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Học tiếng Anh thương mại theo đĩa DVD tương tác

Interactive Language Course

# Business English Communications



NHÀ XUẤT BẢN TỔNG HỢP  
THÀNH PHỐ HỒ CHÍ MINH

NTV

Công ty TNHH  
Nhân Trí Việt

Interactive Language Course Business English. Communications

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Interactive Language Course

# Business English

## Communications

**Cornelsen**



NHÀ XUẤT BẢN TỔNG HỢP  
THÀNH PHỐ HỒ CHÍ MINH

**NTV**

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### ! Hướng dẫn:

Trước khi xem phim, bạn phải đảm bảo có thiết bị phát hình và thu hình thích hợp, đồng thời chọn thiết lập 16:9 cho màn hình.

Bạn có thể chọn mở hoặc tắt phụ đề phim bằng tiếng Anh. Trước khi thực hiện thao tác này, hãy đọc kỹ hướng dẫn sử dụng được ghi trên đầu DVD.

## **Chào mừng bạn đã tham gia *Interactive Language Course Business English: Communications!***

Bạn đã chọn lựa đúng khi sở hữu DVD này. Với *Interactive Language Course: Business English*, bạn có thể nâng cao kiến thức về tiếng Anh thương mại và tự tin hơn trong các giao dịch thương mại.

Mỗi đĩa DVD trong series *Interactive Language Course: Business English* có độ dài 70 phút và gồm ba phần:

1. Các đoạn phim của 5 chương bài học
2. Lời hướng dẫn và giải thích cho từng chương
3. Các bài tập thực hành có tương tác với người học

Kết thúc mỗi chương là lời giải thích của người hướng dẫn (được trình bày theo hệ thống và phù hợp với các bài tập). Bạn hãy thực hành ngay các bài tập ở từng chương. Những bài tập này sẽ giúp bạn kiểm tra được khả năng hiểu các lời thoại, ngữ pháp và tình huống trên phim. Mặt khác, hãy luôn xem các đoạn phim ngắn ở mỗi chương. Việc thường xuyên nghe và xem phim sẽ giúp bạn ghi nhớ tốt từng cấu trúc và lời thoại. Các bài tập “nghe và lặp lại” (listen and repeat), “đóng vai” (role-play) cũng rất có ích cho bạn. Qua đó, bạn sẽ có dịp thử nghiệm nghe hiểu và phát âm tiếng Anh một cách sinh động trong những tình huống giao tiếp thương mại điển hình. Hãy thực hành các bài tập nhiều lần cho đến khi bạn thấy hài lòng với kỹ năng của mình.

Phần phụ đề: Hãy mở các phụ đề tiếng Anh khi xem lần đầu. Sau đó, khi đã cảm thấy yên tâm hơn, bạn có thể xem phim mà không cần phụ đề.

Sách hướng dẫn: Sách hướng dẫn chuẩn bị cho bạn các bài tập liên quan đến từng chương. Bạn có thể chọn một người học, chọn tình huống và xây dựng bối cảnh. Trong phần phụ lục, bạn sẽ thấy đáp án, cấu trúc ngữ pháp, toàn bộ lời thoại của phim, các cách diễn đạt trong cuộc họp và từ vựng có dịch sang tiếng Việt.

Bạn sẽ luôn duy trì được vốn tiếng Anh thương mại nếu thường xuyên sử dụng nó. Hãy xem đĩa DVD này thật kỹ trong vài tháng. Bạn cũng có thể tìm mua một đĩa DVD tiếp theo trong loạt đĩa về chủ đề này để củng cố kiến thức của mình.

**Chúc bạn giao tiếp tốt và gặt hái nhiều thành công!**

# 1 Can I ask who is calling, please?



In this chapter you will:

- read a dialogue between Lucas and a friend
- read an article about telephone protocol
- write an email about a phone call
- practise words and phrases connected with making telephone calls
- practise useful phrases you heard in this chapter of the DVD

## Dialogue

### Lucas talks to his friend after Jessica's call

Lucas: That was Jessica – the project manager from Shore I was telling you about.

Friend: Does she often call you at this hour?

Lucas: It's happened twice already. She's calling from the United States and forgets about the time difference.

Friend: That's the trouble with mobile phones, isn't it? People can call you at any time; they forget that it may not be convenient. Why don't you switch off yours?

Lucas: Well, I normally would. This is the phone I use for work and I usually have another for private calls, but I forgot to charge it.

Friend: Oh, I see. Actually, I only have one phone, but I use different ring tones so I know who's calling.

Lucas: How does that help?

Friend: Well, I can tell if it's a friend or family calling by the ring tone. If anyone calls me about work, and it's late, I just don't answer.

Lucas: Oh I couldn't do that. If a phone's ringing, I just have to answer it!

### Decide if these statements are true or false.

- Lucas has talked about Jessica to his friend before.  
 (A) True       (B) False
- This is the first time that Jessica has called Lucas at this hour.  
 (A) True       (B) False
- Lucas' friend doesn't like mobile phones at all.  
 (A) True       (B) False
- Lucas' other mobile phone is broken.  
 (A) True       (B) False
- Lucas' friend sometimes leaves the phone ringing without answering.  
 (A) True       (B) False

## Reading

### Telephone protocol

We use the phone on a daily basis and it's easy to forget just what an important business tool it is. Like any tool, there are ways to make it more effective. A little thought goes a long way when it comes to business phone calls. ①

#### 5 Section A \_\_\_\_\_

Always pick up the phone as promptly as you can. Don't leave the phone ringing endlessly. ② When you pick up the phone, say clearly and slowly who you are and, if appropriate, which department you work in. Callers will feel more at ease if they have some idea who is on the other end.

- 10 Always keep a pen and notepad by your phone so that you can note down names, numbers and facts. ③ Before finishing the call, read back a summary of points mentioned and action to be taken, if any, to the caller. Always thank them for calling and reassure them that you or a colleague will respond as soon as possible.

#### 15 Section B \_\_\_\_\_

Think about timing. Never call outside regular office hours. ④ Always ask if this is a convenient time to talk.

- 20 Say clearly who you are and what company or department you're calling from. ⑤ Be aware that phone calls can be seen as interruptions and a waste of time for many people. For this reason it is important that you plan what you are going to say before you pick up the phone.

#### Section C \_\_\_\_\_

- 25 Phone calls can be a difficult way to communicate because we can't see each other's gestures. For this reason, it's important to be considerate on the phone. When listening, make acknowledgement sounds to show that you're paying attention, but don't interrupt too much. ⑥ Provide plenty of opportunities for the other person to speak, and ask them if they have any questions.



## Exercise 1

**These sentences have been taken out of the text. Find the right place for each sentence.**

- A If you're going to be away from your desk regularly, then program your answering machine to pick up the call after a few rings.
- B Briefly give the background to your call, without going into a long story, and then briefly give your reason for calling.
- C It's also a good idea to note the day and time of the call.
- D Try not to dominate the conversation.
- E Here are a few tips:
- F Take into account time zone differences when you're calling overseas.

## Exercise 2

**Choose the best title for each section:**

### Section A

- Ⓐ Making calls
- Ⓑ Phoning in general
- Ⓒ Answering a call

### Section B

- Ⓐ Making calls
- Ⓑ Phoning in general
- Ⓒ Answering a call

### Section C

- Ⓐ Making calls
- Ⓑ Phoning in general
- Ⓒ Answering a call



## Vocabulary

Match the sentences to make useful phrases for telephoning.

- 1 Sorry, but you're breaking ...
  - 2 This is a very bad ...
  - 3 I've been trying all morning to get ...
  - 4 Could you possibly call ...
  - 5 Please leave ...
  - 6 Could you hold ...
  - 7 One moment, please, while I put you ...
  - 8 Can I ask ...
- 
- A ... connection. I can hardly hear you.
  - B ... a message after the tone.
  - C ... who's calling, please?
  - D ... the line, please?
  - E ... through to you. Where have you been?
  - F ... through to Ms Grundig.
  - G ... back later?
  - H ... up. Can you repeat that, please?



## Structures

Here are some phrases that Jessica and Lucas used in this chapter of the DVD. Match each statement with an expression that has a similar meaning.

1: Is this a good time to call?

2: Sorry about that.

3: I didn't catch that.

4: Have you got a couple of minutes?

5: I'm beginning to have second thoughts.

6: Your new European team is on top of things.

7: I want to see exactly where we stand.



- A Do you have a moment?
- B I want to know what our situation is.
- C I didn't hear what you said.
- D Is it convenient for you to speak now?
- E They have everything under control.
- F I do apologize.
- G I'm starting to have doubts.

## Evaluation

Use words from the word bank to complete the sentences.

back – basis – breaking up – gestures – get through – hold the line –  
on top of – pick – promptly – regular – second – tones

- I use different ring \_\_\_\_\_ on my mobile so that I know who's calling me.
- It's good manners to return calls \_\_\_\_\_.
- You shouldn't call colleagues outside \_\_\_\_\_ office hours.
- I didn't catch what you said. Your voice keeps \_\_\_\_\_.
- We all use the telephone on a daily \_\_\_\_\_.
- I'll call you \_\_\_\_\_ in five minutes, if that's okay.
- During a face-to-face conversation, we communicate a lot through \_\_\_\_\_.
- I've been trying to \_\_\_\_\_ all morning but no one is picking up the phone.
- I'm beginning to have \_\_\_\_\_ thoughts about this project.
- Don't worry! The team in Paris is completely \_\_\_\_\_ things.
- Can someone please \_\_\_\_\_ that phone up?
- \_\_\_\_\_, please, while I put you through to Mr Jennings.



## 2 Let's stick to the schedule



In this chapter you will:

- read a dialogue between Jessica and Lucas
- read a text about email etiquette
- write an email from Lucas
- practise words connected with emailing
- practise phrases and expressions you heard in this chapter of the DVD

## Dialogue

Jessica talks to Lucas

**Complete the dialogue.**

- A Did she tell you?
- B speaking.
- C any more delays
- D Were you aware of this, Lucas?
- E why didn't you tell me?
- F to keep them on track with the agreed schedule
- G I'll keep you in the picture.

Lucas: Hello, Lucas Meyers ①

Jessica: Hello Lucas, it's Jessica here.

Lucas: Hi Jessica. Did you manage to speak to Catherine Girard?

Jessica: Yes I did, and I've finally found out what's been causing the delay. It seems they didn't have plans for the Paris stores and Catherine has had to make the measurements herself. ②

Lucas: Yes, I was. Also, Catherine has had to convert all the US measurements to metric. ③

Jessica: Yes, she did. The question is, Lucas, ④ I really need you to keep me informed about problems like this as they arise.

Lucas: Sure, Jessica. I'm sorry about that. It's been very hectic here, as you can imagine, but in the future ⑤

Jessica: Thanks, Lucas. I really hope so. Anyway, Catherine has promised to get the plans to us by Friday.

Lucas: That's great. I'm sure she'll do a good job.

Jessica: I think so, too, but I want you ⑥, Lucas. If there are likely to be ⑦, I want you to let me know immediately.

## Reading

### Communicating by email

Email is a wonderful thing in many ways, but it can also be extremely frustrating. We can now communicate with friends and colleagues much more easily. However, we also have to deal with a daily mountain of messages in our inbox. Many of these are unnecessary or so badly written that they simply don't make sense. If we all followed a few simple rules, the negative aspects of email would be lessened.

First of all, think before you write: Is this message necessary? If the message you plan to write is urgent, perhaps it's better to make a phone call. A necessary message is one that gives useful information, or makes a reasonable request of the recipient. If your message doesn't do either of these things, it's not worth sending.

