <input type="checkbox"/> |
| 4 I like finishing things. | <input type="checkbox"/> |
| 5 I'm good at getting others to work together. | <input type="checkbox"/> |
| 6 I enjoy sharing an office/workspace with other people. | <input type="checkbox"/> |
| 7 I like helping colleagues if they come to me with a problem. | <input type="checkbox"/> |
| 8 I have a lot of new ideas, but after a project starts, I like others to finish it. | <input type="checkbox"/> |
| 9 I'm a team player. | <input type="checkbox"/> |

B Now talk about your partner.

... doesn't like working on her own.

Grammar

patterns with -ing

She likes **being** part of a team.

She's very good at **helping** colleagues.

Some verbs and expressions are followed by -ing forms.

A Complete the sentences with the correct forms of the verbs in brackets.

- 1 He prefers **working** (work) with others to working on his own.
- 2 I hate _____ (eat) on my own in restaurants.
- 3 They dislike _____ (be) in the same room together.
- 4 I enjoy _____ (drive) to work – it gives me time to be by myself and to think.
- 5 We should finish _____ (test) the software before giving it to users.
- 6 She's terrible at _____ (keep) records of what she does.
- 7 He's bad at _____ (tell) other people what's happening.

More information:
Grammar overview
page 98

More practice:
Workbook page 8



ON THE LINE A 4.1 Listen to four conversations between colleagues. What is each conversation about?

a a meeting ____ b a report ____ c a visitor ____ d a delivery ____

B 4.2 Now listen to the conversations again and to how they continue. Which expression do you hear in each one – a or b?

1 a I left a message – I guess you'd already left the office.

b I left a message – I guess you'd already gone home.

2 a This week's meeting is cancelled. But we're meeting next week as usual.

b The meeting this week isn't taking place. But it's on next week as usual.

3 a This place is driving me crazy!

b This place is sending me crazy!

4 a Just go ahead and see him – and let me know what happens.

b Just go ahead with the meeting. Let me know what you decide.

Your turn

C Work in pairs. Student A looks at this page. Student B turns to page 149.

Student A

You are Amanda. Student A is Zak, a colleague. Today is Tuesday. Tom West was coming for a job interview on Thursday at 2 pm. Zak phones you to tell you about a change in the interview time. Ask why he did not tell you before.

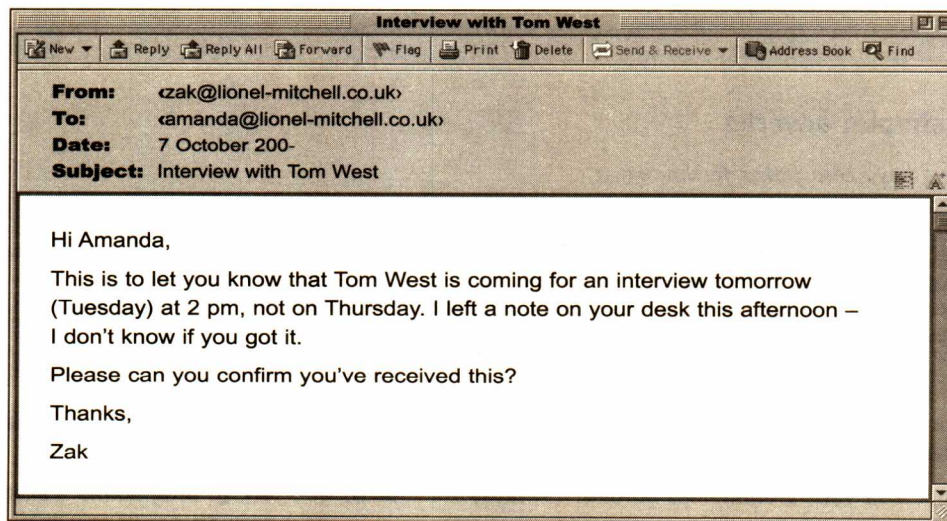
Why didn't you tell me before?

When Zak tells you about the different times he tried to contact you, explain why you didn't get his message.

- On Monday afternoon, the window was open and the wind blew all the papers off your desk.
- You only look at your e-mails once a week, on Friday afternoons.
- Your voicemail isn't working properly. People can leave messages, but you don't get them.
- Tell Zak to phone Tom West and arrange another time. Then end the conversation.

Writing

A Read the e-mail that Zak sent to Amanda on Monday evening.



B Think of a change of plan in your organisation or school like the one above. Write an e-mail to a friend or colleague to tell them about it.

Checklist

✓ patterns with -ing:
I enjoy sharing an office.

✓ working styles: on my
own / by myself, team player ...

✓ office communications:
This is just to let you know that ...