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Interactive Language Course

# Business English

## Socializing & Small Talk



NHÀ XUẤT BẢN TỔNG HỢP  
THÀNH PHỐ HỒ CHÍ MINH

NTV

Công ty TNHH  
Nhân Trí Việt

# Interactive Language Course Business English: Socializing & Small Talk

Cornelsen

Chủ trách nhiệm xuất bản  
NGUYỄN THỊ THANH HƯƠNG

Biên tập Hoài Nam  
Trình bày sách Công ty Nhân Trí Việt  
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Interactive Language Course

# Business English

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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.

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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.

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

# 1 Making contact



In this chapter you will:

- read a dialogue about booking a flight
- read a magazine article with advice for frequent travellers
- practise useful words for talking about travel and the weather
- write an email informing a visitor about the local weather forecast
- practise future verb forms (present continuous and *going to*)

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

## Dialogue

### Anna organizes her flight

Anna: Brigitta, have you been able to look into flights for my London trip?

Brigitta: Yes, I've found a few options for you, but none of them are great. The earliest flight on Tuesday is with Air Berlin for € 420. It leaves Berlin at 6.30, and you'll get to London Stansted at 10.00. But you have to connect at Düsseldorf.

Anna: Oh, that's no good. That'll be nearly five hours travelling time. Isn't there a direct flight?

Brigitta: The next direct flight is at 12.30 with British Airways. Flying time is one hour fifty-five minutes, so you'll get in at about twenty-five past one British time. There are only business class seats available, though – just over a thousand euros.

Anna: A thousand euros! Oh, that's far too expensive. What else is there?

Brigitta: Well, there's another Air Berlin flight leaving at 14.45. It gets in at 15.25 British time. That's just one hour and forty minutes.

Anna: Hmm. That's really quite late, but maybe I can rearrange our meeting. How much is that one?

Brigitta: Four hundred and twenty-three euros.

Anna: Oh, dear. I'm not sure what to choose. Can you have another look, Brigitta?

Brigitta: Sure. I'll see what I can do.

#### Question 1: How many direct flights did Brigitta find?

- (A) One                      (B) Two                      (C) Three

#### Question 2: Which is the most expensive flight?

- (A) 6.30 Air Berlin      (B) 14.45 Air Berlin      (C) 12.30 British Airways

#### Question 3: Which flight does not have economy seats available?

- (A) 6.30 Air Berlin      (B) 14.45 Air Berlin      (C) 12.30 British Airways

#### Question 4: Which flight is the shortest?

- (A) 6.30 Air Berlin      (B) 14.45 Air Berlin      (C) 12.30 British Airways



### TOP TIPS TO TAKE THE STRESS OUT OF FREQUENT TRAVEL

*A recent World Bank survey revealed that the most stressed workers are those whose jobs involve travel. That won't surprise you if you're a regular traveller yourself: bookings, taxis, delays, hopeless hotels – there's really nothing romantic about business travel. But how can you make your business trips a better*

*5 experience? Here are a few top tips:*

#### 1. Before you fly:

Check in online – more and more airlines are offering this service, so see if your airline does, too. When you check in online, you can choose your seat and print out your boarding card at home or in  
10 the office and avoid the dreaded check-in counter queue. If you have luggage to check in, many airlines operate an express luggage drop desk for passengers who already have boarding cards. If you don't have luggage, you just walk straight to the gate!

#### 2. Luggage:

15 If you can avoid it, don't check in luggage: put everything you need in a carry-on suitcase that's small enough to fit in an overhead locker in the cabin. This gives you the freedom to go straight to the gate if you've checked in online. There's also no need to hang around at the baggage carousel at the other end of  
20 your journey, so you'll be first in line for the taxis!

#### 3. On the plane:

Get yourself a good seat. Of course, business class is best, but if you're stuck with economy class, remember that some seats offer better legroom and comfort than others. Aisle seats, for example,  
25 give you a chance to stretch your legs; plus you can disembark more quickly. Bulkhead seats and exit-row seats also provide more space for relaxing or working on board. Ask for these seats when checking in.

**Question 1: The text probably comes from ...**

- (A) a serious academic journal.
- (B) a magazine of general interest to business people.
- (C) a text book.

**Question 2: The text gives advice on ...**

- (A) how to make travelling less stressful.
- (B) how to get better seats while paying less.
- (C) how to cut down on business travel.

**Question 3: According to the World Bank survey, travelling for work ...**

- (A) is often unnecessary.
- (B) is stressful.
- (C) increases working hours.

**Question 4: According to the text, many airlines now ...**

- (A) allow passengers without luggage to check in at the gate.
- (B) allow business passengers more carry-on luggage.
- (C) allow passengers to check in over the internet.

**Question 5: According to the text, checking in online allows passengers to ...**

- (A) receive fare discounts.
- (B) avoid waiting at the airport.
- (C) take more luggage.

**Question 6: The article advises travellers not to ...**

- (A) take luggage with them into the cabin.
- (B) take extra bags with them into the cabin.
- (C) check in any luggage.

**Question 7: According to the article, one of the advantages of having less luggage is that you ...**

- (A) don't get so tired.
- (B) can get a taxi more quickly.
- (C) don't run the risk of losing things.

**Question 8: The article suggests that flying business class ...**

- (A) is the only way to get comfortable seats.
- (B) is a waste of money.
- (C) provides the best seating.

## Writing

**Instructions:** Imagine you are Harry. Write a short email to Anna to advise her about the weather forecast for London for her trip (Tuesday: cloudy in morning, drizzle in afternoon, 2-3 °C/Wednesday: heavy rain all day, 4-5 °C).

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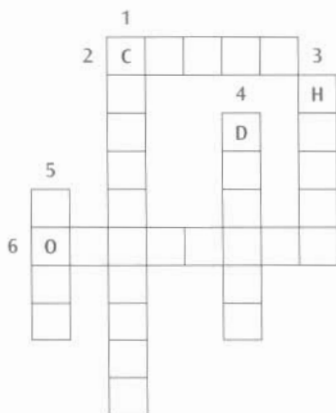
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# Vocabulary

Complete the crossword with words from Chapter 1.



## Across

- 2 These days it's possible to ... in from any computer that has access to the internet.
- 6 I'm sorry, sir, but you can't take that case with you in the cabin. It won't fit in the ... locker.

## Down

- 1 The weather in England tends to be quite ... during the winter.
- 3 It's so hot and ... today. I'm sure we'll have a thunderstorm this afternoon.
- 4 Is this a ... flight or do I have to make a connection?
- 5 Look at those clouds! I think it's going to ... any minute now.

## Structures

Choose the best way to complete each sentence.

Use these expressions from this chapter of the story to make eight different dialogues.

All you need to do is  
I understand that  
I'm putting you through  
It's been quite some time  
it's convenient for you  
just to be on the safe side  
we're all set then  
You can't miss me

A: When would you like to meet?

B: Whenever ① \_\_\_\_\_

A: When did you last visit Prague?

B: ② \_\_\_\_\_

A: How will I recognize you?

B: I'll have a hat on. ③ \_\_\_\_\_

A: How can I get to the nearest bank?

B: ④ \_\_\_\_\_ walk straight on and turn left.

A: Shall we book the tickets today?

B: Yes, ⑤ \_\_\_\_\_

A: So, ⑥ \_\_\_\_\_?

B: Yes, we're ready to start.

A: ⑦ \_\_\_\_\_ your flight leaves at six.

B: Yes, that's right.

A: Hello. Can I speak to Mr Motteram, please.

B: Just one moment. ⑧ \_\_\_\_\_

## Evaluation

Use the words from the word bank to complete the sentences.

airport – boiling – changeable – drizzling – flight details – harbour – humid – legroom – pouring – taxi rank

- 1 Business Class provides travellers with more \_\_\_\_\_.
- 2 There's no need to order a cab. There's a \_\_\_\_\_ just outside the airport.
- 3 There are often huge cruise ships in the \_\_\_\_\_.
- 4 Can you call the \_\_\_\_\_ to find out at which terminal the plane arrives?
- 5 It's been \_\_\_\_\_ down all day. Will it ever stop?
- 6 It's \_\_\_\_\_ in here. Can we turn the air conditioner on?
- 7 The weather in Asia is hot and \_\_\_\_\_ for much of the year.
- 8 The trouble with English weather is that you never know what it will be like next. It's so \_\_\_\_\_.
- 9 It's okay. It's not heavy rain. It's just \_\_\_\_\_.
- 10 Can you send me your \_\_\_\_\_ so I know what time to pick you up from the airport?



## 2 Getting to know you



In this chapter you will:

- read a dialogue between two old friends
- read an article about welcoming guests
- write an informal email message
- practise useful expressions for meeting people
- practise adverbs of frequency, question tags and present tenses

## Dialogue

### Anna bumps into an old friend at the airport

- Lea: Hey, Anna! I don't believe it. Remember me? We worked on the Neilson project together. What are you doing here in London?
- Anna: Oh, Lea, how wonderful to see you again. I'm just here on business for a few days.
- Lea: Really, how lovely. We must get together if you have time. How's Lucas doing these days? Is he still with your company?
- Anna: Yes, he's doing very well, actually. He's just been promoted. How about you? Are you still working for PHP?
- Lea: No, no. I left about a year ago. I've been working freelance ever since.
- Anna: Freelance, really? That's great. How's it going?
- Lea: Good, but I wish had a bit more free time.

**Question 1: Lea and Anna have worked together in the past.**

- (A) True                       (B) False                       (C) Doesn't say

**Question 2: Lea suggests that they meet during Anna's stay in London.**

- (A) True                       (B) False                       (C) Doesn't say

**Question 3: Lea and Anna used to work for the same company.**

- (A) True                       (B) False                       (C) Doesn't say

**Question 4: Lucas has just left Anna's company.**

- (A) True                       (B) False                       (C) Doesn't say

**Question 5: Lea is now employed by another company.**

- (A) True                       (B) False                       (C) Doesn't say

**Question 6: Lea has less free time now than she did in the past.**

- (A) True                       (B) False                       (C) Doesn't say

**Question 7: Anna and Lea meet at the baggage reclaim area.**

- (A) True                       (B) False                       (C) Doesn't say



## Reading

### A warm welcome

First impressions last. That's as true in the world of business as it is in any other walk of life. A warm welcome will reflect well on you and your company. Making it easy for your client to reach your office and settle in will reassure them that they – and their business – are in reliable hands.