Bear in mind that many of us receive dozens and dozens of emails every day. For this reason, make your message only as long as it needs to be. As far as possible, summarize the main points in one or two sentences near the top of your message so it can be seen on the first screen. Generally, the style of an email is very different to the style of a letter. An email is much more functional, and people won't think you rude if you just keep to the point. However, it is possible to be both polite and concise: *please* and *thank you* are still expected.

Make good use of subject lines. One-word subject lines, such as *payment* say nothing. The subject line should at least indicate if the message is giving information or requesting a response. So, for example, *Payment received with thanks – no response necessary* is a more useful subject line.

Reply to messages as carefully as you send them. Don't hit the reply button if your message is not directly related to the one you received. For a totally new subject, create a totally new message. Don't be tempted to combine two messages in one reply, as this can become difficult for the recipient to deal with.

Finally, be careful who you are replying to. Bear in mind that if you hit the *Reply to all* button, then everyone cc-ed into the original message will get your reply. That can be a very quick way to make a lot of enemies!



**Choose the best way to complete each sentence so that it summarizes a point made in the text.**

- 1 Email is ...
  - (A) essential for most businesses these days.
  - (B) a frustrating way to communicate.
  - (C) both useful and frustrating.
- 2 Many emails we receive are ...
  - (A) sent to the wrong people.
  - (B) difficult to understand.
  - (C) rude or silly.
- 3 Before you send an email, always make sure ...
  - (A) this is the best way to communicate your message.
  - (B) you have typed the correct email address.
  - (C) you have changed the subject line if necessary.
- 4 Make your emails ...
  - (A) only one or two sentences long.
  - (B) only as long as necessary.
  - (C) short enough to fit onto one screen.
- 5 Compared to letters, emails are generally ...
  - (A) less polite.
  - (B) more informal.
  - (C) more concise.
- 6 The subject line of your message should ...
  - (A) show what sort of message it is.
  - (B) clearly summarize your main point.
  - (C) not be longer than six or seven words.
- 7 You can make people annoyed if ...
  - (A) you mix two messages into one.
  - (B) you hit the *Reply to all* button when it's not necessary.
  - (C) you forget to cc others into your reply.



## Vocabulary

Here are some common words connected with emailing.  
Match the words with the definitions.

- A attachment
- B body
- C to bounce
- D to copy in/to cc in
- E distribution list
- F read receipt
- G spam
- H subject line
- I virus
- J web mail

- 1 A short description which indicates what the message is about.
- 2 To send the message to a second or third recipient because the message is of interest to them also.
- 3 A collection of email addresses to which a message will be sent.
- 4 Messages received from an unknown sender, usually advertising something.
- 5 A reply sent back automatically to the sender to show that their message has been read.
- 6 A piece of software that can enter your computer through email and cause damage.
- 7 A file that you send with your email message. It may be a document or a photo.
- 8 An email account that you can access via a web page on the internet.
- 9 The main part of your message.
- 10 When a message cannot be delivered because of a technical problem or an incorrect address, it is said to do this.

## Structures

Each of these sentences contains a phrase or expression you heard in this chapter of the DVD. Put the words in the correct order to complete the sentence.

same to twice mistake the make

- 1 I didn't want \_\_\_\_\_,  
so I'm calling you earlier today.

can you what do for I

- 2 Good morning, Ralph. \_\_\_\_\_?

speed little things up a

- 3 We're behind schedule and we really need to \_\_\_\_\_  
\_\_\_\_\_.

about sorry mix-up the

- 4 \_\_\_\_\_ yesterday. I forgot about  
the time difference.

off just the with phone got

- 5 I \_\_\_\_\_ Lucas and the news  
isn't good.

ahead go please,

- 6 I'm sorry for interrupting. \_\_\_\_\_.

bound mistakes happen to are

- 7 Don't worry too much. I suppose \_\_\_\_\_  
\_\_\_\_\_ sometimes.

back my messages bouncing keep

- 8 I don't know why, but \_\_\_\_\_.



## Evaluation

Use words from the word bank to complete the sentences.

attachment - body - bounce - cc - concise - inbox - mix-up - recipient - response - spam - subject line - urgent

- Oh dear! There are thousands of messages in my \_\_\_\_\_ again.
- I marked the message as \_\_\_\_\_, because we need a reply by the end of today.
- Your message has not reached the intended \_\_\_\_\_.
- Good emails are not too long. They give the message in a \_\_\_\_\_ way.
- It's not very helpful just to put one word in the \_\_\_\_\_ of your messages.
- This message does not require a \_\_\_\_\_.
- Can you \_\_\_\_\_ the message to everyone involved in the project?
- This message is taking ages to download. Perhaps it has a large \_\_\_\_\_.
- The main \_\_\_\_\_ of an email should be written with care.
- If you use an incorrect email address, your message will probably \_\_\_\_\_ back.
- I keep getting \_\_\_\_\_ from companies I've never heard of, offering me things I don't want.
- I'm terribly sorry about the \_\_\_\_\_ yesterday.

### 3 We need to meet face-to-face



In this chapter you will:

- read a dialogue between Greg and Jessica
- read an article about face-to-face meetings
- write an email from Lucas to his assistant
- practise useful words and expressions you heard in this chapter of the DVD
- practise using *if* sentences

## Dialogue

### Greg speaks to Jessica

- A we're not happy with the proposals  
B She needs to get a feel for the atmosphere here.  
C How did your conference call with Paris go?  
D Can he make it?  
E She doesn't take these things personally.  
F Otherwise we'll get even further behind schedule.  
G No ... Tell me about it.

Jessica: Hello Greg. ①

Greg: Very well, Jessica, very well. I got right to the point and told them that ②.

Jessica: Oh dear. How did Catherine take it?

Greg: She took it very well, actually. She's a professional, Jessica. ③  
I was surprised at Lucas, though. He seemed to like the proposals a lot. Anyway, you haven't heard my bright idea.

Jessica: ④

Greg: I've decided that they need to come over here. I mean, Catherine has never been to California. ⑤ I think it will inspire her.

Jessica: That's a great idea, Greg. Can they do it, though? I mean, if they're coming, they'll have to come next week. ⑥

Greg: I know, I know. I've asked them to look into it, but I think Catherine understands how important this is. I'm sure she'll free up her schedule to make room for the trip.

Jessica: Let's hope so. What about Lucas? ⑦

Greg: He'll have to!

## WHEN ONLY FACE-TO-FACE WILL DO

We live in the age of the tele-  
conference, the video conference and  
even the web conference. With such  
wonderful technology available to us,  
5 is the traditional face-to-face meeting  
necessary anymore? Of course! In  
fact, there are times when a face-to-  
face meeting is the only solution:

### Practical reasons

10 Web and video conferencing are  
wonderful tools, but they have their  
practical limits. One of these is time-  
zone restrictions. Colleagues in  
Sydney and London simply cannot  
15 meet at the same time, because  
someone will have to give up a night's  
sleep for the meeting.

Likewise, there is a limit to the  
number of participants that can  
20 practically meet during a tele-  
conference. The greater the number  
of people involved in a phone call,  
the more confusing and chaotic it  
becomes.

25 Bear in mind, also, that the telephone  
or the web conference are not natural  
ways to communicate. Most people  
will begin to feel eye and ear strain  
after an hour of holding the phone to  
30 their ear or staring at the computer.

### Strategic reasons

Web and teleconferencing are not  
suited to the purpose of some  
meetings. They are perfect if all you  
need to do is give your team a quick  
35 progress update, or pass on some  
urgent information.

On the other hand, collaboration on  
creative projects is very difficult  
without face-to-face meetings. Teams  
40 need to show each other their work  
and to share real objects such as  
fabrics, colour schemes, proofs or  
sketches. This can only be done in  
person. 45

Furthermore, some meetings at  
important stages in a project can only  
be done face-to-face. Examples of  
these are initial planning meetings  
50 or later review meetings. Participants  
in these types of meetings need to  
brainstorm ideas and make important  
and informed evaluations of work  
already completed. These are inter-  
active activities, which are difficult to  
55 do when you can only hear or see  
your colleagues on your computer  
screen.



**The text lists seven reasons why face-to-face meetings are often the best solution. Which of these reasons are mentioned?**

- 1 Not all team members may have the necessary technology.
- 2 Some people are not very good at using such technology.
- 3 When participants live in different countries, the time-zone difference may make teleconferencing impossible.
- 4 Staff may not have suitable training for online meetings or teleconferencing.
- 5 Sometimes there are too many participants.
- 6 Long teleconference calls are too expensive for projects on a small budget.
- 7 Long meetings are tiring when conducted on the telephone or over the computer.
- 8 The aim of some meetings can only be achieved by meeting face-to-face.
- 9 It's not possible to actually work together productively over the phone or via computer.
- 10 If the topic for discussion is confidential, then online meetings are not secure enough.
- 11 Sometimes colleagues need to work together with physical objects.
- 12 There are certain points in the life of a project when only a face-to-face meeting will do.
- 13 Some meetings, such as staff performance evaluations, are too personal or sensitive and only a face-to-face meeting is appropriate.

## Writing

**Instructions:** Imagine you are Lucas. Write an email to your assistant, Marie. Explain Greg's request (explain who needs to go and when). Ask her to check the project schedule for possible dates and to find suitable flights. Finally, ask her to contact Susan in San Francisco with the details.

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# Vocabulary

## Exercise 1

Who said these things in this chapter of the DVD?



Jessica



Greg



Lucas



Catherine

6: I'll get right to the point here. \_\_\_\_\_

3: What's your impression?  
\_\_\_\_\_

5: Could you give me some more **specific feedback**?  
\_\_\_\_\_

4: I wanted to make sure you are **all set for the call**.  
\_\_\_\_\_

2: I understood we were looking for **something classier**.  
\_\_\_\_\_

1: It's not what I had in mind.  
\_\_\_\_\_

## Exercise 2

Now match the expressions in bold from Exercise 1 with these similar phrases.

- |                                              |                                          |
|----------------------------------------------|------------------------------------------|
| A Are you ready for the call?                | D This isn't how I imagined it would be. |
| B We wanted a more sophisticated image.      | E Give me more details of your reaction. |
| C I'll say what this is about straight away. | F What do you think?                     |

## Structures

If the colours were brighter, they would be much closer to what we want.

If we had chosen a Californian design company, we would have finished the design already.



 refer to Grammar section, p. 51

**Complete these sentences by writing the correct form of the verbs in brackets.**

- 1 If Shore \_\_\_\_\_ (not decide) to open stores in Paris, they wouldn't have needed new designs.
- 2 If Paris weren't so far from San Francisco, communication \_\_\_\_\_ (be) much easier.
- 3 If Catherine \_\_\_\_\_ (visit) California before she created the first designs, she would have understood the Shore style better.
- 4 If Jessica were more thoughtful, she \_\_\_\_\_ (not call) Lucas late in the evening.
- 5 If Greg \_\_\_\_\_ (think) of his idea earlier, it would have been better for everyone.
- 6 If the Paris team went to San Francisco, they \_\_\_\_\_ (understand) what Greg means about the atmosphere and lifestyle.

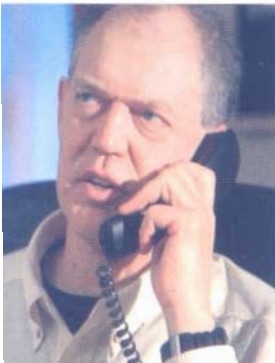
## Evaluation

Use words from the word bank to complete the sentences.

behind – collaborate didn't have – direct – don't act face-to-face –  
figured – hadn't had move – point – report – strain

- 1 Good morning, PBQ Plastics. How may I \_\_\_\_\_ your call?
- 2 If I \_\_\_\_\_ a mobile phone, I wouldn't be able to do my job.
- 3 We are already three weeks \_\_\_\_\_ schedule.
- 4 We can't talk about this over the phone. We need to meet \_\_\_\_\_.
- 5 Sitting too close to your computer can cause eye \_\_\_\_\_.
- 6 I'd like to meet tomorrow so that you can give me a progress \_\_\_\_\_.
- 7 If I \_\_\_\_\_ my mobile phone with me, I would have been in big trouble.
- 8 It's difficult for team members to \_\_\_\_\_ if there are big distances between them.
- 9 I \_\_\_\_\_ you wanted to speak to me personally.
- 10 We really need to \_\_\_\_\_ on this. We don't have much time.
- 11 If we \_\_\_\_\_ now, we'll miss our opportunity.
- 12 Let me get right to the \_\_\_\_\_, John. I'm not at all happy with your work.

