

剑桥大学考试委员会推荐BEC初级考试用书

新剑桥商务英语（初级）

Further Ahead

A communication skills course for Business English

练习册

Home Study Book

Sarah Jones-Macziola

Cambridge
Professional
English



人民邮电出版社
POSTS & TELECOM PRESS

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How to use the *Further Ahead Home Study Book*

The *Further Ahead Home Study Book* has many activities for you to do at home. There are:

- exercises to practise grammar and vocabulary from the *Learner's Book*
- extra listening, reading and writing tasks
- test units to help you check your progress.

Answers to most of the exercises are in the key at the back of the book. Some exercises have no key, so compare your answers with another learner or ask your teacher to check them.

Each unit has three sections; you need about twenty minutes to do a section or an hour for each unit.

Each unit has listening activities in which you will hear speakers in different business situations.

There are complete tapescripts of all the listening tasks in the key. You can use these to check your answers or if you cannot understand something.

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1 People

1.1 Meeting people

1 Language in use

You are talking to someone at a conference. Make questions about the words in *italics* in their answers like this:

1 A: *What's your name?*

B: My name's *Choong-Su Lee*.

2 A: _____

B: I'm a *plastics engineer*.

3 A: _____

B: I work for *Nyltech*.

4 A: _____

B: I'm from *Seoul*.

5 A: _____

B: I live in *Paris*.

2 Language in use

Match a phrase in column A to a phrase in column B like this:

A

B

- | | |
|----------------------------|---|
| 1 How are things? | a How do you do? |
| 2 Do you know Dave Thomas? | b Fine, thanks. |
| 3 Pleased to meet you. | c And I'm Paolo. |
| 4 Please call me Dave. | d No, I don't think we've met before. |
| 5 Have you met Rosa Barea? | e Yes, I have. Good to see you again, Rosa. |

3 Language in use

Put these sentences in the correct order to form a conversation.

- ☐ How are things at head office?
- ☐ Hello, Michael, I'm fine thanks. How are you?
- ☐ Yes, thanks, although it was a little rough.
- ☐ Hello, Andrea, how are you?
- ☐ We've been really busy. I think we're going to have a very good year!
- ☐ Not too bad. Did you have a good flight?



Now listen to the conversation and check your answers.



1.2 Keeping the conversation going

1 Language in use

Match a phrase in column A to a phrase in column B like this:

- | A | B |
|--|--|
| 1 What do you think of the conference? | a At Shepheard's Hotel. |
| 2 Which part of Egypt are you from? | b Yes, I visited a factory there last year. |
| 3 Where are you staying? | c It's very interesting. |
| 4 Have you been to our Bombay office? | d No, I don't. I work at the office in Alexandria. |
| 5 Do you work here in Cairo? | e Asyut. It's in the south. |



2 Language in use

You are talking to a visitor to your company. Make questions like this:

1 A: Hello, Roberto. It's nice to see you again.

How are you?

B: Fine, thanks.

2 A:

B: Yesterday evening, at about 7 o'clock.

3 A:

B: At the Hilton. It's very central.

4 A:

B: No. It's such a nice day that I walked to the office.

5 A:

B: Three days. I'm flying to Rio on Thursday.

6 A:

B: A coffee would be nice.

3 Listening

Listen to this conversation. What is wrong with it?

Now write a better version of it.

A:

B:

A:

B:

A:

B:

A:

B:

1.3 Finding out about people

1 Reading

Read the text below and decide if these statements are true (T) or false (F).

- 1 The *Nikkei Weekly* is written in Japanese. ☐
- 2 It reports stories from American newspapers and magazines. ☐
- 3 *Nikkei* is a large publisher. ☐
- 4 Three million people read the *Nikkei Weekly*. ☐

Do you want to know what the Japanese are thinking?