5 Before their trip, make sure you've sent them all the information they'll need, plus a little extra. You should provide a pickup from the airport, and, in  
10 addition, maps that show where the hotel is located and how to get from the hotel to your office buildings. Also, send them  
15 a fact sheet with contact details for relevant people and other useful numbers.



20 Make sure that you have their contact details, too, so that you can get hold of them should anything go wrong.

25 Make sure your office building is visitor-friendly. Don't forget that, although you feel perfectly at home in your office building, it may seem like a rabbit warren to a visitor. Provide a place for people to leave their coats, hats and even boots if they want to! Ensure that the washrooms are  
30 clearly marked and that there's sufficient seating in reception and corridors. Visitors shouldn't be left standing around.

35 Most importantly, though, treat your client as you would any visitor to your home. Meet any new clients down in the reception. Offer them a seat there and chat for a few moments before going to your office. This  
40 will make them feel like you've got plenty of time for them and that the day is theirs. Now you've got them safely there, you can get down to business.

**Finish each sentence so that it summarizes the advice in the text.**

- 1 A good first impression can make your client ...  
 (A) feel more like spending money.  
 (B) trust your company more.  
 (C) feel more relaxed.
- 2 Provide clients with ...  
 (A) only the information they need.  
 (B) more information than they need.  
 (C) a map of the city.
- 3 If you pick up the client from the airport ...  
 (A) you don't need to provide a map.  
 (B) you should still provide a map.  
 (C) you should carry their luggage for them.
- 4 Make sure that they have ...  
 (A) your contact details and you have theirs.  
 (B) a rest before coming to your office.  
 (C) enough information about the airport.
- 5 Bear in mind that ...  
 (A) your office building is not visitor friendly.  
 (B) visitors don't like to be kept waiting.  
 (C) visitors may not know their way around your building.
- 6 Make sure that ...  
 (A) everyone in your office is friendly to visitors.  
 (B) your office building has a suitable meeting room.  
 (C) your office building is comfortable and accessible for visitors.
- 7 When you have visiting clients, it's a good idea to ...  
 (A) entertain them at your home one evening.  
 (B) behave to them as you would any visitor to your home.  
 (C) make sure they feel at home.
- 8 Spending some time with the client in reception will ...  
 (A) make the client feel that you have plenty of time available.  
 (B) allow your secretary time to tidy up your office.  
 (C) give you time to get to know the client.



## Vocabulary

Match these expressions with the sentences below.

- 1 No problem.
- 2 No, not for a while.
- 3 Oh, thanks. Say hi from me.
- 4 Okay, I will.
- 5 It's our pleasure.
- 6 She's fine.
- 7 She's working for an advertising agency.
- 8 That's right. Now she's the area manager.

A How's she doing?

B \_\_\_\_\_

C What's she been up to?

D \_\_\_\_\_

E Say hi to her from me.

F \_\_\_\_\_

G Alison sends her regards.

H \_\_\_\_\_

I I've heard that she's been promoted.

J \_\_\_\_\_

K Sorry I'm a bit late.

L \_\_\_\_\_

M Have you heard anything from Greg?

N \_\_\_\_\_

O Thank you for inviting me.

P \_\_\_\_\_

## Structures

Choose the best way to complete each sentence.

- 1 I rarely \_\_\_\_\_ (go to/to go/going) the cinema these days.
- 2 It's been a long time since I \_\_\_\_\_ (have been/go/have been going/have gone) skiing.
- 3 Do you enjoy \_\_\_\_\_ (go/to go/going) to the theatre?
- 4 I \_\_\_\_\_ (haven't visited/haven't been visiting/have visited) Berlin for a long time.
- 5 We hardly \_\_\_\_\_ (ever/never/seldom) see Mr Romano these days.
- 6 I hope you will \_\_\_\_\_ (can/could/be able) to come to the conference.
- 7 John's \_\_\_\_\_ (been gone/been going/going) to the gym regularly for the last three years.
- 8 Do you have \_\_\_\_\_ (some/any/a) hobbies?
- 9 Has she ever \_\_\_\_\_ (been visiting/visited/visit) our office before?
- 10 There's been a big improvement in the weather recently, \_\_\_\_\_ (haven't there/hasn't it/hasn't there)?

## Evaluation

Use words from the word bank to complete the sentences.

able – doing – freelance – friendly – go – going – hasn't – isn't – promoted – rarely – regards – since

- 1 I've been working on a \_\_\_\_\_ basis now for two years.
- 2 I haven't seen Angela \_\_\_\_\_ she left the company a year ago.
- 3 How's Graham \_\_\_\_\_ these days?
- 4 We need to make our offices more visitor-\_\_\_\_\_.
- 5 Give my \_\_\_\_\_ to Kim when you see her.
- 6 Great news! I've just been \_\_\_\_\_.
- 7 We used to have meetings every week, but we \_\_\_\_\_ do now.
- 8 I really enjoy \_\_\_\_\_ to the theatre.
- 9 I seldom \_\_\_\_\_ to the ballet.
- 10 I'm afraid Steph won't be \_\_\_\_\_ to join us for dinner tonight.
- 11 Kim is the one with red hair, \_\_\_\_\_ she?
- 12 Anna has gone to London for the week, \_\_\_\_\_ she?

### 3 Dining out



In this chapter you will:

- read a dialogue between a waiter and a customer
- read a restaurant review
- write an email message to book a business lunch
- practise verb tenses
- practise words connected with food and eating

## Dialogue

### Harry has lunch

#### Put the dialogue in the correct order.

- 1 Are you ready to order, sir?
- 2 We have a South African Sauvignon Blanc, sir, or ...
- 3 The trout comes with fresh steamed vegetables and a choice of either roast potatoes or boiled rice. Oh, and it's served with a rosemary and chestnut sauce.
- 4 Well, actually maybe I'll just have a mineral water, thanks.
- 5 Today's soup is ideal for vegetarians, sir – cream of asparagus and leek. It's served with fresh bread rolls and garlic butter.
- 6 Er, yes. I think so. What's the soup of the day?
- 7 Fine. I'll have that to start, then – not that I'm a vegetarian. And for the main course ... what's the trout served with, exactly?
- 8 Okay. I'll go for that then, with the potatoes, please.
- 9 Fine, sir. Anything to drink?
- 10 Er ... a glass of white wine.

Waiter: \_\_\_\_\_

Harry: \_\_\_\_\_

Waiter: \_\_\_\_\_

Harry: \_\_\_\_\_

Waiter: \_\_\_\_\_

Harry: \_\_\_\_\_

Waiter: \_\_\_\_\_

Harry: \_\_\_\_\_

Waiter: \_\_\_\_\_

Harry: \_\_\_\_\_



## Regent's

Until a few years ago, the Swinbury district would have been the last place you'd have gone for a decent meal. These days, though, there  
5 seems to be a great eatery on almost every street corner. Regent's is one of the latest restaurants to open in the area, and we went to check out what they've got on  
10 offer.

Regent's is already ahead of the competition because it's run by none other than the Stanhope brothers. The Stanhopes have been  
15 in the business for the last ten years and, with restaurants such as Fingley's in Grim Street and The Wallaby in the city centre, they have made eating out in this city a  
20 culinary adventure.

Regent's, though, is very different from the Stanhopes' other venues. The oak lined walls and plush  
25 carpets are a world apart from the light, modern feel of The Wallaby, for example.

In fact, we found the atmosphere a bit stuffy and depressing, like  
30 visiting the house of a wealthy old aunt.



Nevertheless, the staff were attentive in a relaxed manner quite contrary to the formal surroundings.

The Regent's menu also contrasts  
35 strikingly to the restaurant's interior ambience. Light, modern and original, the menu was a classic Stanhope concoction of European and Asian delights. 40

There was plenty of fish and sea-  
45 food on offer. I chose the sole in a butter and parsley sauce. The fish was fried in a light, crispy batter, but I found the sauce a tad bland. 45  
Nevertheless, it was accompanied by a delicious mix of grilled vegetables. My partner opted for some-  
50 thing more exotic. His stir-fried chicken wouldn't deserve to be called authentic Cantonese cuisine, but it was a perfect blend of flavour and texture. Well worth a try!

**Question 1: What is true about the Swinbury area of the city?**

- (A) It has always been well-known for good restaurants.
- (B) Its reputation has recently improved.
- (C) Regent's is one of its oldest restaurants.

**Question 2: What's true about the people who run Regent's?**

- (A) They have a lot of experience as restaurateurs.
- (B) They have little experience as restaurateurs.
- (C) Their restaurants are all the same.

**Question 3: What was the reviewer's opinion of the atmosphere in Regent's?**

- (A) It's light and modern.
- (B) It's gloomy and old-fashioned.
- (C) It's exciting and different.