## 4 Tell us about yourself



In this chapter you will:

- read a dialogue between Jessica and Rob Simons
- read a text about telephone interviews
- write an email summarizing hotel options
- practise useful phrasal verbs
- practise present perfect simple and continuous

## Dialogue

Rob Simons speaks to Jessica

**This is part of the interview that Jessica had with Rob Simons at Axis. Match Rob's questions with Jessica's answers.**

- A Are interpersonal skills important for a project manager?
- B How much experience do you have of the international market?
- C What do you think are the qualities of a good project manager?
- D Are you a team worker or more of an individual?
- E What financial management experience do you have?

Rob: ①

Jessica: Well, Shore has a European office in Paris, and I've been working very closely with them recently. We're setting up stores there, and I've done a lot of research into the European market. Also, I have regular dealings with our manufacturers based in China.

Rob: ②

Jessica: Oh, the ability to organize is the key skill, I think. But also determination, persuasiveness and the ability to make decisions independently.

Rob: ③

Jessica: Absolutely. You need to be able to motivate others, and to listen to the problems they're encountering.

Rob: ④

Jessica: I'm actually managing quite a large budget for the design of Shore's new Paris stores. Apart from that, I've been responsible for managing accounts with suppliers here in the US for a number of years now.

Rob: ⑤

Jessica: Oh, definitely the former. I mean, I can work on my own when necessary, but I enjoy collaboration with colleagues more.

## Reading

### *Dealing with telephone interviews: a few tips for success*

#### Section 1 \_\_\_\_\_

As companies expand around the globe, recruitment by telephone has become more common. For your next career move, you may have to have a job interview over the phone. If you find this idea terrifying, you're not  
5 alone. Here are a few tips to help you deal with the dreaded telephone interview.

#### Section 2 \_\_\_\_\_

It's essential that you have a quiet place for the interview. This means a place where there will be no interruptions and no background noise. If it's difficult  
10 to find a quiet place, then take the morning off work and have the interview at home.

#### Section 3 \_\_\_\_\_

As far as possible, arrange the interview for a time that suits you best. Find a time when you will not have any other distractions, and when you can  
15 guarantee some peace and quiet. Also, think about the time of day when you are most mentally alert. Some people, for example, think most clearly in the morning. On the other hand, most of us are half-asleep just after lunch.

#### Section 4 \_\_\_\_\_

Whatever you do, don't use a mobile for the interview. You can't be sure that  
20 you'll get good reception, and your battery may even run out. To be safe, ask the interviewer to call you on a landline.

Think about using a cordless phone or a phone that has a long cable. This allows you to get up and walk around during the interview. Standing up helps you to sound more confident on the phone. Also, some people think  
25 more clearly if they can get up and walk around.

#### Section 5 \_\_\_\_\_

It's important that you make yourself comfortable at a desk or even on the floor. Lay out your CV, the job advertisement and any other useful notes in front of you. Most of us get a dry throat during tense situations like inter-  
30 views. To avoid croaking your way through the interview, have a glass of water nearby.



## Exercise 1

Match the headings (A–E) with the sections of the text.

- A The right phone
- B Fear of the phone
- C Be comfortable and prepared
- D The right place
- E The right time

## Exercise 2

Complete each sentence with one word from the text.

- 1 Using telephone interviews for \_\_\_\_\_ is not unusual these days.
- 2 Many people find telephone interviews a \_\_\_\_\_ experience.
- 3 It's important that there are no \_\_\_\_\_ during your interview.
- 4 It's a good idea to do the interview from \_\_\_\_\_.
- 5 Choose the time of day that you are most \_\_\_\_\_ alert.
- 6 It's not a good idea to use a \_\_\_\_\_ phone for the interview.
- 7 It's a good idea to use a \_\_\_\_\_ phone so that you can stand up and walk around.
- 8 Your voice will sound more \_\_\_\_\_ when you stand.
- 9 The place where you do the interview should be \_\_\_\_\_ and quiet.
- 10 Have some \_\_\_\_\_ next to you during the interview in case you have problems speaking.

## Writing

**Instructions:** Imagine you are Greg's assistant, Susan. Greg has asked you to look into available hotels for the Paris team to stay in during their visit. You have found the following:

The Belvedere Hotel: \$205/night, single room/\$250/night. double room: 5 minutes from Shore office

The Trocadero: \$265/night, double room (special rate, but no single rooms): 20 minutes from Shore office. Very well appointed (gym, swimming pool, free internet access)

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## Vocabulary

 refer to Grammar section, pp. 53–55

**Each of these sentences includes a phrasal verb. Choose the correct particle to complete each phrasal verb.**

- Meeting face-to-face will help speed \_\_\_\_\_ the project.  
(A) over      (B) up      (C) on
- I can't figure \_\_\_\_\_ why they have taken so long to get the initial designs ready.  
(A) up      (B) in      (C) out
- How did you end \_\_\_\_\_ in Paris?  
(A) out      (B) with      (C) up
- I really hope your plan works \_\_\_\_\_, because I can't think of another solution.  
(A) up      (B) through      (C) out
- Susan, can you please set \_\_\_\_\_ a teleconference call with the Paris office?  
(A) out      (B) off      (C) up
- We need to get together in order to iron \_\_\_\_\_ a few problems.  
(A) out      (B) off      (C) through
- Hello. Could you put me \_\_\_\_\_ to the accounts office, please?  
(A) through      (B) over      (C) in
- Marie has come \_\_\_\_\_ with a fantastic idea.  
(A) out      (B) up      (C) off
- Let's meet tomorrow morning and go \_\_\_\_\_ the designs together.  
(A) on      (B) with      (C) through
- Let me think about this and I'll get \_\_\_\_\_ to you later today.  
(A) over      (B) back      (C) through

## Structures

I've reserved the boardroom for Monday morning.



I've worked in the fashion industry for a number of years.



I've been looking for a better position.



 refer to Grammar section, p. 48

**Use the present perfect simple or present perfect continuous form of the verb to complete the sentences.**

- 1 I \_\_\_\_\_ (send) a message to Susan already.
- 2 Catherine \_\_\_\_\_ (work) on the plans all morning.
- 3 Marie \_\_\_\_\_ (book) hotel rooms for everyone now.
- 4 Greg \_\_\_\_\_ (run) Shore for nearly twenty-five years.
- 5 I \_\_\_\_\_ (not see) their new offices yet.
- 6 Lucas \_\_\_\_\_ (be) to California twice before.
- 7 Jessica \_\_\_\_\_ (look) for a job for the last few months.
- 8 Don't worry. Greg \_\_\_\_\_ (not wait) long.

## Evaluation

Use words from the word bank to complete the sentences.

career – confident – cordless – end up – have been writing –  
have written – interruptions – iron out – mentally – recruitment –  
set up – speed up

- 1 Interviews are an important part of the \_\_\_\_\_ process.
- 2 Henri made a very good \_\_\_\_\_ move when he joined QPT.
- 3 Sometimes a face-to-face meeting can help \_\_\_\_\_ the decision-making process.
- 4 I put a sign on the door so that we don't have any \_\_\_\_\_ during our meeting.
- 5 I \_\_\_\_\_ this report all morning.
- 6 How did you \_\_\_\_\_ in the advertising business?
- 7 I'm most \_\_\_\_\_ alert in the morning.
- 8 There are still a few small problems to \_\_\_\_\_.
- 9 The trouble with \_\_\_\_\_ phones is that it's easy to forget where you have left them.
- 10 I \_\_\_\_\_ dozens of reports over the last five years.
- 11 It's important that you sound \_\_\_\_\_ during a job interview.
- 12 We need to \_\_\_\_\_ a teleconference meeting with the New York office.

## 5 It's great to be here!



In this chapter you will:

- read a dialogue between Greg and Lucas
- read a brochure for teleconference equipment
- write an email from Jessica to Catherine
- practise vocabulary connected with the internet and mobile telephones
- practise using the future forms *going to* and *will*

## Dialogue

### Greg talks to Lucas

#### Complete the dialogue.

- A Just look out for a guy with glasses and a beard.
- B I'll arrange to have you picked up at the airport.
- C Well, I look forward to meeting up on the twelfth.
- D How far is the city centre from the airport by taxi?
- E What can I do for you?
- F Is this a good time to talk?

Greg: Hi Lucas, it's Greg here. ①

Lucas: Sure, hi Greg. ②

Greg: Listen, I heard from my assistant Susan that you've booked your flights over here and you get in late-Sunday evening.

Lucas: That's right, Greg. We get in at about a quarter to twelve on Sunday night. ③

Greg: It's about half an hour to your hotel at that time of night, but don't worry about a taxi. ④

Lucas: Really? That's very good of you, Greg.

Greg: Not at all. ⑤ That's Steve, our driver. He'll be holding a card with your names on it.

Lucas: Fine. Thanks a lot.

Greg: No problem. We've also booked you rooms at The Belvedere Hotel. It's one of the best in this part of the city, so you'll be comfortable, I hope.

Lucas: Excellent. ⑥

## Reading

### VoiceTec: The market leader in teleconference solutions

VoiceTec has been leading the teleconference industry for over a decade. Take a look at our latest generation of teleconference units and you'll see why.



#### **Business as usual? Not with VoiceTec!**

In line with today's business conference needs, all our latest units offer internet connection capability. This means you can plug your VoiceTec unit into your broadband network and make calls over the internet as an alternative to a landline connection.



Another new feature which is now standard with all VoiceTec units is the ability to connect multiple external microphones. This allows an almost unlimited number of participants to speak from almost any distance without loss of sound quality.

Finally, all our units now include our patented VT Filter noise reduction system which cuts out background noise and improves microphone performance.

#### **VT300**

The 300 series has had a major redesign. As well as its smart new look, it now has more sensitive microphones. Without external microphones, this model allows participants to speak from a distance of up to ten feet without loss of sound quality. Another useful feature is the ability to plug in a mobile phone, allowing you to set up conference calls anywhere via your mobile network.





### VT350

A brand new addition to the VoiceTec range, the VT350 is the first to make use of wireless technology. This gives you the freedom to move out of the conference room and make your conference call from just about anywhere in your office building. Like

the VT300, the internal microphones are sensitive enough to allow participants to speak from ten feet away and still be heard clearly. The VT350 also offers voice-encryption technology, ensuring that your conference call is completely secure.



### VT400vc

Top of the VoiceTec range, this state-of-the-art conference unit is the best on the market today. Its super-sensitive internal microphones allow participants to speak from up to twenty feet away without loss of sound quality. In addition to internet connectivity and voice encryption, the VT400vc also allows you to connect to video conferencing systems. The VT400vc is truly the ultimate conferencing system.

**Read the text and complete the chart which summarizes the features of the VoiceTec range.**

	VT300	VT350	VT400vc
1 Max microphone sensitivity: 10 feet	✓		
2 Max microphone sensitivity: 20 feet			
3 Supports external microphones			
4 Noise reduction system			
5 Wireless connectivity			
6 Mobile phone connectivity			
7 Internet connectivity			
8 Video conference compatible			
9 Voice encryption security features			

## Writing

**Instructions:** Imagine that Lucas and Catherine have returned to Paris after a successful trip to Shore in San Francisco. Catherine has already sent a new design inspired by her visit, and Greg and Jessica like it. Write an email from Jessica to Catherine. Thank her for coming, tell her that you like the plans and arrange a time for a phone call.