Then read what they're reading. Every week the *Nikkei Weekly* reports in English all the major stories appearing in the Japanese business newspapers and magazines. You get the same news the Japanese are getting. The *Nikkei Weekly* is published by *Nikkei*, the number one business publisher in Japan. *Nikkei* publishes many business newspapers and magazines including the *Nihon Keizai Shimbun*, which has a circulation of 3,000,000. Through these publications, *Nikkei* gives the Japanese people the news and views that shape what they are thinking. If you want to know what the Japanese are thinking, read the *Nikkei Weekly*.

2 Grammar

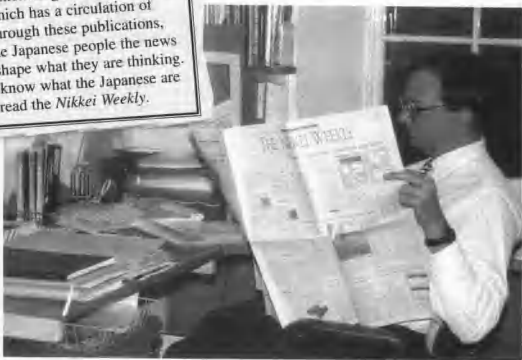
Match a phrase in column A to a phrase in column B like this:

- | A | B |
|--|---------------|
| 1 That man with the glasses is Andrew Cheng. | a don't they? |
| 2 The woman next to him isn't Susie Yang. | b does she? |
| 3 They work for Asia Motors. | c isn't it? |
| 4 He's the Sales Director. | d isn't he? |
| 5 She doesn't live here. | e was he? |
| 6 He wasn't at the fair last year. | f is it? |

3 Listening

Listen to the conversation and tick (✓) the sentences that are true.

- 1 Vikkie Behle still works for the company. ☐
- 2 Carol Simms took Vikkie's job. ☐
- 3 Carol never worked at Jones's. ☐
- 4 Carol worked at Lear's many years ago. ☐
- 5 Vikkie and Carol have never met. ☐



2 Talking about companies

2.1 Describing a company

1 Reading

Read this company profile and answer the questions.

Teva Pharmaceutical Industries is one of Israel's leading pharmaceutical companies. It has manufacturing facilities and marketing networks at home and abroad.

More than 50 per cent of Teva's sales are to overseas markets, primarily the United States. Teva manufactures a wide range of pharmaceutical products, including drugs used in many famous brands. Teva is also Israel's largest manufacturer and distributor of veterinary products and hospital supplies.



1 What type of business is Teva in?

2 What does it do?

3 Where is its main market?

2 Language in use

You are talking to someone about their company. Make questions about the words in *italics* in their answers like this:

- 1 A: Who do you work for?
B: I work for *Calloway Golf*.
- 2 A: _____
B: We're in the *sports business*.
- 3 A: _____
B: We make *golf clubs*.
- 4 A: _____
B: Our headquarters are in *California*.
- 5 A: _____
B: Our main markets are in the *USA*.
- 6 A: _____
B: We employ about *2,000 people*.

3 Writing

Complete these sentences. Use your own information or write about a company you would like to work for.

- 1 I work for _____
- 2 We're in the _____ business.
- 3 We make _____
- 4 Our headquarters are in _____
- 5 Our main markets are in _____
- 6 We employ _____

2.2 Starting a business

1 Listening

Listen to Annoushka Ducus talking about her career and match the date to an event.

- | | |
|--------|-------------------------------------|
| 1 1984 | a went to Paris to learn French |
| 2 1985 | b her mother died |
| 3 1986 | c sold the fish business |
| 4 1988 | d did a secretarial course |
| 5 1989 | e opened a sandwich bar in Brisbane |
| 6 1994 | f took over the fish business |



2 Grammar

Here is the past tense of some common irregular verbs. Write the base form.

- | | |
|--------------------|---------------|
| 1 was / were | 7 had |
| 2 became | 8 left |
| 3 began | 9 made |
| 4 did | 10 said |
| 5 got | 11 sold |
| 6 went | 12 took |

3 Vocabulary

Match an adjective to a noun.