**Question 4: What was the service like at Regent's?**

- (A) Polite, but very formal
- (B) Slow and rude
- (C) Informal but friendly

**Question 5: What kind of food is offered at Regent's?**

- (A) Traditional British dishes
- (B) Authentic dishes from the Far East
- (C) A mixture of different styles

**Question 6: What did the reviewer not like about her dish?**

- (A) The fish
- (B) The accompaniment
- (C) The sauce

**Question 7: What kind of dish did the reviewer's partner choose?**

- (A) A traditional seafood dish
- (B) An Asian dish
- (C) A European fish dish

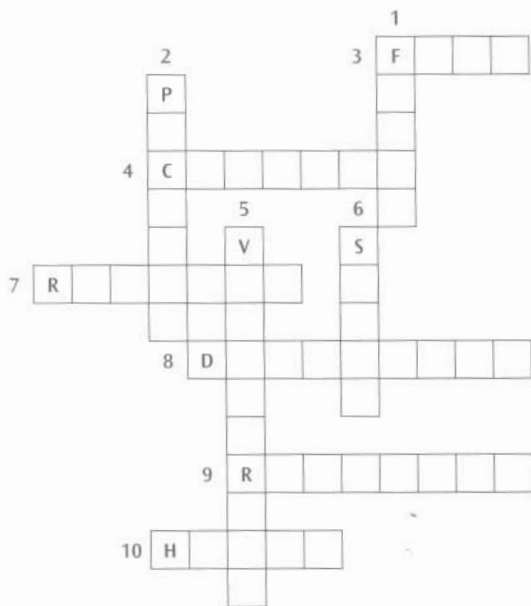
**Question 8: How did the reviewer describe her partner's dish?**

- (A) As genuinely Cantonese
- (B) Bland and tasteless
- (C) Delicious and worth trying



# Vocabulary

Complete the crossword.



## Across

- 3 What you feel when you've had enough to eat.
- 4 The food of a certain culture or country.
- 7 Cooked in an oven.
- 8 Very tasty.
- 9 Very hungry.
- 10 Food that is very rich and hard to digest.

## Down

- 1 Cooked in a pan of hot oil.
- 2 A little bit hungry.
- 5 Someone who doesn't eat meat.
- 6 Food which contains many spices and exotic flavours.

## Structures

Reorder the words to make an expression to complete each sentence.

now order are ready you to

1 \_\_\_\_\_, or shall I give you few more minutes?

for of another same the me

2 \_\_\_\_\_, please.

night I'll it call a

3 Well, I think \_\_\_\_\_. It's been a long day.

room do have left you any

4 \_\_\_\_\_ for dessert?

think I for I'll go the

5 \_\_\_\_\_ vegetarian special.

catch trying to waiter's the eye

6 I've been \_\_\_\_\_, but he doesn't seem to notice me.

what you will be it for

7 \_\_\_\_\_, madam?

it you if bother doesn't

8 \_\_\_\_\_, I think I'll have a glass of wine.

cut certainly above a

9 The restaurant we went to last night was \_\_\_\_\_ the rest. Really excellent!

have pass I'll to on

10 I'm afraid \_\_\_\_\_ dessert. I couldn't eat another thing.

## Evaluation

Use words from the word bank to complete the sentences.

about – booking – day – exotic – flavour – full – seafood – served – should – surroundings – vegetarian – would

- 1 Mr Dawson doesn't eat any meat. He's a strict \_\_\_\_\_.
- 2 They do a lovely \_\_\_\_\_ dish with prawns and crab.
- 3 The food's not very good there, but the \_\_\_\_\_ are beautiful.
- 4 He likes \_\_\_\_\_ dishes typical of Indian and Thai cuisine.
- 5 This soup hasn't got much \_\_\_\_\_. I think it needs a pinch of salt.
- 6 I couldn't eat another thing. I'm really \_\_\_\_\_.
- 7 This dish is usually \_\_\_\_\_ on a bed of rice.
- 8 Can you tell me what the soup of the \_\_\_\_\_ is?
- 9 I've made a \_\_\_\_\_ for ten o'clock at Harley's.
- 10 \_\_\_\_\_ you like another glass of wine?
- 11 I don't think you \_\_\_\_\_ eat so much!
- 12 How \_\_\_\_\_ a nice cup of tea?



## 4 The office tour



In this chapter you will:

- read a dialogue between a receptionist and visitor
- read part of a guided tour for a large office building
- write a note to a visitor with directions
- practise useful words from this chapter
- practise question forms, the present perfect and modal verbs

## Dialogue

### Jenny helps a visitor

**Put the dialogue in the correct order.**

- 1 Good morning, how can I help you?
- 2 Yes, it's up on the fifth floor. Just take the elevator, and turn right when you come out. Mr Thomas' office is on the left.
- 3 Great. Thanks for your help.
- 4 Well, yes, actually there is. I need to make a few copies of something.
- 5 Ah, yes, now I remember. There's a photograph of the London Eye just opposite his door, isn't there?
- 6 Right. Well, there's a photocopier in the basement you can use. It's 5p a page.
- 7 Oh, good morning. I've got an appointment to see Mr Harry Thomas. Could you tell me where his office is, please?
- 8 Yes, that's right. Is there anything else you need?

Jenny: \_\_\_\_\_

Visitor: \_\_\_\_\_

Jenny: \_\_\_\_\_

Visitor: \_\_\_\_\_

Jenny: \_\_\_\_\_

Visitor: \_\_\_\_\_

Jenny: \_\_\_\_\_

Visitor: \_\_\_\_\_



# Reading

## Office tour

Welcome to PDQ Technology. We're proud of our award-winning headquarters building here in Denver, but we know that such a vast building can be quite intimidating for visitors or new staff members. That's why we've produced this short guided tour of the building. You'll find that  
5 once you've followed the tour, you'll feel right at home. And if you do get lost, don't forget that any member of our staff will be more than happy to put you on the right path. The tour starts here in the reception area, and will bring you back here in about twenty minutes.

### Reception Area

10 As you walk through the main entrance, you'll see the reception desk on your left. Directly opposite are the elevators. Note that the elevator on the left stops on all the even floors, while the elevator on the right stops on all the odd-numbered floors. Behind the double doors, to the right of the elevators, are the stairs – if you're feeling fit!  
15 When you are standing with your back to the reception, you can see the restrooms on your right. There are restrooms located on all floors and they are well signposted.

### Johnson Auditorium

20 Opposite the main entrance and across the lobby, you'll see two sets of double doors. These lead to the foyer of the Johnson Auditorium, our cafeteria to the right and the Kerry Reception Hall to the left. The two doors to the auditorium are straight ahead.

### Raymond Conference Centre

25 Now make your way to the elevators and go up to the third floor, where we have our two main conference venues. As you come out of the elevator, turn right and walk down the corridor. On your left, you'll see a set of double doors. This is the entrance to the Raymond Centre, our state-of-the-art conference centre for major events. If you are a conference delegate, or here for one of our regular presentations open  
30 to the public, you'll most likely be spending much of your time here. Half way down the corridor and on your right you'll find the Delaney Suite, our well-appointed video conferencing suite. By the way, just opposite the elevator is a coffee machine.

## Exercise 1

**Question 1: This is an extract from a document written ...**

- (A) especially for visitors to the building.
- (B) for anyone who needs to find their way around the building.
- (C) especially for new employees.

**Question 2: The building is ...**

- (A) a small branch of the company.
- (B) the company's only building.
- (C) the company's head office.

**Question 3: The tour of the building lasts ...**

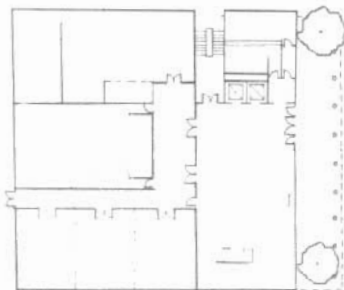
- (A) less than half an hour.
- (B) about half an hour.
- (C) more than half an hour.

## Exercise 2

**A Mark these things on the ground floor plan:**

Elevator for even-numbered floors  
Elevator for odd-numbered floors  
Reception  
Main entrance  
Restrooms  
Johnson Auditorium

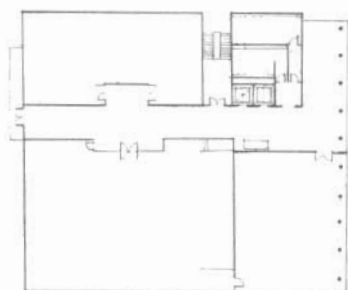
Ground floor



**B Mark these things on the third floor plan:**

Delaney Suite  
Raymond Centre  
Coffee machine

3<sup>rd</sup> floor





## Vocabulary



Complete the sentences using words from the word bank.

ahead – department – downsize – expand – lay off – reception – restructure – take on

- 1 The company intends to \_\_\_\_\_ into new markets next year.
- 2 We've had to \_\_\_\_\_ the organization to make it more efficient.
- 3 Unfortunately, we need to \_\_\_\_\_ a number of staff, but we will assist them in their efforts to find new jobs.
- 4 They're going to \_\_\_\_\_ a new part-time assistant in the publicity department.
- 5 The toilet? Yes, go straight \_\_\_\_\_ and turn left. You'll see it on your right-hand side.
- 6 The finance \_\_\_\_\_ is located on the fifth floor of the building.
- 7 It's polite to go down and meet your visitors at \_\_\_\_\_.
- 8 The company needs to \_\_\_\_\_ its operations in Europe, which will mean many office closures.

## Structures



### Choose the best way to complete each sentence.

- 1 When you get to the end of the corridor, \_\_\_\_\_ (to turn/turning/turn) left.
- 2 Shall we \_\_\_\_\_ (go/to go/going) to the meeting room now?
- 3 The photocopier is \_\_\_\_\_ (opposite/next/across) the washrooms.
- 4 Could I \_\_\_\_\_ (get/to get/getting) you a coffee?
- 5 The coffee machine is \_\_\_\_\_ (opposite/across/next) to the reception desk.
- 6 The company \_\_\_\_\_ (stops/has stopped/stopped) trading in Europe two years ago.
- 7 How \_\_\_\_\_ (long/for long/many times) have you been living in Munich?
- 8 They \_\_\_\_\_ (try/have been trying/are tried) to enter the Chinese market for some time now.
- 9 How \_\_\_\_\_ (much/many/any) photocopies do you need?
- 10 Have you \_\_\_\_\_ (ever/yet/just) met Sid before?