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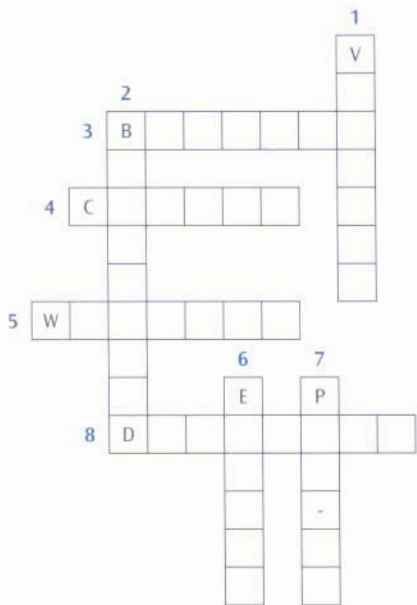
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## Vocabulary

Complete the crossword with words to do with the internet.



Those pop-ups are very annoying!



### Across

- 3 A ... is a program for viewing the internet.
- 4 A ... is a small text file saved on a user's computer when he or she visits a website.
- 5 It's very important for companies these days to have a ... on the internet.
- 8 You can ... files from a website and save them on your own computer.

### Down

- 1 If you use the internet, it's very important that your computer is protected against ....
- 2 A fast internet connection is often known as a ... connection.
- 6 A search ... is a program or a website which helps you find what you want on the internet.
- 7 A ... window is a small web page that appears in a separate browser window.

## Structures



We're going to take a look at two new lines which will be coming out next summer.



I'll start looking for a new assistant.

 refer to Grammar section, p. 49

### Exercise 1

**Complete each sentence using *going to* and a verb from the box.**

interview • open • visit • travel • work out

- 1 Catherine \_\_\_\_\_ to America with Lucas.
- 2 We \_\_\_\_\_ more stores in Europe.
- 3 Daniel \_\_\_\_\_ a marketing plan.
- 4 Greg and Jessica \_\_\_\_\_ the Paris office in July.
- 5 Mrs Kimble \_\_\_\_\_ Jessica tomorrow morning.

### Exercise 2

**Complete each sentence using *will* ('ll) and a verb from the box.**

change • forward • have • phone • post

- 1 Don't worry, I \_\_\_\_\_ you tomorrow.
- 2 I'm not very happy with these colours. I think I \_\_\_\_\_ them.
- 3 I \_\_\_\_\_ the pasta dish, please.
- 4 Give the letters to me and I \_\_\_\_\_ them for you.
- 5 I \_\_\_\_\_ Gina's message to you right now.

## Evaluation

Use words from the word bank to complete the sentences.

background – broadband – browser – download – I'll go – I'll make –  
I'm going – I'm going to make – landline – mobile – teleconference –  
virus

- 1 We need to set up a \_\_\_\_\_ call with the Berlin team so they can give us an update.
- 2 A \_\_\_\_\_ internet connection is much faster than a dial-up connection.
- 3 It's still cheaper to use a \_\_\_\_\_ telephone than a mobile phone.
- 4 I think \_\_\_\_\_ a cup of coffee. Do you want one?
- 5 It looks like my computer has been infected by a \_\_\_\_\_.
- 6 \_\_\_\_\_ a few more changes to this report before I send it to you.
- 7 I can't hear what you're saying. There's too much \_\_\_\_\_ noise.
- 8 People who use their \_\_\_\_\_ phones at the cinema or theatre really annoy me.
- 9 You can't surf the internet without a \_\_\_\_\_.
- 10 This is a big file. It may take a few minutes to \_\_\_\_\_.
- 11 I think \_\_\_\_\_ out for some fresh air. I'll be back soon.
- 12 Don't forget that \_\_\_\_\_ to Helsinki tomorrow.

**CHAPTER 1****Dialogue**

1: C, 2: B, 3: B, 4: B, 5: C

**Reading****Exercise 1**

E, A, C, F, B, D

**Exercise 2**

Section A: C; Section B: A, Section C: B

**Writing Model**

Hi Michele

I received a call at three o'clock this afternoon from someone called Robin Biggs. He works in the legal department of PharmoMed and his call was in connection with the PharmoMed contract. They have been through the draft contract and it seems they are generally happy with it. However they have an issue with clause 4. This refers to our use of subcontractors during the project. They would like to discuss this with us further in a teleconference session. In particular, they would like to talk to Dr Gibbons, you and me. From their side there will be Mr Biggs and Dr Weiss. They are suggesting 10:00 tomorrow morning. That's okay for me, but can you please check with Dr Gibbons and then call Mr Biggs and let him know? His number is 00441 954 567823. He's expecting our answer by the end of today.

Many thanks

Gill

**Vocabulary**

1 H; 2 A; 3 E; 4 G; 5 B; 6 D; 7 F; 8 C

**Structures**

1: D; 2: F; 3: C; 4: A; 5: G; 6: F; 7: B

**Evaluation**

1 tones; 2 promptly; 3 regular; 4 breaking up; 5 basis; 6 back; 7 gestures.  
8 get through; 9 second; 10 on top of; 11 pick; 12 Hold the line

**CHAPTER 2****Dialogue**

B; D; A; E; G; F; C

**Reading**

1: C; 2: B; 3: C; 4: C; 5: C; 6: C; 7: C

**Writing Model**

Hi Harriet

Just want to update you on developments with the new Shore designs for the Paris stores. Basically, there was a misunderstanding between our office and Jessica Whitfield in the States

She was expecting the initial designs to be ready this week, but Catherine Girard, the lead designer, has been seriously held up. I suggested that Jessica speak directly with Catherine. Anyway, the good news is that I have contacted Catherine and she has agreed to have the plans sent to us by the end of Friday our time. Allowing for the time difference, this means that the San Francisco office will have them by Friday morning.

Could you give me an update on the marketing plan you've been working on? Thanks

Regards

Lucas

## Vocabulary

1 H; 2 D; 3 E; 4 G, 5 F; 6 I, 7 A, 8 J; 9 B; 10 C

## Structures

1 to make the same mistake twice, 2 What can I do for you, 3 speed things up a little; 4 Sorry about the mix-up, 5 just got off the phone with; 6 Please, go ahead, 7 mistakes are bound to happen, 8 my messages keep bouncing back

## Evaluation

1 inbox; 2 urgent; 3 recipient; 4 concise; 5 subject line; 6 response; 7 cc; 8 attachment; 9 body; 10 bounce; 11 spam; 12 mix-up

## CHAPTER 3

### Dialogue

1 C; 2 A, 3 E; 4 G; 5 B; 6 F; 7 D

### Reading

3; 5; 7; 8; 9; 11; 12

### Writing Model

Hi Marie

I have a rather urgent request for you. The San Francisco office have decided that a small delegation from the Paris team need to go out and visit them in California as soon as possible. They want Catherine Girard and me to go out there for a week.

Can you please check the project schedule and see which dates are possible for me? Catherine will be in touch with you separately to let you know when she's available. Then please find suitable return flights, and make a provisional booking for us.

Once you've done that, can you contact Susan at the San Francisco office and give her the details? Please cc in everyone concerned.

Many thanks

Lucas

## Vocabulary

### Exercise 1

1: Greg; 2: Lucas; 3: Jessica; 4: Jessica; 5: Catherine; 6: Greg

### Exercise 2

1 D; 2 B; 3 F; 4 A; 5 E; 6 C

## Structures

1 hadn't decided; 2 would be; 3 had visited; 4 wouldn't call/wouldn't have called; 5 had thought; 6 would understand

## Evaluation

1 direct; 2 didn't have; 3 behind; 4 face-to-face; 5 strain; 6 report; 7 hadn't had; 8 collaborate; 9 figured; 10 move; 11 don't act; 12 point

## CHAPTER 4

### Dialogue

① B; ② C; ③ A; ④ E; ⑤ D

## Reading

### Exercise 1

Section 1: B; Section 2: D; Section 3: E; Section 4: A; Section 5: C

### Exercise 2

1 recruitment; 2 terrifying; 3 interruptions; 4 home; 5 mentally; 6 mobile; 7 cordless; 8 confident; 9 comfortable; 10 water

## Writing Model

Dear Greg

As you requested, I have looked into the availability of suitable hotel rooms for the Paris team and have come up with two options.

The most expensive option is the Trocadero. It's twenty minutes from our offices, but is very well appointed. There is a swimming pool and gym and guests have free internet access.

Unfortunately, there are no single rooms, and double rooms cost \$265 per night. However, this is a special rate and good value considering the quality of the hotel.

The second, cheaper option is the Belvedere. They have both single and double rooms, at \$205 and \$250 per night respectively. As well as being cheaper, the Belvedere has the advantage that it is only five minutes from the office.

Please let me know which of these you would like me to book.

Regards

Susan

## Vocabulary

1 B; 2 C; 3 C; 4 C; 5 C; 6 A; 7 A; 8 B; 9 C; 10 B



## Structures

1 've sent; 2 has been working; 3 has booked; 4 has been running; 5 haven't seen;  
6 has been; 7 has been looking; 8 hasn't been waiting

## Evaluation

1 recruitment; 2 career; 3 speed up; 4 interruptions; 5 have been writing; 6 end up;  
7 mentally; 8 iron out; 9 cordless; 10 have written; 11 confident; 12 set up

## CHAPTER 5

### Dialogue

① F; ② E; ③ D; ④ B; ⑤ A; ⑥ C

### Reading

VT300: 1; 3; 4; 6; 7 VT350: 1; 3; 4; 5; 7; 9 VT400vc: 2; 3; 4; 7; 8; 9

### Writing Model

Dear Catherine

I hope you had a good trip to Paris and that it didn't take you too long to recover from the jet lag. On behalf of Greg and everyone else here at the Shore San Francisco office, let me thank you once again for coming. I think that it was a very successful few days. Greg and I are confident that you now have a good feel for the Californian style.

Indeed, looking at the latest design you have sent through, I can see that the trip really has inspired you. We like it a lot. There are just a few things I'd like to talk through with you. Could we arrange a short call sometime on Thursday? Please let me know what time suits you best.

Look forward to speaking to you.

Kind regards

Jessica

### Vocabulary

1 viruses; 2 broadband; 3 browser; 4 cookie; 5 website; 6 engine; 7 pop-up;  
8 download

### Structures

#### Exercise 1

1 is going to travel; 2 're going to open; 3 is going to work out; 4 are going to visit;  
5 is going to interview

#### Exercise 2

1 'll phone; 2 'll change; 3 'll have; 4 'll post; 5 'll forward

### Evaluation

1 teleconference; 2 broadband; 3 landline; 4 I'll make; 5 virus; 6 I'm going to make;  
7 background; 8 mobile; 9 browser; 10 download; 11 I'll go; 12 I'm going

## Talking about the past:

# Present perfect simple and present perfect continuous

**Use** We use the present perfect simple to show that an action has been completed and therefore has an effect in the present, or to talk about experiences.

We use the present perfect continuous when we want to emphasize that an action or situation that started in the past is still continuing or to point out how long an action has been going on.

**Form** *present perfect simple*

I **have ('ve)** just **spoken** to Lucas.

I **have ('ve)** **spent** some time on the East Coast.

*present perfect continuous*

We **have ('ve)** **been having** some communication difficulties.

I **have ('ve)** **been searching** for a better position for a couple of months.

## Talking about the future:

# will, going to, present continuous, present simple

There are many ways to talk about the future in English. Here are the most common future forms and their uses.

**Use** We use **will** to make predictions or when we are fairly certain that something will or won't happen (a) or to express 'on-the-spot' decisions (b).

We use **going to** when we talk about things that we have planned or have decided to do (c) or to express intentions (d).