- | | |
|------------|------------|
| 1 main | a turnover |
| 2 regional | b office |
| 3 annual | c branches |

Match a verb to a noun.

- | | |
|----------|-------------|
| 4 set up | d staff |
| 5 make | e a company |
| 6 employ | f goods |

Now complete these sentences using some of the above expressions.

- 7 Our
is in London.
- 8 We have an
..... of over £4 million.
- 9 Last year we opened two
..... in the United States.
- 10 We 80

2.3 Getting product information

1 Reading and writing

Read this reply to a letter of enquiry.
Then write the letter Mr Koh sent. Look
at the *Learner's Book* if you need help.



ELECTROSTIR

Orchard Street, Ashford, Kent TN10 1AH
Tel: 01233 339555
Fax: 01233 339556
E-mail: gwinter@electrostir.com
Web: www.electrostir.com

Mr H. Koh
17 Glendale Road
Glasgow G14 1RU
Scotland

1 December 199-

Dear Mr Koh

Thank you for your letter of
21 November 199- enquiring about our
products.

We have pleasure in enclosing our latest
catalogue together with details of
prices. Please note that we offer a 10%
discount for orders placed before 31
January.

If you need any further information,
please contact me.

Yours sincerely

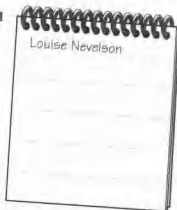
Gail Winter

Enc. catalogue, price list

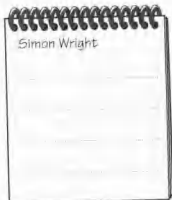
2 Listening

Listen to two people calling Electrostir
and write down their addresses.

Call 1



Call 2



3 Language in use

Complete this telephone call like this:

1 A: Electrostir, Sales Department.

Good morning.

B: This is Kavita Choudhry from RRL in
India. I'm interested in your range of
magnetic stirrers. Could you send me
some literature?

2 A:

B: My name's Choudhry.

3 A:

B: Choudhry. Kavita Choudhry.

4 A:

B: Yes, that's C.H.O.U.D.H.R.Y.

5 A:

B: Sure, it's RRL. You have our address on
file.

6 A:

B: Thank you very much.

3 Jobs

3.1 Company structure

1 Vocabulary

Match a word in column A to a word or expression in column B like this:

A	B
1 leading	a applicant
2 keyboard	b manner
3 telephone	c salary
4 attractive	d suppliers
5 pleasant	e skills
6 successful	f work environment

Now complete the blanks in the advertisement using some of the expressions above.

Secretary to the Export Sales Manager

We are one of the ⁽⁷⁾ of tractor parts.

We are looking for a Secretary for the Export Sales Manager.

The ⁽⁸⁾ will have: excellent ⁽⁹⁾ and a working knowledge of Spanish and French.

In return we offer an ⁽¹⁰⁾ and 6 weeks' holiday.

Please write for an application form.

Human Resources Officer
Massey Robertson
Willowdale
Ontario M5X 1B4
Canada

2 Writing

Read this letter and put the missing phrases in the right place.

- a word processing programs
- b hearing from you
- c I am working as a Secretary
- d the position
- e fluent Spanish and French
- f Secretary to the Export Sales Manager

22 June 199-

Dear Sir or Madam

I have seen your advertisement for a ⁽¹⁾ in *The Globe and Mail* and would like to apply for ⁽²⁾.

I am 33 years old and at present ⁽³⁾ in the Sales Department at Continental Assurance. I am familiar with common ⁽⁴⁾ and I speak ⁽⁵⁾. Further information is in my CV.

I look forward to ⁽⁶⁾.

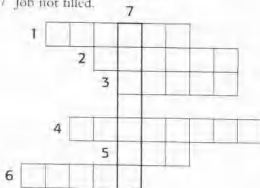
Yours sincerely,

S. Blaggs

3 Vocabulary

Use these clues to complete the word grid.