## Evaluation

Use words from the word bank to complete the sentences.

basement – get – long – many – next – opposite – restructured – take – take on – tour – turn – suite

- 1 You need to \_\_\_\_\_ the elevator up to the tenth floor.
- 2 The toilets are just \_\_\_\_\_ reception.
- 3 My office is right \_\_\_\_\_ to the manager's.
- 4 Can you go down to the \_\_\_\_\_ and make a few photocopies?
- 5 My assistant will be happy to take you on a short \_\_\_\_\_ of the office.
- 6 They have a very impressive video-conferencing \_\_\_\_\_.
- 7 \_\_\_\_\_ left at the end of the corridor.
- 8 Can I \_\_\_\_\_ you something to drink?
- 9 The organization has been completely \_\_\_\_\_ in the last few years.
- 10 We're planning to \_\_\_\_\_ two new programmers.
- 11 How \_\_\_\_\_ sugars do you take in your coffee?
- 12 How \_\_\_\_\_ have you been working here?

## 5 Getting ready for a meeting



In this chapter you will:

- read a dialogue between two people organizing a meeting
- read an article giving advice on how to run successful meetings
- write a message to an assistant asking them to organize a meeting
- practise useful expressions from this chapter of the DVD
- practise the present perfect, prepositions and phrasal verbs

## Dialogue

### Marc calls Timmy for help

Marc: Hi Timmy, this is Marc.

Timmy: Hi Marc, what can I do for you?

Marc: Could you give me a hand setting up the projector and laptop for my presentation?

Timmy: Sure, no problem. Actually, there's still a laptop connected to the projector from a meeting yesterday. Could you use that?

Marc: Well, I'd rather use my own laptop. There are a lot of different files I need for the presentation.

Timmy: No problem. Do you need an internet connection?

Marc: Yes, I do. Is that going to be difficult?

Timmy: Well, is your computer set up with a wireless connection?

Marc: Hmm ... No, it isn't.

Timmy: Never mind. I'll get you set up with a cable, but I'll need a bit more time. I'll be there at 8.30 tomorrow.

**Question 1: Marc needs help with the equipment for his presentation.**

- (A) True                      (B) False                      (C) Doesn't say

**Question 2: The meeting room has its own laptop especially for presentations.**

- (A) True                      (B) False                      (C) Doesn't say

**Question 3: Marc would prefer to use his own computer for the presentation.**

- (A) True                      (B) False                      (C) Doesn't say

**Question 4: Marc will need to go online for part of his presentation.**

- (A) True                      (B) False                      (C) Doesn't say

**Question 5: Timmy will install a wireless connection on Marc's computer.**

- (A) True                      (B) False                      (C) Doesn't say



# Reading

## Managing meetings

They're a fact of working life that we would all do our best to avoid if only we could.

However, for most of us, meetings are here to stay. It's not that people don't want to meet; it's just that meetings seldom come to any useful conclusion. What's

worse, people often use them as an opportunity to air their grievances on just about anything other than the real topic under discussion. What can we do to make meetings less insufferable and more useful? Perhaps the most important thing is to start them correctly.

Starting correctly means starting on time. If you're chairing the meeting, make sure you are in the meeting room at least fifteen minutes before everyone else. Ensure that everyone knows when and where the meeting will take place, and in your invitation emphasize the importance of punctuality. Have agendas laid out on the table for everyone, or projected up on the screen before people arrive. Make sure that any technical preparation required is done well in advance of the meeting.

It's essential that the meeting kicks off on an upbeat note. Recent research has shown that comments made at the beginning of a meeting will set the tone for the remainder. So, here are two tips to avoid the meeting turning into a two-hour moaning session: first, give everyone five to ten minutes at the beginning to settle down and socialize. Once everyone is settled in, try this: go round the table asking each person to say something positive. This might be a recent achievement, how someone has helped them or simply something funny that's happened in the last week.



## Exercise 1

Choose the best way to complete each sentence.

Question 1: The text is aimed at readers who ...

- (A) need to organize or chair meetings.
- (B) are looking for an alternative to meetings.
- (C) don't know what to say at meetings.

Question 2: The article suggests that one of the most important parts of a meeting ...

- (A) is the end.
- (B) is the middle.
- (C) is the beginning.

Question 3: The writer argues that meetings should always start ...

- (A) in a businesslike way.
- (B) positively.
- (C) with a joke.

## Exercise 2

Complete each sentence with one word from the text so that it summarizes a point made in the article.

- 1 The problem with meetings is that they almost never reach a \_\_\_\_\_.
- 2 People often use meetings to discuss the \_\_\_\_\_ they have.
- 3 Many meetings are unproductive because people don't stick to the \_\_\_\_\_.
- 4 People coming to the meeting should realize that \_\_\_\_\_ is important.
- 5 Ensure that any \_\_\_\_\_ requirements are sorted out before the meeting.
- 6 It's important for the meeting to begin with a \_\_\_\_\_ tone.
- 7 Give people an opportunity to \_\_\_\_\_ for a few minutes at the beginning.
- 8 Ask people to mention a \_\_\_\_\_ event that occurred recently.

## Writing

**Instructions:** Imagine that you have to chair a meeting next week. Write an email to your assistant to prepare the following for you: invitations (to whom, what details to include, attach documents?); photocopies (which documents, are they attached, how many copies?); reserve equipment; refreshments.

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## Vocabulary

Match these expressions with the sentences below.

- 1 Goodness, Holly! What a coincidence!
- 2 Likewise.
- 3 Oh, how silly of me.
- 4 Pleased to meet you.
- 5 Sure thing.
- 6 Thank you.
- 7 That's right. Nice to meet you.
- 8 Yes, he should be here any minute now.

A Hello. You must be George Saunders.

B \_\_\_\_\_

C Let me introduce you to the project manager.

D \_\_\_\_\_

E Well, it's been a pleasure to talk with you at last.

F \_\_\_\_\_

G Excuse me, Jim, could you give me a hand setting up the computer?

H \_\_\_\_\_

I Frank! What are you doing here?

J \_\_\_\_\_

K Excuse me, but I think that's my pen.

L \_\_\_\_\_

M Please, have a seat.

N \_\_\_\_\_

O Is Fergus on his way?

P \_\_\_\_\_

## Structures



### Choose the best way to complete each sentence.

- 1 It didn't take us very long to set \_\_\_\_\_ (in/on/up) the equipment.
- 2 Would you like to \_\_\_\_\_ (get/sit/have) a seat?
- 3 We \_\_\_\_\_ (had/have/has) been running the business on our own for ten years now.
- 4 Two more minutes and I'll be finished \_\_\_\_\_ (up/out/over) in here.
- 5 Jane! What a surprise! What \_\_\_\_\_ (do you do/are you doing/you done) here?
- 6 I'd like to introduce you \_\_\_\_\_ (with/for/to) our new receptionist.
- 7 What time shall we \_\_\_\_\_ (have/do/attend) dinner tonight?
- 8 I assume you've \_\_\_\_\_ (yet/already/just) met Dr Neeham?
- 9 I'm very excited \_\_\_\_\_ (to learn/learning/learn) more about the project.
- 10 I \_\_\_\_\_ ('m impressed/'m impressing/'ve been impressing) by the design of this building. It's quite unique.

## Evaluation

Use words from the word bank to complete the sentences.

advance – attachments – cables – chair – conclusion – grievances – minute – pleasure – projector – punctuality – refreshments – set up

- 1 How long will it take you to \_\_\_\_\_ the equipment?
- 2 If you have a wireless connection, there's no need to carry \_\_\_\_\_ around with you.
- 3 We need a \_\_\_\_\_ so that I can show the PowerPoint presentation I've made.
- 4 Meetings never seem to come to any useful \_\_\_\_\_.
- 5 He has no idea what \_\_\_\_\_ means at all. He's always late.
- 6 To have a successful meeting, you should get everything ready in \_\_\_\_\_.
- 7 We have a weekly get-together to let everyone air their \_\_\_\_\_ and talk about problems they may be having with their work.
- 8 Would you like some tea or other \_\_\_\_\_?
- 9 Right! Who's going to \_\_\_\_\_ today's meeting?
- 10 Can you show me how to send these documents as \_\_\_\_\_?
- 11 It's been a \_\_\_\_\_ speaking with you.
- 12 John should be here any \_\_\_\_\_ now.

## CHAPTER 1

### Dialogue

1: B; 2: C; 3: C; 4: B

### Reading

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

### Writing Model

Hello Anna

I thought you might like to know what the weather's going to be like during your stay, so that you know what to bring.

Unfortunately, it's going to be quite miserable for most of your visit. It will be cloudy for most of Tuesday, and quite cold (around two or three degrees), so you'd better bring something warm.

There's going to be some light drizzle in the afternoon on Tuesday, but things are going to get worse on Wednesday, I'm afraid. The forecast is for heavy rain, so you'd better bring an umbrella. Well, that's England for you! Looking forward to meeting you on Tuesday.

Best wishes

Harry

### Vocabulary

1 changeable; 2 check; 3 humid; 4 direct; 5 pour; 6 overhead

### Structures

1 It's convenient for you; 2 It's been quite some time; 3 You can't miss me;  
4 All you need to do is; 5 just to be on the safe side; 6 we're all set then;  
7 I understand that; 8 I'm putting you through

### Evaluation

1 legroom; 2 taxi rank; 3 harbour; 4 airport; 5 pouring; 6 boiling; 7 humid;  
8 changeable; 9 drizzling; 10 flight details

## CHAPTER 2

### Dialogue

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

### Reading

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

### Writing Model

Hi Lea

It was such a lovely surprise to bump into you at the airport yesterday. You looked very well, I'm glad to say.

My visit is now going well after a rather bad start. After I left you, I went to find the person who was supposed to pick me up. I couldn't find him, so I got a taxi. I found out later that he was there, but

he'd got my name wrong! Then there was a mix-up with the hotels and I went to the wrong one.

What a beginning!

Anyway, I'm settled in now. How about meeting up one evening for dinner? It would be great to talk about old times.

Let me know when you're free.