We can use the present continuous to talk about arrangements and firm plans we have made for the future.

We use the present simple to talk about future events that have been scheduled. This is sometimes called the 'timetable' future.

**Form** *will*

(a) The new European stores **will open** in major city centres.

(b) I **will ('ll)** get right to the point.

*going to*

(c) It **is ('s) going to be** a busy week for us.

(d) They **are ('re) going to discuss** the new contract on Tuesday.

(d) I **am ('m) going to call** one of the designers.

*present continuous*

We **are ('re) visiting** Paris this summer.

*present simple*

His plane **leaves** at six o'clock this evening.

## Giving advice and making requests, offers and suggestions:

### Modal verbs

Use The verbs *should*, *ought to*, *had better* can all be used for *giving advice* and have a similar meaning.

The verbs *can*, *could*, *will*, *would* are useful in *question form* to *make requests*. Remember that *could* and *would* are more polite than *can* and *will*.

*Can*, *could* and *may* are useful in *making requests* or *giving permission*.

We usually use *be allowed to* when we are talking about *rules*.

We can use the verbs *will*, *shall*, *can* in questions to make offers to *do something for others*.

The verbs *let's*, *shall*, *can*, *could* are useful for *proposing ideas*. *Let's* and *can* are more certain than *could* and *shall*.

Form *Giving advice*

We **should** start now.

We **shouldn't** start yet.

You **ought to** leave early.

You **ought not to** leave early.

You **had better** leave early.

You **had better not** leave early.

*Making requests – question form*

**Can** you please call me as soon as you get in?

**Could** you give me some more specific feedback?

**Would** you mind telling me where the toilets are?

*Making offers*

**May** I offer you something to drink?

*Making suggestions*

**Shall** I send you the details?

**Let's** all have a seat, shall we?

## Talking about possibilities:

### *If* sentences

**Use** Use **if** + present simple + the future with **will** to talk about situations or events that are likely to happen if a certain condition occurs. You can also use modal verbs **do**, **must**, **can**, etc. instead of **will**.

**Form** **If** they **come** to California, they **will** ('ll) understand the style we want.

**If** you **want**, I **will** ('ll) join the meeting, too.

**If** you **don't** hurry, you **will** ('ll) miss the deadline.

Note that the *if* clause does not always come first. You can also say:

We **don't** have to hire him if you prefer another candidate.

#### *Making suggestions using if sentences*

**Use** We can also use **if** + past simple + **would** or **could** to make polite suggestions and to talk about something that is not true now and probably will not be true in the future.

**Form** **If** I **were** you, I **wouldn't** miss the meeting tomorrow.

**If** we **came** in earlier, we **could** get more done.

Again, the *if* clause does not always come first. You can therefore also say:

I **wouldn't** miss the meeting tomorrow if I were you.

## Speaking politely:

### Polite forms

When speaking to colleagues, customers or strangers, a certain level of politeness in your language is expected. For example, if you wanted to borrow a pen from a client during a meeting, 'Give me a pen' would sound very rude! How can we make the request sound more polite? In English, there are a number of different ways, each adding a different 'level' of politeness to the request.

#### Adding please:

Give me a pen, please.

#### Using can, could and would to make polite questions:

Can you give me a pen?

Could you give me a pen?

Would you give me a pen?

#### Using question tags with negative statements:

You don't have a pen I could borrow, do you?

#### Using other polite expressions with any of the above forms:

Would you mind giving me a pen?

Could I possibly borrow a pen from you, please?

You don't happen to have a pen I can borrow, do you?

### Reported speech

**Use** Instead of quoting someone's words directly, we use the following form for reporting things that people have said

**Direct speech:** "There's a lot of noise in the background."

**Reported speech:** Jessica said there was a lot of noise in the background

Notice that we use quotation marks "" around direct speech, but not with reported speech

**Form** When we report what someone says, we use reporting verbs such as **He said, He asked, He mentioned, He enquired, He ordered** and then report the speaker's words

## Tense changes

The main verb in direct speech is often 'shifted back' a tense in reported speech, as follows.

"There <b>is</b> a problem with <b>these</b> delays."	She said there <b>was</b> a problem with <b>those</b> delays
"I've <b>had</b> to measure it myself."	She said she' <b>d had</b> to measure it herself
"I <b>started</b> this job not long after leaving college."	She said she <b>had started</b> that job not long after leaving college
"I'll <b>give</b> them a call."	He said he <b>would give</b> them a call

## Phrasal verbs

Many English verbs consist of two or three parts: a base verb and one or two particles. These are called phrasal verbs and they are very common in English.

*Examples of two-part verbs:* **help out, sum up, sit down**

*Examples of three-part verbs:* **catch up with, look forward to**

Many phrasal verbs are easy to understand because their meaning is simply the combined meaning of the two parts.

*For example:* **sit down, come in, come back**

However, many other phrasal verbs have a special idiomatic meaning that is very different.

*For example:*

**hang on** = wait  
**give up** = stop doing something

Form and use

Some phrasal verbs do not take an object.

*For example:*

Can you **come back** later?  
 Why don't you **sit down**?

Others do take an object. There are two types, separable and inseparable.

**Separable** With these verbs, we can place the object of the verb between the verb and the particle.

*For example:*

Please **bring back** the report tomorrow.  
 OR Please **bring** the report **back** tomorrow.

Note If the object is a pronoun (him, her, it, me, etc), then we must separate the verb

For example. Please **bring it back** tomorrow ✓  
~~Please bring back it tomorrow~~

Inseparable With these verbs the base verb and the particle cannot be separated

For example: Thieves **broke into** the office last night. ✓  
~~Thieves broke the office into last night~~

All three-part verbs are inseparable.

For example. Can you **get hold of** John? ✓  
~~Can you get John hold of?~~

Note If you're unsure whether a phrasal verb is separable or not, it's always safer to keep the base verb and particle together

Here is a list of the phrasal verbs which you heard in the DVD. Note that many of these phrasal verbs have a number of different meanings, the meaning shown here is the one used in the DVD. For the phrasal verbs that take an object, the object is shown in italics in the sample sentence from the DVD

Verb	Meaning	Separable	Example from DVD
browse through	to casually look through a book or magazine	no	We'll also be browsing through <i>old catalogues</i> .
catch up on	to bring up to date	no	We'll all be in one place together and be able to catch up on <i>the deadlines</i>
come in	to make a short visit somewhere, usually work related	no	I would like you to come in for an interview
come up with	to think of an idea or plan	no	Once you've come up with <i>the working schedule</i>
draw up	to make a schedule or drawings for something	yes	I've had to measure it myself and draw up <i>plans</i>
free up	to make time available for something	no	I can free up <i>the week</i>
get in	to arrive home or at work	no	Please call me as soon as you get in.



go ahead	to give permission to someone to speak or do something	no	Okay. Go ahead, Jessica.
hook up	to connect	yes	Do you need to hook up <i>your laptop</i> ?
lay out	when items are laid out in a document, they are clearly stated or listed	no	We have a series of deadlines laid out in the contract.
look forward to	to wait for something to happen which you expect will be enjoyable	no	I look forward to making a little announcement.
run by	to show your work or ideas to someone else in order to get their opinion on it	yes	Once you've come up with the working schedule, run it by me.
run into	to come up against something unexpected	no	Catherine ran into <i>a few glitches</i> .
send over	to send	yes	Did you see <i>the plans</i> that Catherine sent over?
stand for	to represent	no	Our brand stands for ' <i>laid-back</i> ', ' <i>fun</i> ', ' <i>casual</i> '.
take over	to gain the biggest share of the market and dominate other competitors	yes	Axis has virtually taken over <i>the costume jewellery niche</i> .
work under	to take directions from your immediate manager or boss	no	Who would I be working under?

## CHAPTER 1

Lucas *Allo Ou?*

Jessica: Hello, Lucas? It's Jessica calling from San Francisco, Greg Goldman's assistant

Lucas: Um, yes . Hello, Jessica.

Jessica: How are you?

Lucas: Um, fine and you?

Jessica: Fine, thanks. There's a lot of noise in the background. Is this a good time to be calling?

Lucas: Well, actually I'm not at the office. I'm having dinner with a friend of mine. It's nine o'clock here.

Jessica: Oh, I'm so sorry to be disturbing you at this hour. I must have miscalculated the time difference. Have you got a few minutes? I just received your email about the delay and I'm afraid it's rather urgent.

Lucas: Well . why don't . in the morning.

Jessica: Um, sorry, you are breaking up; this must be a bad connection.

Lucas: I said, sure, just one moment . Just a moment . Okay. Go ahead, Jessica.

Jessica: Well, I just wanted to let you know that Greg was not pleased when he received the email about the delay.

Lucas: No, I'm sure he wasn't. It's unfortunate. Catherine ran into a few glitches. She said there were no existing . and that's . going . longer.

Jessica: I didn't quite catch that Lucas. Why is there a delay?

Lucas: What's that? I'm sorry what did you ask, Jessica?

Jessica: What were Catherine's reasons for the delay? When will the initial design be done? Did she give you a new date?

Lucas: What's that, Jessica . ?

Jessica: Eh, Lucas, can you understand me all right? I'm asking if Catherine gave you a new date? If she can't meet the contractual due date, then when will the initial design proposal be done?

Lucas: I'm sorry, it's very loud here. My phone keeps cutting out. The reception is not good. I asked Catherine about that and . on Tuesday . meeting . . and the final plans . . . be ready . Tuesday.

Jessica: Eh, Lucas? Are you there? Did you say Tuesday? Next Tuesday?

Lucas: Yes . Tuesday she'll send the initial design and then . continue developing . provided that you .

Jessica: What? Lucas, are you there?

## CHAPTER 2

*Hello Jessica,*

*Hope you are well. Please call me as soon as you get in.*

*Regards, Lucas*

- Lucas: Hello. Lucas speaking.
- Jessica: Hi, Lucas, it's Jessica
- Lucas: Oh, hi, Jessica. How are you?
- Jessica: Good, thanks, and you?
- Lucas: Good, thank you. It must be very early for you.
- Jessica: Yes, well, I didn't want to make the same mistake twice. I'm sorry about the other night, by the way.
- Lucas: No problem. So, did you receive my email?
- Jessica: Yes, I did. Unfortunately, Greg was expecting to look at something today. I must say that this really seems like a long time to wait for plans. The contract we signed with Girard & Partners clearly stated the first deadline was last week.
- Lucas: I am sorry about the misunderstanding, Jessica.
- Jessica: How did your meeting go?
- Lucas: Quite well, actually. Catherine has most of the preliminary plans. There were some unanticipated conversions that caused the delay.
- Jessica: Hmm, well, perhaps I should speak with Catherine myself and have her explain this to me. Not to mention remind her that we have a series of deadlines laid out in the contract and we need to get going.
- Lucas: Okay. I'm sure she wouldn't mind explaining it to you herself.
- Catherine: *Our, Bonjour*
- Jessica: Hello, Catherine, it's Jessica from Shore speaking – Greg Goldman's assistant.
- Catherine: Ah, Jessica, of course I know who you are. We spoke before the contract was sent. How are you?
- Jessica: Fine, thank you. Catherine. And you?
- Catherine: Very well, thanks. So, what can I do for you?
- Jessica: I'm afraid that there's a problem with these delays.
- Catherine: I'm sorry about this. I didn't expect.
- Jessica: Well, the thing is that before we signed a contract we laid out very specific deadlines that everyone agreed upon and ...
- Catherine: Yes, I know we ...
- Jessica: Essentially, I think these deadlines need to be honoured. We need to receive the plans ASAP. This process is simply taking too long.
- Catherine: Jessica, one moment, please – just one moment. Let me explain.
- Jessica: Yes, I know. Lucas mentioned something about conversions ... I'm sorry, why don't you go ahead and explain.
- Catherine: The deadlines didn't take into account that there were no existing drawings of the Paris store location. I've had to measure it myself and draw up plans of the current conditions. This caused a nearly two-week delay.