- Sales representatives do this.
- Payment for work.
- Person who works in an office.
- Company cars are an example of these.
- Head of a company in the USA.
- To ask for a job in writing.
- Job not filled.



3.2 Describing responsibilities

1 Grammar



Study the verbs in this conversation. Label each one 'E' or 'T' according to this key: E = activities which happen again and again or all the time; T = temporary activities or activities happening 'around now'.

A: Which department do you work ⁽¹⁾ in?

B: I usually work ⁽²⁾ in the Purchasing department, but today I'm helping ⁽³⁾ in the Marketing department.

A: What do you do ⁽⁴⁾ in the Purchasing department?

B: I buy ⁽⁵⁾ anything that is needed for the office. I also check ⁽⁶⁾ that we purchase ⁽⁷⁾ goods at the lowest prices. At the moment, we're having ⁽⁸⁾ problems with one of our suppliers. They are delivering ⁽⁹⁾ goods late and are charging ⁽¹⁰⁾ more for their products. I'm looking ⁽¹¹⁾ for a new supplier!

- | | | | | | | | |
|---|---|----|--|----|--|---|--|
| 1 | E | 2 | | 3 | | 4 | |
| 5 | | 6 | | 7 | | 8 | |
| 9 | | 10 | | 11 | | | |

2 Grammar

Complete the paragraph below using the correct tense of the verbs in the box.

help send answer work send pack

I work ⁽¹⁾ in the Dispatch department.

We _____ ⁽²⁾ goods to customers. At the moment we're very busy because we _____ ⁽³⁾ machines for a trade fair next week.

This is my colleague. She _____ ⁽⁴⁾ in the Export department. She _____ ⁽⁵⁾ customers' enquiries about our products and _____ ⁽⁶⁾ them information. This week she _____ ⁽⁷⁾ me prepare for the fair.



Now listen and check your answers.

3 Writing

Complete these sentences about yourself. Use your own information or write about a job you would like to do.

- I work in the _____ department.
- I'm responsible for _____.
- I also _____.
- At the moment I _____.

3.3 Leaving a message

1 Vocabulary

Match the caption to a picture.

- a She's on holiday.
- b There's no reply.
- c He's at lunch.
- d She's in a meeting.
- e The line's engaged.
- f He's sick.



2 Listening

Listen and complete the messages.

Call 1

For:

From:

Message:

Call 2

For:

From:

Message:

3 Language in use

Complete this telephone call like this:

- 1 A: Accounts department. Good morning.
B: Could I speak to Jeremy Tan, please?
- 2 A:
B: Do you know when it will finish?
- 3 A:
B: Could you ask him to call me about the invoice he sent me, please?
- 4 A:
B: My name's Salcini. Lisa Salcini.
- 5 A:
B: It's 777 1722.
- 6 A:
B: Thank you very much. Goodbye.

4 Work and play

4.1 Inviting

1 Reading

Read the text below. Decide in which country or countries business people invite guests to do the following:

- a go to the theatre
- b watch a tennis match
- c go sailing
- d visit an art exhibition.

WHAT TO EXPECT ON THAT TRIP TO EUROPE:

A business entertaining guide

ITALY: Art is among the most favoured corporate entertainments and big companies such as Fiat organize exhibitions complete with the services of an art historian to guide clients on private previews.

FRANCE: Good food is naturally the principal preoccupation. Among sports events, the French Open tennis and the horse racing at Chantilly rate highly.



GERMANY: A free trip to a holiday spot is a frequent perk. Sports events are also popular, particularly the German Open tennis and the Grand Prix at Hockenheim. Munich's beer festival is another well-known event visitors might be invited to.

SPAIN: If you are a shooting enthusiast, you might be offered a weekend with wild boar and partridge shooting in the country. Your hosts are unlikely to offer to take you to the bullfights unless you show a keen interest.