Best wishes

Anna

## Vocabulary

**B6; D7; F4; H3; J8; L1; N2; P5**

## Structures

**1** go to; **2** have gone; **3** going; **4** haven't visited; **5** ever; **6** be able; **7** been going; **8** any; **9** visited; **10** hasn't there

## Evaluation

**1** freelance; **2** since; **3** doing; **4** friendly; **5** regards; **6** promoted; **7** rarely; **8** going; **9** go; **10** able; **11** isn't; **12** hasn't

## CHAPTER 3

### Dialogue

**1; 6; 5; 7; 3; 8; 9; 10; 2; 4**

### Reading

**1: B; 2: A; 3: B; 4: C; 5: C; 6: C; 7: B; 8: C**

### Writing Model

Mike

Kelly Wise and her designer are visiting tomorrow and I'd like to take them out to lunch. Jim Hutchins and Lucy Wan from finance will also be joining us, so could you make a booking for five people?

We're starting our project meeting at 10.00 and should be ready for a break by 1.15. I'd like to take them to the Hope and Anchor. Could you reserve a table for 1.30? As the meeting may run over, can you ask them to hold the table until at least 2.00?

One more thing. Jim Hutchins is a vegetarian, and I know that Kelly doesn't eat seafood. The menu at the Hope and Anchor changes every day, so can you check what's on tomorrow and let me know if there's a vegetarian option. If not, we'll have to go somewhere else. Have you got any ideas?

Thanks for your help.

Amy

### Vocabulary

**1** fried; **2** peckish; **3** full; **4** cuisine; **5** vegetarian; **6** spicy; **7** roasted; **8** delicious; **9** ravenous; **10** heavy



## Structures

1 Are you ready to order now; 2 Another of the same for me; 3 I'll call it a night;  
4 Do you have any room left; 5 I think I'll go for the; 6 trying to catch the waiter's eye;  
7 What will it be for you; 8 If it doesn't bother you; 9 certainly a cut above;  
10 I'll have to pass on

## Evaluation

1 vegetarian; 2 seafood; 3 surroundings; 4 exotic; 5 flavour; 6 full; 7 served; 8 day;  
9 booking; 10 Would; 11 should; 12 about

## CHAPTER 4

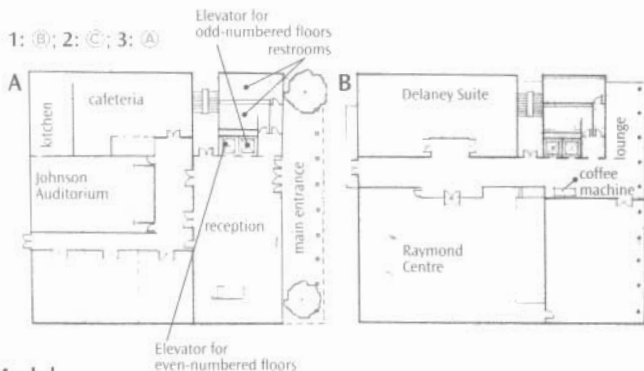
### Dialogue

1; 7; 2; 5; 8; 4; 6; 3

### Reading

Exercise 1 1: (B); 2: (C); 3: (A)

Exercise 2



### Writing Model

Dear Jan

I'm writing in connection with our arrangement to meet at my office this coming Tuesday morning. Unfortunately, something has come up and I won't be able to meet you at this time. Please accept my apologies. As I would like us to have at least a couple of hours to discuss your project, I think it would be better to reschedule our meeting. Would Wednesday morning at 10 am be convenient for you? If not, please write and suggest a day and time that suits you.

Apologies once again for any inconvenience this may have caused.

Look forward to hearing from you.

Kind regards

Byron

### Vocabulary

1 expand; 2 restructure; 3 lay off; 4 take on; 5 ahead; 6 department; 7 reception;  
8 downsize

## Structures

1 turn; 2 go; 3 opposite; 4 get; 5 next; 6 stopped; 7 long; 8 have been trying; 9 many; 10 ever

## Evaluation

1 take; 2 opposite; 3 next; 4 basement; 5 tour; 6 suite; 7 Turn; 8 get; 9 restructured; 10 take on; 11 many; 12 long

## CHAPTER 5

### Dialogue

1: (A); 2: (C); 3: (A); 4: (A); 5: (B)

### Reading

#### Exercise 1

1: (A); 2: (C); 3: (B)

#### Exercise 2

1 conclusion; 2 grievances; 3 topic; 4 punctuality; 5 technical; 6 positive; 7 socialize; 8 funny

### Writing Model

Mike

Could you please assist me in preparing for a meeting next Tuesday morning? The meeting will take place in the Warburton room between 9.30 and 2.00. Could you send invitations to everyone in finance and design? I've attached the agenda, so please forward it to everyone with the invitation, and tell everyone the place and time.

There are also two other attachments. Would you make enough copies of these and the agenda for everyone attending? That's 12 copies of each document. I'll be making a short PowerPoint presentation, so please make sure we have the projector booked for Tuesday morning. Finally, please organize tea and coffee for a break at about 11.00. That's it, I think. Many thanks for your help.

Regards

Amy

### Vocabulary

B7; D4; F2; H5; J1; L3; N6; P8

## Structures

1 up; 2 have; 3 have; 4 up; 5 are you doing; 6 to; 7 have; 8 already; 9 to learn; 10 'm impressed

## Evaluation

1 set up; 2 cables; 3 projector; 4 conclusion; 5 punctuality; 6 advance; 7 grievances; 8 refreshment; 9 chair; 10 attachments; 11 pleasure; 12 minute

## 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)** **heard** great things recently about London's restaurants.

I **have ('ve)** never **met** her.

*present perfect continuous*

Jan **has been skiing** since childhood.

You **have ('ve) been working** on the sale now for six months.

... the team and I **have been talking** about Anna's suggestions while you were gone.

## 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 host **will** show you to our table.

(b) I **will ('ll)** have a glass of Chardonnay.

*going to*

(c) First, Marc **is ('s) going to** make his presentation.

(d) I **am ('m) going to** hand over to Lloyd to talk about ...

*present continuous*

Tonight you **are ('re) coming** over to our place for dinner.

*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*

Jenny, **can** you pass out the product booklets?

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

*Making offers*

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

*Making suggestions*

I thought we all **could** have dinner together after you get settled at the hotel.

Well, **let's** all have a seat.

## 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 it doesn't** bother you, Anna I think **I'll** go for something meaty.

**If** you still **feel** this way afterwards we **don't** have to hire him for the rest of the launch.

Note that the *if* clause does not always come first. You can also say:  
We **don't** have to hire him if you still feel this way afterwards.

#### 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 **don't** think my bosses would be pleased if I returned without a decision about your product.

## 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 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** When we want to report what someone has said we can either use:

**Direct speech:** "I haven't been to London in quite some time."

**Reported speech:** Anna said she hadn't been to London in quite some time.

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:

"I <b>appreciate</b> that."	<i>She said she <b>appreciated</b> that.</i>
"I <b>haven't been</b> to London in quite some time."	<i>She said she <b>hadn't been</b> to London in quite some time.</i>
"I <b>waited</b> for about half an hour."	<i>She said she <b>had waited</b> for about half an hour.</i>
"I'll just <b>pop</b> into my office."	<i>He said he <b>would just pop</b> into his office.</i>

## 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
bring in	to employ new staff	yes	Unfortunately a few people were laid off and others brought in.
check in	to register at a hotel reception desk or airport counter	no	I tried to check in. But of course they didn't have a reservation for me.
come over	to visit	no	Well tonight you're coming over to our place for dinner.
finish up	to complete a job or task	no	Well, I'm all finished up in here.
get down to	to start to concentrate on a task or job	no	I think it's time to get down to <i>the serious business</i> of deciding what we'd like to eat, right?
go for	to choose	no	I'll go for <i>something meaty</i> .
go through	to suffer	no	Oh Anna, I'm so sorry for all the trouble you went through

lay off	to make staff redundant	yes	Unfortunately <i>a few people</i> were laid off and others brought in.
make up for	to compensate	no	Well, in that case I think I'll make up for <i>your lack of meat-eating</i> Anna. That rack of lamb special sounds great.
pick up	to meet someone at the end of a journey and take them home or to their hotel, etc	yes	Weren't you supposed to pick up <i>a lady</i> from the airport this evening?
pop off	to go somewhere for a short while	no	Oh she just popped off to the ladies room for a moment.
put on	to gain (weight)	yes	I can't imagine how I didn't put on <i>any weight</i> with all that eating.
put through	to connect a telephone caller to another person on the phone	yes	One moment Mr. Thomas, I'm putting <i>you</i> through.
set up	to prepare equipment for some purpose	yes	Just setting up <i>the projector</i> for the presentation.
sit down	to sit	no	Please sit down.
stay back	to remain	no	In fact, my husband often comes with me on my trips, but this time he stayed back.
take care of	to do	no	I'm off to my office to take care of <i>a few things</i> .
take (time) off	to stop working for a certain period of time	yes	... she decided to take <i>this winter</i> off because we are expecting.
take out	to entertain someone	yes	I understand from Marc that you two took <i>her</i> out for a nice welcome dinner last night?

## CHAPTER 1

- Harry: So, mustn't forget to ask Anna about the flight details. Confirm the pick-up arrangements, maybe some small talk. Ask if she's ever been to London before. Don't forget to tell her about the red tie I'll be wearing, to recognize me by. And I should confirm the dinner plans. I think that's it. Here goes.
- Alice: Hello, Sumner Head Office, Alice Klien speaking. How may I help you?
- Harry: Hello, this is Harry Thomas of LTQ. I'd like to speak with Anna Becker please.
- Alice: One moment, Mr. Thomas, I'm putting you through.
- Harry: Thank you.
- Anna: Hello, Harry, Anna speaking. Good to finally hear your voice. How are you?
- Harry: I'm fine, thank you. Good to speak with you, too. So, about your flight tomorrow ...
- Anna: Yes.
- Harry: Just want to make sure that we have all the details. It's Lufthansa, flight LH6322 arriving at 6.10 pm and you're booked at the Thistle Kensington Hotel? Is that correct?
- Anna: Yes, that's all right.
- Harry: Great. We'll be sending a driver to pick you up and drive you to the hotel. He'll meet you at the arrival gate and will be carrying a sign with your name on it. So you really can't miss him.
- Anna: Wonderful. Thank you, Harry, I appreciate that. I'm quite excited, as I haven't been to London in quite some time.
- Harry: Well, our Vice President of Marketing, Marc Meadows and I thought we all could have dinner together after you get checked in at the hotel. That way we can get to know each other before the meeting the next morning with our General Manager. How does that sound?
- Anna: That sounds lovely, Harry. What time did you have in mind?
- Harry: Well, I thought around eight. Does that suit you?
- Anna: Perfect. And where shall we dine? I've heard great things recently about London's restaurants.
- Harry: Well, I thought if you're staying at the Kensington Hotel, we could go to Samson's. It's one of the best steak restaurants in London, and it's right down the street from your hotel.
- Anna: That sounds very good, but ...
- Harry: Or if you would prefer something else, it's no problem at all. There are other restaurants ...
- Anna: Oh, I'm so sorry to be a bother. It's just that I don't eat red meat.
- Harry: Oh, in that case I also know a lovely restaurant directly across from your hotel called The Lafayette. They serve an eclectic but wonderful menu.