- Jessica But I thought you had all the information to begin with
- Catherine No, I received the plans for all your shops in America. Not only is each shop different, but all the drawings were in feet and inches. We've had to convert them to metric scale before we could start working on the design itself. I'm really very sorry about these delays. I assumed that Lucas had explained all this to you
- Jessica. No, he hadn't. Only that there was a delay and that he had met with you this morning
- Catherine I'm sorry about that. I see that we've been having some communication difficulties.
- Jessica Yes, I guess so. I suppose that's bound to happen with a nine-hour time difference
- Jessica Hello, Jessica speaking
- Mrs Kimble. Hi, Jessica. This is Deborah Kimble calling from Axis. You sent in your resumé for the project manager position
- Jessica Oh, hello, Ms Kimble, how are you?
- Mrs Kimble: Fine, thank you, and you?
- Jessica Very well, thank you
- Mrs Kimble. I hope I'm not calling too early.
- Jessica No, no, not at all. I'm already in the office, actually.
- Mrs Kimble Okay, well, after reviewing your resumé, I would like to invite you to come in for an interview
- Jessica Really, well, eh, that's wonderful. I'd love to. When?
- Mrs Kimble: How does Monday morning sound?
- Jessica Yes, I think I could arrange that. What time?
- Mrs Kimble 9:30?
- Jessica Eh . . .
- Mrs Kimble Would you prefer another time? Earlier, perhaps?
- Jessica Yes, exactly, it's just that I haven't given notice at my current position yet and I've been here a number of years, so I'd like to make my absence as subtle as possible.
- Mrs Kimble I understand completely. So 8:30 then? And you have our details?
- Jessica: Yes, I've got it all. See you Monday at 8:30. Thanks so much
- Mrs Kimble My pleasure, see you then. Bye.
- Jessica Bye. . . Ooh! Oh dear, things are getting a little complicated. . .

### CHAPTER 3

- Greg What's that? Where did you say the new factory would be located?
- Mr Chan In Xi-an
- Greg Oh, I see, but I thought we already had a factory there?

- Mr Chan No, no. Idea was to open another factory in different province.
- Greg But we do **The Xian** factory Isn't it the same place?
- Mr Chan Ah you're thinking of **the Xining** factory
- Greg Oh, I see. Would you mind spelling that for me?
- Mr Chan It's X as in xylophone, I as in Iceland, N as in Norway, I as in Iceland,  
N as in Norway and G as in Greece
- Greg Excellent. now I've got it; that's all I needed. I'll speak to you later, Mr Chan.
- Mr Chan. Bye-bye. Mr Goldman
- Greg. Come in
- Jessica Hey, Greg, Susan said you were off the phone
- Greg Yes, Mr Chan again. Goodness, those conversations are exhausting
- Jessica So, I just wanted to make sure you're ready for the call now. Did you see the **plans that** Catherine sent over?
- Greg Yes, I managed to take a quick glance
- Jessica What's your impression?
- Greg Well, to be honest, it's not exactly what I had in mind. Not at all. actually
- Jessica Oh, I see
- Greg **What** did you think, Jessica?
- Jessica Well, in my opinion, there are some ideas there **that** are very contemporary .
- Greg **But** the colors are too pale. We need something brighter, more fun.
- Jessica The **Shore** image does need something a bit livelier
- Greg I'm afraid **this** call is not going to be too much fun . .
- Jessica Is there anything I can do to help? I did speak with Catherine a little while ago and .
- Greg No, that's okay, Jessica. I'm sure I can manage with Lucas and Catherine. Thanks though. Was there something else, Jessica?
- Jessica Oh, um, well yes, actually, I just wanted to let you know that I'll be in a little late on Monday . I have a, eh, an appointment.
- Greg Sure, no problem .
- Greg Hello. Yes. Please put them through
- Lucas Hi, Greg, this is Lucas, Catherine is also on the line. How are you?
- Greg: Hi, Lucas. Hello, Catherine, I'm fine, thanks. You two?
- Lucas Very well.
- Catherine: Yes, very well, thank you, but quite anxious to hear your response to the plans
- Greg Well, then, I'll get right to the point. It isn't what I had in mind. There are aspects. Some great aspects, but overall, it isn't what we want
- Lucas Well, I must say I'm a bit surprised.

- Greg Well, what did you think of the plans, Lucas? This isn't about good or bad, please remember. Do you think they're what Shore needs?
- Lucas Well, actually. I like Catherine's proposals a lot.
- Catherine: No, that's okay, Lucas, no need to defend the design. Please tell us more, Mr Goldman.
- Greg Mainly, I don't think they say 'Shore'. When we had a teleconference at the start of this process, we all seemed to be on the same page. We talked about bleached wood, surfboards, palm trees, splashes of color . . .
- Lucas: Right, but on the other hand we said that we wanted something that was different than what we already have . . . something more modern, more European, which would appeal to European tastes
- Greg: Yes, we did say that, but this design just isn't 'Shore'. We need something that reflects our brand. And our brand stands for 'laid-back', 'casual', 'fun'
- Lucas But I understood that we were looking for something a little classier.
- Greg: Classier?
- Catherine: Yes, I think what Lucas means is that we thought you wanted something more high-end
- Greg Catherine, it's unquestionable that you've introduced some interesting elements, but I think you need a better idea of the Californian look and feel. High-end or not the design still needs to reflect our brand's image.
- Catherine Okay. Could you give me some more specific feedback? You've already talked about colors and textures, but maybe there is something else that you could share with me that would give me some more California inspiration?
- Greg: Funny you should say that, because that's exactly what you need: some California inspiration! You need to come here.
- Lucas: Right, can you recommend certain art or maybe other shops that you think reflect the . . .
- Greg No, no don't you see? That's what's missing. Catherine, have you ever been to California?
- Catherine: Well, no I spent some time on the East Coast and I can assure you that I've done plenty of research . . .
- Greg Catherine, it's obvious to me that you are a very talented designer. Though I originally wanted to hire a local Californian firm, I heard great things about you and your firm. Also, I did want a more European aesthetic. But now here we are, behind schedule and without a suitable design.
- Lucas Well, what are you suggesting, Greg?
- Greg: I was just thinking that the two of you should come out here for a week. Catherine, you can be inspired by the local scenery, the look and feel of the real California. And we'll all be in one place together and can catch up on the deadlines

- Lucas: Wow, this is certainly unexpected, but I think it's a good idea. I'm sure Ralph can handle things on his own for a week or so. Well, what do you think, Catherine?
- Catherine: Well, the suggestion comes as quite a surprise. I'll have to check my schedule before we set a date, but I think I'll be able to make that work. I feel very confident that I can alter what we've got to give you exactly what you had in mind.
- Greg: Excellent. So, why don't you go ahead and take a look at your calendars and let me know as soon as possible so I can free up the week.
- Lucas: Sure thing, Greg.

## CHAPTER 4

- Receptionist: You can go in now, Ms Whitfield. It's the second office at the end of the hall.
- Mrs Kimble: Jessica! Hello, nice to meet you.
- Jessica: Nice to meet you, too.
- Mrs Kimble: Please, have a seat.
- Jessica: Thank you.
- Mrs Kimble: Can I get you anything to drink?
- Jessica: No, thank you. I had some coffee while I was waiting.
- Mrs Kimble: So, Jessica, as I mentioned on the phone, I need to find a junior project manager as soon as possible. I understand that you've been working in the shoe industry for some time now.
- Jessica: Yes, I've been at my current position at Shore for the last three years.
- Mrs Kimble: So, why do you want to leave?
- Jessica: Well, it's not that I want to leave, it's just that the transition from executive assistant to project manager isn't as smooth as I was told it would be.
- Mrs Kimble: I see!
- Jessica: I started this job not long after finishing college and I made my long-term goals quite clear. All along I've been assured that my performance is outstanding and that there's room to be promoted. I'm supposed to be playing a key role in one of our main projects, which is a series of new stores in Europe.
- Mrs Kimble: How is that going for you?
- Jessica: Essentially my boss, Shore's CEO, has trouble seeing me as more than his personal assistant, no matter what I do. So, I think it's time for a fresh start with another company. As you can see on my CV, my responsibilities at Shore also include the responsibilities of a project manager.
- Mrs Kimble: Yes, yes, I see that. And I can also see that you're quite an ambitious woman. Tell me about yourself: strengths, weaknesses and the like.

- Jessica: I'd have to say that I'm a responsible person and a self-starter. I work well under pressure, something that I mastered while at Shore. As far as weaknesses, I tend not to assert myself as much as I should. There have been occasions when I retreat when faced with a conflict of interest. I'm also better at relaxing a tense situation with a bit of humour.
- Mrs Kimble: Fair enough. I can understand why you want to leave Shore, but why do you want to work for us?
- Jessica: Well, I've been looking for a better position for a couple of months now, mostly in the fashion industry, but nothing seemed to fit. Then I saw your ad and did a bit of research. I found out that Axis has virtually taken over the costume jewellery niche and has been recently introducing high-end merchandise. I have a feeling that Axis might also be expanding into other markets in the near future. This is a very exciting prospect, which I would love to be part of. I want to be challenged and I think that a growing company could provide me with just that.
- Mrs Kimble: Wonderful. It seems like you really did do your research about us. My concern is that most of your experience is in the shoe industry. Have you ever worked with accessories?
- Jessica: Actually, I spent quite a bit of time about 6 months ago working on the Shore accessory line. It's a small line, as we want to keep our focus on shoes, but it includes jewellery for men and women, and unisex hats.
- Mrs Kimble: Really? Well, that certainly would come in handy for us. Tell me, Jessica, do you have any questions about the position?
- Jessica: I do have one, actually. I know that the position is for a junior project manager, so who would I be working under?
- Mrs Kimble: You'll be reporting to one of our senior project managers, but hopefully not for long. Our goal is for every project manager to handle their own projects as soon as possible. Since we are expanding, there is always a need for new project managers. Anything else?
- Jessica: When would you need me to start?
- Mrs Kimble: Well, funny you should ask that, but we are actually looking for someone to start as soon as possible. The woman you'll be working under is going on maternity leave in 5 months, so I want to get the ball rolling.
- Jessica: I see.
- Mrs Kimble: Is starting quickly a possibility for you?
- Jessica: Well, yes, it could be. Of course, I'd have to give some notice.
- Mrs Kimble: Okay, great. Well, thank you for coming in, Jessica. Oh, one more thing. I'd like to bring in a colleague of mine to have a chat with you as well. Would that be okay?
- Jessica: Umm, yes, I guess I could stay a bit longer. ...



- Jessica Hello, Jessica speaking .
- Greg Hi, finally Jessica, where have you been? I've been looking for you all morning'
- Jessica Oh, hi, Greg I'm sorry, but I had an appointment Remember I mentioned that to you last week?
- Greg Oh, yes, right Now I remember
- Jessica While I have you on the phone Greg, I wanted to let you know that I have the details of Lucas and Catherine's flight in front of me here Do you want me to send you the details and make sure to clear sufficient time for you that week?
- Greg Oh yes, well that's what I wanted to know And speaking of the schedule.
- Jessica Yes I've already gotten started on the itinerary, I've reserved the boardroom for Monday morning and I thought we could start with a look at the current plans and have a feedback session outlining the points we want to change or improve
- Greg Oh, well, yes that's exactly what I was thinking, I see you've got it all under control
- Jessica Absolutely
- Greg Okay, I'll speak to you later. Once you've come up with the working schedule for the entire week, run it by me for approval and then send it over to Lucas and Catherine
- Jessica No problem Bye
- Greg Bye.