HOLLAND: Gifts of gold are a popular business perk in the Netherlands. But some Dutch companies like to take clients sailing on the IJsselmeer or hire boats to show them picturesque villages such as Monnickendam.



GREECE: A cruise to the islands is popular in warm weather, as is going to a theatrical performance at the ancient theatre at Epidavrus.



2 Listening and speaking

Practise inviting your business partner out. Study this example, then make invitations based on the prompts you will hear.

VOICE 1: dinner tonight (*beep*)

YOU: Would you like to have dinner tonight?

VOICE 2: Would you like to have dinner tonight? (*repeat*)

3 Language in use

Complete the following dialogues.

1 A: I hear you play tennis. Would you like a game this evening?

B: I'm afraid I'm

A: That's a pity. How about tomorrow evening?

B:

2 A: Would you like to watch a game of German football? Dortmund is playing Bayern München on Saturday.

B:

A: It starts at three. I'll pick you up at your hotel.

B:

4.2 Getting to know you

1 Vocabulary

Put these words into categories.

novel	biography	classical	western
jazz	horror	comedy	soul
science fiction	pop	crime	thriller

Books

Films

Music

Now complete these sentences.

- 1 The last book I read was a _____.
- 2 The last film I saw was a _____.
- 3 I like listening to _____ music,
but I'm not very keen on
_____ music.

2 Writing

Put these jumbled sentences into the correct order to form a dialogue.

- a 'No, I don't really like films. But I do enjoy reading, and I agree with you about thrillers!
- b 'Yes. After a hard day in the office there's nothing better than a good game of tennis! What about you? Do you like sports?
- c 'Oh. What sort of films do you like?
- d 'So, Sarah, I understand that you play a lot of sports in your free time?
- e 'I really like thrillers, something with a bit of excitement. Do you like going to the cinema?
- f 'I'm afraid I don't. I like swimming, but I don't have much time. However, I do like going to the cinema.

3 Writing

Complete these sentences about yourself.

1 In my free time I _____

2 I like _____

but I don't like _____

3 I don't really like _____

4 I'm quite interested in _____

5 I'm not really interested in _____

6 My favourite way of spending time is to _____

4.3 Market research

1 Listening

Listen and fill in the missing figures.

TIME ON THEIR HANDS



Europeans work fewer hours for more money. So what do they do with their time? In the cold, grey north they watch TV. Denmark has ⁽¹⁾ sets for every 1,000 people, Germany has ⁽²⁾. In sunny Spain they eat out: ⁽³⁾ of household spending goes on restaurants, cafés and hotels.

Europeans everywhere watch football. One in ⁽⁴⁾ is interested in football, one in ⁽⁵⁾ in tennis and swimming and one in ⁽⁶⁾ in athletics and gymnastics.

Above all, the newly rich Europeans go on holiday. ⁽⁷⁾ take their main holidays in August and another ⁽⁸⁾ in July. For peace (if not sun) try February or November, when only ⁽⁹⁾ take their main holiday. ⁽¹⁰⁾ of Europe's holidaymakers head for the seaside. But in Holland people prefer a holiday in the countryside to a week on the beach.

2 Reading

Read the article again and answer these questions.

- 1 What do Northern Europeans do in their free time?
- 2 What do Southern Europeans do in their free time?
- 3 What is the most popular sport in Europe?
- 4 What other sports are Europeans interested in?
- 5 When do most Europeans take their holidays?
- 6 Where do they like to spend their holidays?

3 Grammar

Put these words on the line below in order of frequency.

never	often	usually	sometimes
frequently	regularly	seldom	

↑ ↑ ↑ ↑ ↑ ↑
always

Now complete these sentences about yourself with words from the box.

- 1 I watch television in the evening.
- 2 I go out to eat.
- 3 I play football and I play tennis.
- 4 I take my main holiday in July or August.
- 5 I take my main holiday in February or November.
- 6 I go to the seaside for my holiday.