- Anna: That sounds great. Thanks, Harry.
- Harry: Of course. We'll see you at the restaurant at 8 pm. All you have to do when you leave the hotel is turn left, walk down the street to the intersection, cross over, keep walking in the same direction for about 50 metres and you'll see it.
- Anna: Wonderful. Oh, and how shall I recognize you?
- Harry: Oh, silly me. I'll be wearing a red tie. But, I'm sure the host will show you to our table. When I call for reservations I'll also leave your name.
- Anna: Great. Thanks for calling, Harry, and I'll see you tomorrow.
- Harry: Right then, Anna. Have a good flight.
- Anna: Thank you, Harry. Bye-bye.

## CHAPTER 2

- Marc: So, Harry, what's Anna like?
- Harry: Actually, Marc, I've never even met her.
- Marc: What are you talking about? You've been working on the sale for six months now, and you're telling me you've never met?
- Harry: In fact, until yesterday we've never even spoken on the phone.
- Marc: You're kidding me!
- Harry: No, sir, the wonders of the Internet. All done through email, my friend.
- Marc: Hmm, that's impressive. Anyhow, where is she? It's already 20 minutes after eight. I can only nurse a single pint for so long.
- Harry: I don't know. I hope everything is okay. I actually haven't spoken to her since yesterday. But I checked the flight and it landed on time.
- Marc: You mean you didn't call the hotel to make sure she arrived.
- Harry: No, I ... oh, no!
- Marc: Come to think of it, we really ought to have picked her up at the hotel.
- Harry: Really, do you think?
- Marc: Actually, I do. Not very polite of us.
- Harry: Oh no, you're right. How stupid of me not to think of it. I hope everything is okay!
- Marc: Well, it seems it's your lucky day, buddy, there's a woman coming this way.
- Harry: Hello, Anna, nice to finally meet you.
- Anna: Oh, Harry, it's lovely to finally see you as well.
- Harry: And I'd like you to meet Marc Meadows. He is our VP of sales.
- Anna: Great to meet you too, Marc.
- Marc: Please sit down.
- Anna: And I do apologize for being late.
- Harry: Oh, not at all.
- Anna: What a day!
- Harry: Was there some sort of problem?

- Anna: Well, there must have been some mix-up with your driver at the airport. When I arrived I waited about half an hour, but there was no one there with my name. So I finally decided to take a taxi to the hotel. But the taxi driver took me to the wrong Thistle Kensington. It seems there are three. I tried to check in. But of course they didn't have a reservation for me. The lady at the desk discovered that I was booked at the Thistle Kensington Gardens Hotel on Bayswater Road, close to your offices. I took another taxi and finally, here I am.
- Harry: Oh, Anna, I am so sorry for all the trouble you went through. I can't imagine what happened with the driver.
- Marc: That is simply shocking. I'm calling the driver immediately. Excuse me, Anna, Harry. Hello, Apu? Yes, this is Marc. Well, not too well, actually. Weren't you supposed to pick up a lady from the airport this evening? What? That's impossible, she waited for you for half an hour. Yes, she did. What? What's that you say? No, not Edna, Anna. Right, an honest mistake. No, no, I'm not angry. We just need to be a little clearer next time. Right then, bye. Edna, Anna, Edna, Anna ... seems like our driver Apu waited for you with a sign saying Edna.
- Anna: Now that I think about it, there was an Indian fellow with a sign for an Edna. I can't believe I didn't think to ask him if he was actually waiting for me. Now I really feel like an idiot.
- Harry: No, Anna, don't be silly. It's totally my fault.
- Marc: And I am sorry, as well, so there we have it, we're all terribly sorry and now it's time to have a nice dinner.
- Anna: Yes, of course.
- Harry: Good idea, Marc. So tell us, Anna, despite all the mishaps upon landing, how was your flight?
- Anna: Oh, not too bad. No crying babies, fortunately.
- Harry: Well that's good. And are you finding the weather to your liking?
- Marc: Oh, Harry, what a question. You expect poor Anna to compliment the nasty English weather? It took me years to get used to.
- Anna: I can't complain. It may be damp and drizzling, but at least it is warmer than Berlin.
- Waitress: Good evening, madam. May I offer you something to drink?
- Anna: Why, yes. I'll have a glass of Chardonnay and a mineral water, please.
- Waitress: And for the gentlemen?
- Marc: Yes, I'd like another of the same, please.
- Harry: I'm still fine, thanks. Perhaps a glass of water would be lovely. Thank you. So, Anna, you mentioned on the phone that you've been to London. When were you last here?

- Anna: It must be almost ten years ago, now. I came for the summer after my first year at university. I had a very good British friend called Joanne whom I stayed with. Unfortunately I've lost touch with her since, but I've such fond memories of the trip.
- Harry: Well, it's great for us that you're here in London.
- Anna: Oh it's my pleasure. I love to travel, even if it's on business. In fact, my husband often comes with me on my trips, but this time he stayed back.
- Harry: Oh, I didn't know you were married.
- Anna: Yes, almost five years now. How time flies! How about you two, are you married?
- Marc: Divorced. My marriage lasted about five years too many!
- Anna: How long were you married?
- Marc: Just about five years.
- Harry: Don't take Marc too seriously, Anna. Marc is quite devoted to his work and ...
- Marc: ... and my wife noticed that I was much more devoted to it than to her.
- Anna: I see, that can be difficult.
- Harry: So, Anna, what does your husband do?
- Anna: My husband is a writer, and also very absorbed in his career, but because he works from home, he's often free to travel with me. While I'm at meetings, he walks around the city and then finds himself a café to do some writing.
- Harry: Why didn't he join you this time?
- Anna: Oh, he has a meeting with his publisher the day after tomorrow, so he's on a strict deadline. Plus, we only recently returned from a holiday in Switzerland.
- Marc: Are you skiers?
- Anna: Yes. My husband, Jan, has been skiing since childhood. I started skiing not long after we started dating. I love it. It's such a perfect winter holiday.
- Harry: My wife Diana also skied as a child. She still goes with her family every so often, but she decided to take this winter off because we're expecting.
- Anna: Are you? How wonderful. Congratulations. A boy or a girl?
- Harry: Actually, we've decided we want to be surprised. Only another two months to go.
- Marc: Yes, Harry here is soon to be a family man.
- Harry: Oh, here comes our waitress. I think it's time to get down to the real business of deciding what we'd like to eat.

## CHAPTER 3

Waitress: This evening we are offering *Antipasti* as our featured starter. It comes with aubergines, courgettes, peppers, sweet potato and our own home-cured ham. For our main courses we have a rosemary-crusted rack of lamb, a swordfish steak and a *porcini* mushroom linguini in white wine and cream sauce. Would you like a few more minutes before you order?

Harry: Yes, please.

Anna: Mmm, it all sounds delicious.

Marc: So, what will it be, Anna?

Anna: Hmm, I think I'll have the prawns in white wine.

Harry: Oh, that sounds nice. And if it doesn't bother you, Anna, I'll go for something meaty.

Anna: Oh, don't be silly. I don't eat red meat strictly for health reasons and personal preference. It certainly doesn't bother me.

Marc: Well, in that case I think I'll make up for your lack of meat-eating, Anna. That rack of lamb special sounds great.

Harry: Well, shall I try to get the waitress' attention if everyone is ready to order?

Anna: Yes, do.

Waitress: All right. For you, madam?

Anna: I'll have the prawns in white wine.

Waitress: Anything to start?

Anna: Um ... yes, I'll have the Caesar salad, please.

Waitress: Excellent. And for you, sir?

Harry: Yes, I'd ... you, no, go ahead ...

Harry: I'd like the beef *carpaccio* to start and the pork chops for the main.

Waitress: And for you?

Marc: I would like that lovely rack of lamb you mentioned and the fresh herbs and goat cheese stuffed mushroom caps to start.

Waitress: Very good.

Anna: Well that was lovely. I had no idea that London has such wonderful restaurants.

Marc: Oh, yes, the food has much improved. When I first came to London it was really awful, except for the curries.

Anna: No, no, I didn't mean to say that ...

Harry: Well, traditional British cooking is not particularly gourmet. But London has truly become the centre for top-notch international restaurants. You can get anything in the world here.

Marc: It's true. There is a lot to choose from in London.