## CHAPTER 5

- Lucas Nice to see you again, Jessica
- Jessica Nice to see you too, Lucas.
- Greg Nice to meet you, Catherine, in person this time Welcome to Shore
- Catherine Thank you very much, I'm very glad to be here.
- Greg Let's all have a seat, shall we? First of all, what are your first impressions of San Francisco?
- Lucas It's great to be here
- Catherine From the moment I stepped off the plane, I could feel the difference in the atmosphere you were talking about. Everything is more casual It's especially apparent in the way people dress. Even elegantly-dressed people have a certain laid back look Not everyone, obviously, but . . .
- Greg I see you're all ready to start on the new plans
- Catherine Eh, well, I'm sure that I still have something to learn.
- Greg Just teasing! What you've noticed is exactly what we are talking about and, of course the reason I've asked you to come. So, shall we get started?

- Jessica Yes, I just wanted to mention that in addition to the meetings outlined in this week's schedule, we're going to be looking at two new product lines which we're introducing for the next summer season. We'll also be browsing through some old catalogues to give you an idea of the evolution of the Shore brand.
- Lucas That all sounds excellent, Jessica.
- Jessica And I thought it would also be a good idea to speak to a few shop managers as they have the most direct relation to our customers. But not to worry, there will also be a bit of fun. Catherine, do you need to hook up your laptop?
- Catherine Yes, thanks
- Greg While you're up Jessica, can I have the usual – cream, no sugar?
- Jessica Sure, no problem. Lucas?
- Lucas No, I'm fine, thanks
- Jessica Catherine?
- Catherine No, thank you
- Lucas Oh, by the way Jessica, I took a look at that website you mentioned
- Jessica Which one?
- Lucas I think it's called NoCal – Northern California Street Culture blog
- Jessica Oh, right. What did you think? Do you see what I mean about its style?
- Lucas Yes, it's interesting – A window on young northern California lifestyle. But those pop-ups are very annoying!
- Jessica Yes, they are! I took a look as well. Every few minutes someone is trying to sell you a skateboard or a T-shirt with their logo on it!
- Catherine Okay, I think I'm ready
- Greg Wonderful. Please go ahead
- Catherine Okay, I thought we could first discuss the colour scheme. I've created a palette up on the screen and identified the area in which I was working. What do you think of this?
- Jessica I think we want to shift it to the right a bit, to brighten it up.
- Catherine Greg, Lucas, do you agree?
- Greg I'd say that's just about right, actually.
- Catherine Okay, I'll make a note of that.
- Jessica Not to worry, I'm taking minutes.
- Catherine Okay, great. To continue.
- Greg Well, I'm really happy with these decisions. And we all understand that I want to see finished plans before the end of the week.

- Catherine: Yes, of course. In fact, I was just going to call one of my designers – Philippe is his name – and get him started on the new layouts. They'll be ready to be faxed over to you by tomorrow afternoon.
- Greg: Sounds great. Catherine – I'm really pleased with how smoothly this day has gone. Why don't we take a break for a few minutes, give you a chance to speak to your colleagues in Paris and meet back here in 15–20 minutes?
- Catherine: That sounds wonderful.
- Lucas: See you shortly.
- Greg: Jessica, could you join me in my office, I'd like to talk to you about something.
- Jessica: Sure. Greg.
- Greg: It's going to be a busy week for us.
- Jessica: Yes, definitely!
- Greg: Is there something on your mind, Jessica?
- Jessica: Well, actually yes, there is. I've received a job offer as a project manager at Axis.
- Greg: I had a feeling it was something like that.
- Jessica: I'm still considering it. I didn't want to give notice during this busy week.
- Greg: Does that mean you've already made up your mind?
- Jessica: Well, Greg, I think that I've proven myself time and again here at Shore, and I've made my goals clear – I want to advance. It seems like you are not willing to give me the opportunity, and somebody else is.
- Greg: It would be a shame to lose you.
- Jessica: I'd hate to leave, but I don't want to be a secretary for the rest of my life.
- Greg: But you're not a secretary, you are a personal assistant.
- Jessica: Greg.
- Greg: Yes, right. I know what you mean. In the last couple weeks you've been much more assertive. Honestly, at first I felt you were overstepping your bounds. Now I realize you've proven how capable you actually are. How'd you like to be a co-project manager on the re-design? Work with Lucas, him there, you here, and I'll start looking for a new assistant.
- Jessica: Well, I think I just might have to call Axis and tell them that the accessory business isn't for me.
- Greg: Welcome aboard, project manager.
- Jessica: Thanks, Greg.
- Greg: Now we'd better get back to the boardroom. I'm looking forward to making a little announcement!

## Useful Expressions: Emails

formal

*informal*

### Beginning the email

*When you don't know the name:*

Dear Sir or Madam

To whom it may concern

*When you know the name:*

Dear Mr, Mrs, Ms ...

Dear John

*When writing to a group:*

Dear all

*Hi everyone*

### Opening sentence

*Replying to an email:*

Thanks for your email.

I'm (just) writing to ... clarify ...

*Just a (quick) note to ... confirm ...*

*Just a short email to ... inform you ...*

follow up on ...

let you know ...

reply to ...

update you ...

### Attaching files

I'm sending you/attaching ...

Please find attached ...

I'm sending you the price list/document as an attachment.

*When things go wrong:*

I'm afraid you forgot to attach the file/...

I'm afraid I can't open the file/document.

Can/Could you send it again in ... format, please?

### Making enquiries

We would be grateful if ...

Could/Can you please send me ... ?

Please send me ...

Would you be able to (help) ... ?

I'd appreciate a reply asap.

*Please answer asap.*

### Replying to an enquiry

Thank you for your interest.

I'm pleased to send you ...

I'm sending you ... (in an attachment)

Please find the requested information attached.

### Informing

I'd like to inform you of ...

Just a few comments about your last mail.

I'm writing to tell you about ...

Let me/us know if you need anything else.

### Replying

Thanks for your email ...

In reply to your email, here are ...

You'll find the info(rmation) attached.

I'll get back to you asap ...

I'll follow up the points mentioned in your email ...

### Making arrangements

Just a quick note to arrange ...

I'm writing to set up/arrange ...

How/What about Tuesday?

Where should we meet?

Should I pick you up at/from ... ?

Could you collect me at ... ?

### Confirming arrangements

I'd like to confirm ...  
Just writing to confirm ...  
Tuesday is good for me.  
Please send me an email by 5 pm today to confirm this.  
Looking forward to seeing/meeting ...

### Changing arrangements

I'm sorry but I can't do/make Thursday.  
This is to let you know that I've had to put off/postpone ...  
I'm writing to call off/cancel ...  
I'm afraid I can't make/manage Friday.  
How about ...?

### Announcing decisions

I am/We are pleased to inform you ...  
I'm happy to tell you ...  
You'll be happy/delighted to hear that ...  
We regret to tell/inform you ...  
I'm afraid that ...  
Unfortunately, ...

### Complaining

I'm writing to complain (about ...).  
We're not happy with ...  
I was disappointed to find/hear ...  
I'm afraid that ...  
Unfortunately, ...

### Apologizing

I do apologize for the delay in replying.  
Sorry for the delay in getting back to you.  
I'm afraid I can't help you.  
*For something more serious:*  
We must apologize for ...  
We deeply regret ...  
My sincere apologies (close)  
We apologize for any inconvenience caused.  
Please accept our apologies.

### Friendly ending

*When you want a reply:*  
Looking forward to hearing from you/to your reply.  
Hope to hear from you soon.  
I'd appreciate a reply asap.  
Do not hesitate to contact us if you need any assistance.  
Please get in touch if you have any other questions, or if you need more help ... with any questions.  
Thanks for your help/cooperation.  
*Have a nice day/weekend!*

### Close

Yours sincerely  
Kind/Best regards  
Regards  
Best wishes  
*All the best*  
*Best*  
*See you soon*

### Useful Expressions: Telephoning

#### Opening a call

*Identifying yourself:*  
This is Leo Pearson from Griffin Plc.  
It's Steve Zimmerman (from) AFS here.

#### *Explaining the reason for the call:*

I'm calling about ...  
I have a question about ...  
I wanted to ask about ...  
Are you the right person to ask?

#### Getting through to the right person

*Asking for the person:*  
Could I speak to Bob Little, please?  
Is Katja there, please?  
Could you put me through to your accounts department, please?

Listen, Steve, I'm actually trying to get through to Paula. Is she there at the moment?

*When the person isn't available*

Oh, that's a pity. I'll try calling later.

Can I leave a message for him/her?

Can you ask him/her to call me back, please?

### Taking a call

*Identifying yourself.*

Micah Systems, Sylvia speaking

HCE Ltd. Arno Maier speaking. How can I help you?

So, what can I do for you?

*When the person isn't available.*

I'm afraid his/her line is engaged (AF busy)

I'm afraid Ms Thoms is unavailable at the moment

She's on another line/in a meeting/ on a business trip.

I'm sorry, but Derek isn't in the office today.

### Calling someone back

Sorry, I'm really busy at the moment. Can I call you back later/in ten minutes?

I'm actually talking to someone on the other line.

I think I've got your number, but can you give it to me again just in case?

### Ending the call

Thank you very much.

→ You're welcome.

Just let me know if there's anything else I can do for you.

→ I'll do that.

Speak to you later

Bye now / Goodbye.

### Communication problems

I didn't catch that (last part);

Could you repeat that, please?

Could you speak a little bit more slowly, please?

Could you spell that for me, please?

This is a really bad line

Sorry, we got cut off . . . Anyway, as I was saying. . .

### Messages (in person)

*Taking a message*

Can I take a message?

Does is/he have your number?

I'll tell him/her you called.

Shall I ask him/her to call you back?

I'll make sure he/she gets your message

*Checking the message*

Let me just make sure I got that right.

You'd like to know if . . .

Was that M for Michael or N for Nancy?

Sorry, did you say . . . or . . . ?

Sorry, what was the post code again?

### Mobile phones

Where are you?

I'm on the train

I'm actually in the office, you can call me on my landline.

I'm afraid I'm in a meeting at the moment.

Have you got a couple of minutes?

Is this a good time to talk?

There's a lot of background noise

My battery's low – we might get cut off.

I'm afraid.

Sorry, you're breaking up (a little).

I think we're losing the connection.

**Making arrangements***Suggesting a meeting*

Do you have time to meet next week?

I was wondering if you might have time to meet next week.

It would give us the chance to discuss

*Suggesting times and places*

When would suit you?

Where would you like to meet?

Would Monday be OK for you?

How about Wednesday morning?

Shall we say 10 o'clock in my office?

*Reacting to suggestions*

I just need to check my diary

I think that should be possible

Tuesday's bad for me, I'm afraid.

I'm busy all day

*Changing arrangements*

I'm calling about our meeting tomorrow

I'm afraid something has come up.

I was wondering if we could reschedule our appointment.

Would it be possible to meet a bit later?

*When you are late for an appointment*

I'm afraid my meeting has taken longer than expected

I might be a few minutes late

**Complaints***Making a complaint*

Are you the right person to talk to?

There appears to be a problem with your latest consignment.

There seems to be a mistake on the invoice you sent us

Some of the components don't seem to work

*Clarifying the problem*

What's the problem exactly?

Could you explain the problem in more detail?

*Apologizing*

I'm very/extremely sorry about that

Please accept my apologies

That's entirely our fault

There must have been a mix-up

*Taking action*

It's good that you've brought this problem to my attention.

I'll make sure it gets sorted out straight away

Let me put you through to our accounts department

You actually need to speak to our technical support hotline

*Ending on a positive note*

Again, I'm really sorry about the mix-up

Well, thanks for sorting that out

→ It's the least I can do.

<b>A</b>	ability	khả năng	<b>C</b>	capability	khả năng
	absence	sự vắng mặt		career move	bước tiến trong sự nghiệp
	access	sự truy cập		carefully	cẩn thận
	accessory	phụ kiện		casual	hững hờ, thoải mái
	according to	theo		to catch sth	bắt kịp, hiểu kịp
	account	tài khoản		to cause	gây ra
	acknowledgement	sự hồi đáp		certain	nhất định
	to advance	tiến đến trước		challenge	sự thách thức
	advertisement	quảng cáo		to charge	sạc pin
	age, in the ~ of	trong thời đại của		to check	kiểm tra
	to agree upon	thỏa thuận		to clarify	làm rõ
	aim	mục tiêu		classy	thượng hạng, sang trọng
	alert	tỉnh táo		clause	điều khoản
	all set	sẵn sàng		to collaborate	cộng tác
	to allow	cho phép		collection	bộ sưu tập
	to alter	biến đổi		to come up with	nảy ra, tìm ra
	ambitious	tham vọng		common	phổ biến, chung
	announcement	thông báo		compared to	được so với
	to annoy	gây phiền phức		completed	được hoàn tất
	anxious	lo âu		concern	mối quan tâm
	apart from	ngoài (việc gì) ra		concise	súc tích
	to apologize	xin lỗi		condition	điều kiện
	apparent	rõ rệt		to conduct	tiến hành
	appeal	hấp dẫn		conference call	cuộc điện đàm
	appropriate	thích hợp		confident	tự tin
	approval	sự tán thành		confidential	tin cần
	to arise	phát sinh		to confirm	xác nhận
	to arrange	sắp xếp		confusing	gây khó hiểu
	to assert	khẳng định		connection	kết nối
	assured	tự tin		connectivity	sự kết nối
	at ease, to put sb ~	làm cho ai đó dễ chịu		to consider	xem xét
	attachment	tài liệu, tệp tin đính kèm		considerate	ân cần
	available	có thể dùng, mua, gặp ... được		contemporary	hiện đại, mới mẻ
	to avoid	tránh		to continue	tiếp tục
	aware	nhận thấy		contract	hợp đồng
				convenient	thuận tiện
<b>B</b>	based in	được bố trí, đóng tại		to convert; conversion	chuyển đổi; sự chuyển đổi
	to bear in mind	nhớ rằng		cordless	không dây
	boardroom	phòng họp		costume jewellery	đồ nữ trang rẻ tiền (nhái hàng hiệu)
	to bounce	(bị) dội, trả (thư, chi phiếu)		to create	tạo ra
	bound	có khả năng; giới hạn		to croak	khàn giọng
	to break up	đứt đoạn, mất tin hiệu		current	hiện tại
	briefly	ngắn gọn		to cut out	chập chón (điện thoại)
	bright	sáng, tươi		CV	lý lịch
	to brighten	làm cho sáng lên			
	broken	bị vỡ			
	to browse through	xem lướt qua hết			
	button	nút bấm			



<b>D</b>	daily basis	hàng ngày
	damage	thiệt hại
	deal, to ~ with	xử lý
	dealings	giao dịch
	decade	thập niên
	decision-making	quá trình ra quyết định
	to defend	bảo vệ
	definitely	chắc chắn
	delay	sự chậm trễ
	to deliver	giao
	department	bộ phận, phòng ban
	determination	tinh kiên quyết
	dial-up	kết nối Internet bằng
		phương thức quay số
	distance	khoảng cách
	distraction	sự rời trí, sự xao lãng
	distribution list	danh sách gửi
	to dominate	lấn át
	draft	bản phác thảo
	drawing	phác thảo
	dreaded	đáng sợ
	to dress	ăn mặc
	due date	ngày đến hạn

<b>E</b>	to encounter	gặp phải
	enemy	kẻ thù
	to ensure	đảm bảo
	to enter	tiến vào
	equipment	trang thiết bị
	evaluation	sự đánh giá
	executive	quản trị
	exhausting	gây kiệt sức
	existing	đang hiện hành
	to expand	mở rộng
	expected	được trông đợi
	experience	kinh nghiệm
	to explain	giải thích

<b>F</b>	fabric	vải dệt
	faced	đôi mặt
	face-to-face	mặt đối mặt
	fashion	thời trang
	fear	sự lo ngại
	feature	đặc tính
	to figure out	tính tổng số
	file	hồ sơ
	to fit	vừa, khớp với
	to forward	chuyển
	furthermore	hơn nữa

<b>G</b>	gesture	cử chỉ
	to get a feel for	có cảm nhận về
	get, to ~ to the point;	vào thẳng vấn đề, bắt đầu thực
	to ~ the ball rolling	hiện, bắt đầu công việc ngay
	glance	cái liếc
	glitch	trở ngại
	to go ahead	bắt đầu
	goal	mục tiêu
	gym	phòng tập thể dục

<b>H</b>	half-asleep	nửa thức nửa ngủ
	to handle	quản lý
	handy	có ích
	to happen	xảy ra
	hardly	khó có thể
	to have doubts	ngghi ngờ
	to have in mind	ngghi về cái gì đó
	high-end	cao cấp
	to hire	thuê mướn
	to hit	nhấn, chạm (phím, nút ...)
	to hold the line	giữ máy (điện thoại)
	to honour	tôn trọng
	to hook up	kết nối

<b>I</b>	to identify	nhận dạng
	immediately	ngay lập tức
	to improve	cải thiện
	in regard to	về mặt
	independently	một cách độc lập
	to indicate	chỉ, báo hiệu
	initial	đầu tiên
	intended	có ý định
	interpersonal	giao tiếp giữa người với người
	to interrupt	cán thiệp
	involved	có liên quan
	to iron out	giải quyết
	itinerary	lịch trình (công việc, chuyến đi)

<b>J</b>	to join	cùng với
<b>K</b>	to keep sb in the picture	thông tin đầy đủ cho ai đó
	to keep to the point	chỉ nói về vấn đề chính
	key	điểm mấu chốt

- L** laid-back  
landline  
leading  
to lessen  
line  
lively  
located  
long-term  
loss
- M** major  
to make a decision  
to manage  
manufacturer  
measurement  
to mention  
merchandise  
message  
minutes  
to miscalculate  
to miss  
misunderstanding  
to mix  
mix-up  
multiple
- N** notepad  
notice, to give ~
- O** obstacle  
to occur  
to offer  
opportunity  
otherwise  
to outline  
outstanding  
overall  
overseas  
to overstep
- P** to pass on  
pay, to ~ attention  
performance  
persuasiveness  
to pick up  
plan  
pleasure  
plenty
- ung dung, thoải mái  
điện thoại bàn  
tôi quan trọng  
giảm đi  
đường dây; dòng, hàng  
sinh động  
toa lạc  
dài hạn  
sự mất mát
- quan trọng  
ra quyết định  
quản lý, xoay xử  
nhà sản xuất  
số đo, sự đo lường  
đề cập  
hàng hóa, mua bán  
tin nhắn  
biên bản  
tính toán sai  
bỏ lỡ  
hiểu sai  
trộn lẫn  
sự nhầm lẫn; sự lộn xộn  
nhiều
- tập giấy rời  
thông báo trước (thời việc, sa thải ...)
- trở ngại  
nảy ra  
để nghị  
cơ hội  
nếu không thì  
phác thảo  
nổi bật  
nói chung, nhìn tổng thể  
ra nước ngoài  
vượt quá
- chuyển sang  
chú ý  
thành tích  
sức thuyết phục  
nhân cuộc gọi, đón  
kế hoạch, sơ đồ  
niềm vui  
nhiều
- to plug in  
polite  
preliminary  
prepared  
to process  
progress  
promoted  
promptly  
proofs  
proposal  
prospect  
to prove  
to provide  
provided  
purpose  
put, to ~ sb through
- R** reasonable  
to reassure  
receipt  
to receive  
recently  
reception  
recipient  
recruitment  
reduction  
reference  
relate, to be ~d to  
relation  
to remind  
to repeat  
report  
to report to  
to request  
to require  
to respond  
response  
responsible  
restriction  
résumé  
to retreat  
to review  
to ring  
ring tone  
rude  
rule  
to run out  
to run sth by sb
- hợp lý  
cam đoan  
biên nhận  
nhận được  
gắn dây  
sự bất đồng, thu tin hiệu  
người nhận  
sự tuyển dụng  
sự thu nhỏ  
sự tham khảo  
có liên quan tới  
mối liên hệ  
nhắc nhở  
lặp lại  
bản báo cáo  
báo cáo với  
thỉnh cầu  
đời hỏi, quy định  
phức tạp  
câu trả lời  
chịu trách nhiệm  
giới hạn  
bản lý lịch  
lùi bước  
xem xét  
reo, vang lên  
tiếng chuông điện thoại  
khiếm nhã  
quy tắc  
hết, cạn  
hỏi ý kiến

<b>S</b>	schedule	kế hoạch làm việc
	screen	màn hình
	second thoughts,	suy nghĩ lại
	to have ~	
	secure	bảo mật
	self-starter	người năng động
	sensitive	nhạy cảm
	series	loạt, đợt
	to set up	thiết lập, tạo dựng
	shame	sự xấu hổ
	to share	chia sẻ
	to shift	kéo, dịch chuyển
	sketch	bản tóm tắt
	skills	những kỹ năng
	smart	khéo léo
	smoothly	trôi chảy
	solution	giải pháp
	sophisticated	công phu
	sort	loại
	to sound	nghe
	spam	thư "rác"
	speaking	đang nghe, xin nghe
	special rate	giá đặc biệt
	to speed up	tăng tốc
	to stare	nhìn chăm chăm
	to state	phát biểu
	state-of-the-art	tối tân
	to stick to	bám sát lấy
	straight away	ngay lập tức
	strain	sự căng thẳng
	strength	mặt mạnh
	subcontractor	nhà thầu phụ
	subject line	đòng tiêu đề
	success	sự thành công
	sufficient	đủ
	to suggest	đề nghị
	to suit	hợp với, đáp ứng được
	suitable	phù hợp
	suited to	thích hợp với
	to summarize	tóm tắt lại
	supplier	nhà cung cấp
	to switch off	tắt
<b>T</b>	to take a break	nghỉ giải lao
	to take ages	tốn rất nhiều thời gian
	to take into account	có tính đến
	to take time off work	xin nghỉ việc trong một khoảng thời gian
	talented	có tài
	taste	sở thích

to tease	đùa
to tempt	cảm dỗ
tense	căng thẳng, bồn chồn
terribly	cực kỳ
terrifying	đáng sợ
texture	kết cấu
thought	điều suy nghĩ
thoughtful	sâu sắc, chu đáo
throat	cổ họng
tiring	gây mệt mỏi
topic	chủ đề
transition	sự chuyển tiếp, sự quá độ
to type	đánh máy

<b>U</b>	unanticipated	ngoài dự đoán
	under pressure	dưới sức ép căng thẳng
	unfortunate	rui ro
	unit	bộ các thiết bị
	unknown	không biết
	unlimited	vô hạn, vô kể
	unnecessary	không cần thiết
	unquestionable	không thể nghi ngờ, chắc chắn
	unusual	khác thường
	urgent	gấp, khẩn cấp

<b>V</b>	virtually	gần như
	voice-encryption	mã hóa giọng nói

<b>W</b>	waste of time	phi thời gian
	way	cách
	weakness	điểm yếu
	well-appointed	đầy đủ tiện nghi
	willing	sẵn lòng
	wireless	không dây
	with care	thận trọng
	to work out	tiến triển
	to worry	lo lắng
	worth	đáng, bổ công

# Interactive Language Course

## Business English: Communications

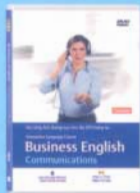
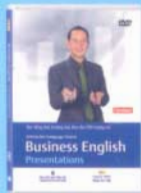
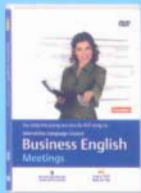


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