- Anna: Ten years ago, living on a typical student budget, I didn't have the opportunity to sample London's excellent restaurants.
- Marc: So, is it possible that we could've met you in one of the local pubs at that time?
- Anna: Yes, and it isn't that I didn't like those meals. My friend Joanne and I used to go out to eat in pubs quite a bit. I can't imagine how I didn't put on any weight with all that eating. Anyhow, tonight's dinner was certainly a cut above, delicious without being too heavy and rich.
- Harry: Does that mean you have a bit of room left for dessert?
- Marc: I've heard that the puddings here are excellent.
- Anna: No, I'm afraid I'll have to pass. I don't really have much of a sweet tooth and I'm quite full.
- Harry: What about a *digestif*?
- Anna: No, unfortunately, I think that it's time for me to call it a night. It's been a rather long day.
- Harry: Of course. Check, please.
- Waitress: Here you are, sir.
- Marc: No, no, let me get this. You're our guest here.
- Anna: No, that really isn't necessary.
- Marc: Please. Company credit card. It goes on the expense account.
- Anna: May I leave a tip at least? What is the customary percentage here? I can't seem to remember.
- Marc: No, honestly, Anna, the tip goes on the credit card. Please put your pocketbook away. But, if you'd like to know, standard tipping at restaurants is between 10% and 15%.
- Anna: Oh, really, it's a bit lower in Germany. People tend to give about 5% directly to the waiter or waitress when they pay the bill; they don't usually leave it on the table. If I remember correctly, it's in pubs that the British don't tip.
- Harry: That's true. But these days, people are also tipping in some of the more upscale bars.
- Anna: Well thank you, gentlemen, for the lovely meal. It was very generous of you, and also for the tips on tipping.
- Marc: You're very welcome, Anna.
- Harry: Especially after the airport mix-up, it's our pleasure.
- Anna: All is forgotten.
- Marc: Shall we?



## CHAPTER 4

- Harry: ... and this is the conference room where we'll be sitting shortly.
- Anna: Very nice.
- Harry: Yes, it's not bad. We've had some restructuring recently. You know how it is, people get moved around. Unfortunately, a few people were laid off and others brought in. But now the company is continuing to expand. There have been some renovations and redecorating. That's why the office is looking so spiffy.
- Anna: Yes, the entrance is spectacular, very high-tech, yet elegant.
- Harry: Yes, our receptionist Jenny sure is enjoying it, along with the fancy new coffee machine. Speaking of which, can I get you some tea or coffee Anna?
- Anna: Well, now that you mention it, I wouldn't mind a cup of coffee. Shall we wander back to reception?
- Harry: Yes, I'll continue the tour along the way.
- Anna: Actually, before we continue, would you mind telling me where the toilets are?
- Harry: Of course. Just go straight down the hall and turn left. You'll see the door to the ladies right across from the photocopier. You can't miss it.
- Anna: Right. Thanks, Harry.
- Harry: How about if I meet you back here in a couple of minutes? I'll just pop into my office in the meantime.
- Anna: Okay, see you in a minute.
- Marc: Hiya, Harry. How are you this morning?
- Harry: Hi, I'm fine, and you?
- Marc: Oh, not too bad. After our supper last night I went out for a couple of beers with some friends ... but only a pint or two, I behaved myself.
- Harry: You certainly have a lot of energy, Marc. I don't know how you do it.
- Marc: Heads up, boss behind you.
- Mrs Graham: Good morning.
- Harry: Good morning, Janet.
- Marc: And a very fine morning it is.
- Mrs Graham: Is everyone ready for the big meeting?
- Harry: Yes, of course.
- Marc: One hundred percent.
- Mrs Graham: Good to hear. And where is our buyer?
- Harry: Oh, she just popped off to the ladies room for a moment. We're in the middle of our tour.
- Mrs Graham: Wonderful. I understand from Marc that you two took her out for a nice welcome dinner last night?

- Harry: Yes, we did. I think she really enjoyed herself.
- Mrs Graham: Excellent. All right, I'm off to my office to take care of a few things. I'll see you both in the boardroom in 15, correct?
- Harry: Right.
- Marc: Definitely, see you there. Phew! Janet sure is on top of things this morning.
- Harry: As always, Marc. Jenny told me that she was here until almost nine last night.
- Marc: Oh, here comes Anna. Good morning, Anna.
- Harry: Marc, we're just in the middle of a grand tour, would you like to join us? We're going down to visit the new coffee machine.
- Marc: The one near reception?
- Harry: Yes siree.
- Marc: Don't mind if I do.
- Harry: Marc likes visiting Jenny in reception.
- Anna: Oh, I see. Seems like every office has its own gossip and intrigue.

## CHAPTER 5

- Marc: Looks like we're the first ones here.
- Timmy: Well, I'm here. Just setting up the projector for the presentation.
- Marc: Timmy, man, you scared me!
- Harry: Anna, this is Timmy, our IT manager.
- Anna: Hello, Timmy, pleased to meet you.
- Timmy: Likewise. Well, I'm all finished up in here. Marc, give me a ring if you need anything, or if there are any problems with the computer.
- Marc: Sure thing. Thanks, Timmy.
- Lloyd: Good morning, everyone. Hello, you must be Anna Becker.
- Anna: Yes, I am.
- Lloyd: Lloyd Rutherford, Managing Director here at LTQ. Pleased to meet you.
- Anna: Oh, hello, very pleased to meet you, too, Mr. Rutherford.
- Lloyd: Please, call me Lloyd.
- Anna: Of course, Lloyd.
- Lloyd: I hope Marc and Harry here have been treating you well.
- Anna: Yes, they have been very welcoming. We had dinner last night and a lovely tour of the office this morning.
- Lloyd: Good to hear. And how have you been enjoying London? First visit?
- Anna: No, but the first in around ten years. I was last here for a summer when I was a student. It's a pleasure to be back.
- Marc: Is Janet on her way?
- Lloyd: Yes, yes, any moment now.
- Anna: Janet?
- Harry: Janet Graham, our CEO.
- Anna: Janet Graham, hmm, that's funny.
- Harry: Really, why?
- Anna: Oh, well, it's just that my old friend here in London, her surname was also Graham, and the name Janet seems familiar as well.
- Marc: Yes, well, Graham is quite a common name in these parts. Rather like Müller in Germany. And Janet is a very popular first name.
- Anna: Yes, of course. How silly of me.
- Lloyd: Oh, here is Janet.
- Timmy: Anna, I'd like to introduce you to our CEO.
- Anna: Mrs. Graham?
- Mrs Graham: Anna!
- Harry: Yes, that's right. And Janet, this is Anna Becker.
- Mrs Graham: Anna? What are you doing here?

Anna: Well, I'm here for the meeting. I'm the head buyer for Sumner in Berlin. And I guess you must be the CEO here at LTQ?

Mrs Graham: Yes, I am. Well, what a fantastic coincidence!

Anna: Yes, unbelievable.

Marc: So, I understand you two know each other.

Mrs Graham: Well, yes, Anna here was a good friend of my daughter Joanne.

Anna: Do you remember last night, when I mentioned that the last time I was here in London I was visiting a British friend called Joanne?

Harry: Yes, of course.

Mrs Graham: Joanne is my eldest daughter. Anna stayed with us for a summer when they were both at university. How long ago was that now?

Anna: About ten years.

Mrs Graham: My, time certainly flies.

Marc: Well, that is quite a coincidence!

Harry: Quite. I guess no introduction is needed.

Anna: How have you been, Mrs. Graham? And how is Joanne these days?

Mrs Graham: Oh, Joanne is doing very well, and please, call me Janet. I'm quite busy at work these days, and as you can see, the company is doing very well. And Joanne is married. She has a little boy, Tommy.

Anna: Well, that is wonderful. Joanne has a boy! It's so lovely to see you again. I've thought about Joanne a lot in these past years.

Mrs Graham: I know that she'll be thrilled to hear that you are in town.

Anna: Only for another couple of days I'm afraid.

Mrs Graham: Well, tonight you're coming over to our place for dinner. I'll check with Joanne to make sure that she can come.

Anna: That would be lovely.

Mrs Graham: I assume that you've already met Lloyd, Anna?

Anna: Yes, we've been introduced.

Mrs Graham: Well, then I suppose we need to get started with our meeting, coincidence or not.

Anna: Absolutely. I don't think my bosses would be pleased if I returned without a decision about your product. And I'm quite excited to learn more after these months of being in contact with Harry.

Mrs Graham: Excellent. Well, let's all take a seat.

## Useful Expressions

### Greeting a visitor

Hello, I'm Karla Metz from BTO Systems.

You must be Jürgen. Welcome to Berlin.

Welcome to our company.

Did you have any trouble finding us?

Was the driver there to meet you at the airport?

– Yes, he/she was. Thanks so much for arranging that.

It's the least I could do (after your long flight).

It's a pleasure to meet you (at last).

It's great to finally meet you in person.

– It's a pleasure/Nice/Good/Great to meet you too.

Nice/Good to see you again.

– Good to see you too.

Please, call me Geoff.

– And I'm Lothar, of course.

### Apologizing for a delay

I hope you haven't been waiting long.

– Don't worry. I just got here ten minutes ago.

Sorry to keep you waiting. The train was on time but the traffic here is terrible.

– No problem. I know how it is.

Sorry I'm late. My flight was delayed because of bad weather.

### Asking about the journey

How was your journey?

– Not so good. The traffic was terrible.

– Fine, thanks, but there was some turbulence.

You must be exhausted now.

– I am a bit tired, I have to say.

## Freshening up

I'd just like to wash my hands (if that's OK/before we get going).

Is there a toilet restroom (AE) around here/somewhere?

– Yes, there's one just this way ...

Is there a café where we could sit down/get something to drink?

– Yes, there's a nice one just over there.

Do you mind if we grab/get a quick coffee before we get going?

## Talking about plans and schedules

I thought you might like to check into your hotel first and drop off your things.

Would you like to check into your hotel first?

We can go straight to the office if you prefer.

There's a nice Italian place near your hotel.

After that we can go to the company.

We have the meeting with the sales team at 2 pm, as you know.

I'll pick you up at about seven for dinner.

We're going to a very nice restaurant this evening.

## Introducing a visitor to your colleagues

The first person I'd like you to meet is Verena Fellstein.

This is our marketing manager, Pete.

Verena, this is Geoff Bacon.

– It's a pleasure to meet you, Geoff./It's great to finally meet you.

– Nice to meet you too.

And this is Marion Tischler, our product designer.

I'd like to introduce Mr Bacon. He's the new head of production.

Have the two of you met before?

– No, we haven't, but we've exchanged a lot of emails.

– Yes, (I think) we actually met once at a trade fair.

It's nice to put a name to a face, isn't it?

– It certainly is.

I think you've dealt with her.

She'll be your contact person on the IT side of the project.

You'll have a chance to get to know everyone a bit better at this afternoon's meeting.

I'm afraid I'm not very good with names.

– I know what you mean!

### At a meeting

Hi, everyone, sorry I'm a bit late. I just needed to gather some files for our meeting.

So, if everyone would like to take a copy of today's agenda ...

Well, I suppose we should make a start.

So, shall we get down to business?

Right, let's make a start, shall we?

So, shall we start again at, say, 3.30?

*(before a break)*

### Restaurant small talk

I'm excited about the food.

I'm a bit hungry/absolutely starving.

Do you come here often?

– Oh yes. I was here last week actually.

### Helping with the menu

I'm afraid they don't have English menus here.

Just say if you need help with anything.

I might help with some of this.

Is that some kind of meat?

So what's ...?

– It's a kind of fish/meat/vegetable/pasta/dumpling.

– It's a(n) Austrian/German/Swiss speciality.

– It's a speciality of our region.

– It's a spicy/savoury/sweet dish.

– It's made with meat/fish/vegetables.

– I'm afraid I'm allergic to ...

### Ordering

Do you know what you're having?

Have you decided yet?

– Yes. I think I'll have the steak.

– I think I need a couple more minutes, if that's OK.

(I think) I'll have that for my main course.

Can you recommend something for vegetarians?

I'm going to have the cheese the special.

Let's see if we can catch the waiter's attention.

### Paying for the meal

Shall we get the bill?

Could you bring us the bill, please?

Let me get this./This is on me./I'll get this.

– No, it's OK. I'll get it.

– Are you sure? That's very kind/generous of you.

Thanks for the meal. It was really nice.

– You're very welcome.

– It was my/a pleasure.

What do I do about tipping?

– You just round up the total.

– I normally leave ... per cent.

Do they accept credit cards here?

### Talking about the weather

How was the weather when you left?

- It was raining, as usual!/It was very nice, actually.

I can't believe it's so sunny/hot/cold here.

What a beautiful day!

- It is, isn't it?

It was actually snowing when I left home.

This summer/winter has been terrible/  
OK/lovely/great.

The last couple of weeks have been very  
warm/cold.

Do you normally get good summers here?

- Usually we get at least a few hot days,  
but sometimes it rains a lot.
- Not really!

I imagine the winters here must be pretty  
cold.

- Oh, yes. Sometimes it goes down to  
minus 15.

### Talking about travel

Is this your first time in Germany?

- Actually, no, I've been here a few times.
- Actually, I was here once before, in  
2001.
- Yes it is. I'm really enjoying it.

Have you been here before?

- No, this is my first time.
- Yes, I've been here a couple of times.

When were you here before?

- I was here two years ago/in 2005.

Have you ever been to England?

- Just once, when I was a teenager. I did  
a school exchange to London.
- No, never. I've always wanted to go  
there.

Was that for business or pleasure?

- It was a business trip.

- I was just there on holiday. It was very  
relaxing!

- A bit of both.

Did you enjoy your visit to ...?

### Talking about a company's offices

This is a lovely space you have here.

It's a really nice building – very bright  
and airy.

It's a huge improvement on our previous  
building.

To be honest, I liked the old building  
better.

It's a great neighbourhood – lots of green  
space and some nice cafés.

The only problem is there are no  
restaurants nearby.

Have you been in this location long?

- No, we actually just moved into this  
building six months ago.
- Yes, we've been here for more than ten  
years. How time flies!

### Talking about a company

How long has your company been  
around?

- It was founded by Detlef Vierling ten  
years ago.

- We've been going for almost 50 years.

How many people are in the company  
now?

- We currently have 31 employees.
- We have about 200 staff at the  
moment.

We've really expanded over the last few  
years.

### Talking about where you are from

Are you from Schwarzburg originally?

– Yes, I am.

– No, I'm actually from Dresden.

I'm actually from a little village just outside Stuttgart.

I was born in Vienna, but I grew up in Graz.

I used to live in Schweinfurt.

I went to university in Greifswald.

I graduated from university in 1995.

Where did you live before that?

Did you train to be an architect here?

What did you study?

Do you ever miss America?

– Not really, but I do miss my family, and my favourite food!

– Not at all! I'm very happy here.

### Talking about where you live

I live in/near/not far from ...

How long have you lived here?

Do you like living here?

It's maybe a bit on the small side.

The cultural life is really good.

There's a lot going on.

Talking about free-time activities

So, what do you like doing in your free time?

Do you have any hobbies?/Do you do any sports?

– I love/like/don't like/hate cooking/reading.

– I like swimming/sailing/going to the theatre but I never have the time.

I try to play football/squash at least once a week.

If I had more time, I would go to more concerts/eat out more.

### Talking about family relationships

Are you married (as well)?

– Yes, I just got married last year, actually.

– No, I live with my partner.

– I'm actually single at the moment.

Let me show you some photos.

Is ... married?

Does ... have any children?

How old is ...?

Yes, we got married in 2002.

They are married/separated/divorced.

We have ... children.

He/She is ... years old.

My husband/wife is an analyst.

My son/daughter is training to be a ...



<b>A</b> absorbed, to be ~ in	hij thu hút, mê mải với
access	lối vào
accessible	có thể sử dụng được
to accompany	đi cùng
according to	theo
achievement	thành tựu
advertising agency	hãng quảng cáo
advice	lời khuyên
afraid, I'm ~	Tôi e rằng
ahead of	ở phía trước, đi trước
aim, to be ~ed at	mục tiêu, hướng đến mục tiêu
to air	bày tỏ
air conditioner	máy điều hòa nhiệt độ
airline	hãng hàng không
aisle	lối đi giữa các hàng ghế
ambience	không khí (nghĩa bóng)
angry	phát cáu
any moment now	ngay tức thì
to apologize	xin lỗi
appointment	cuộc hẹn
to appreciate	đánh giá cao
area manager	giám đốc khu vực
to arrange	sắp xếp
asparagus	măng tây
to assist	giúp đỡ
to assume	cho rằng
to attach	đính kèm
attentive	quan tâm chú ý
available	có thể dùng, mua, ... được
to avoid	tránh
award-winning	đoạt giải

<b>B</b> baggage carousel	băng chuyền hành lý
basement	tầng hầm
batter	hỗn hợp bột tằm
bear, to ~ in mind	nhớ rằng
to behave	cư xử
to behave oneself	cư xử đúng mực
bland	nhạt, nhạt
blend	sự kết hợp
boiling	cực kỳ nóng
boss	người chủ
to bother	làm phiền
branch	chi nhánh
brief(ly)	ngắn gọn
buddy	bạn thân
building	tòa nhà
bulkhead	vách ngăn giữa các khoang (chỗ ngồi trên máy bay)
to bump into	chạm trán
business class	(vé) hạng doanh nhân
businesslike	có hệ thống

<b>C</b> cabin	buồng, khoang trên tàu (máy bay)
call, to ~ it a night	quyết định dừng (làm việc gì đó)
carry-on suitcase	va-li xách tay
catch, to ~ sb's eye	lôi cuốn sự chú ý của ai đó
to chair	làm chủ tọa
changeable	hay thay đổi
to chat	tán gẫu
to check out	làm thủ tục thanh toán
to check with	phát hiện
check-in counter	quầy làm thủ tục ghi tên
check, to ~ sth in	gửi (hành lý)
chestnut	hạt dẻ
client	khách hàng
closure	sự đóng cửa
coincidence	sự ngẫu nhiên
comfort	tiện nghi
common	thông thường, chung
competition	sự cạnh tranh
to complain	than phiền
conclusion	kết luận
concoction	sự pha trộn
to confirm	xác nhận
to connect (flights)	chuyến tiếp (các chuyến bay)
contact details	chi tiết người liên hệ
to contain	bao gồm
to continue	tiếp tục
contrary	trái ngược
convenient	thuận tiện
corridor	hành lang
courgette	bí xanh
crab	cua
cruise ship	du thuyền
cuisine	món ăn (đặc trưng)
customary	theo thông lệ
customer	khách hàng
cut, to ~ down on	cắt giảm
cut, a ~ above	khả hơn

<b>D</b> damp	ẩm
to date	ghi ngày tháng
deadline	thời hạn cuối cùng
decent	tương tất
decision	quyết định
delay	việc hoãn lại
delegate	đại biểu
delicious	thơm ngon
department	phòng ban
depressing	gây buồn chán
to deserve	xứng đáng
desk	bàn làm việc
devoted, to ~ to	hết lòng với

to digest  
to dine  
to direct  
directions  
disabled  
discount  
to disembark  
dish  
district  
to divorce  
to downsize  
dreaded  
to drizzle

**E** to eat out  
eatery  
effort  
elevator  
to emphasize  
to enjoy  
to ensure  
enter, to ~ a market  
equipment  
essential  
even  
exciting  
to expand  
expecting, to be ~  
expense account  
to explain  
express

**F** facilities  
fact  
familiar  
fancy  
fare  
fault  
feel, to ~ at home

file  
line  
to fit in  
flavour  
flight details  
floor  
fond  
forecast  
formal  
freelance  
frequent  
funny

tiêu hóa  
ăn tối  
chỉ dẫn  
sự hướng dẫn  
tàn tật  
chiết khấu  
rời (tàu, máy bay)  
món ăn  
khu, quận  
li hôn  
cắt giảm nhân viên  
khủng khiếp  
mưa phùn

đi ăn ngoài  
hiệu ăn  
nỗ lực  
thang máy  
nhấn mạnh  
hương thụ  
bảo đảm  
tham gia vào thị trường  
trang thiết bị  
thiết yếu  
số chẵn  
gây hứng thú  
mở rộng  
đang có thể  
tài khoản công tác phí  
giải trình  
nhanh; tốc hành

những tiện nghi  
sự việc  
quen thuộc  
ý thích  
chí phí  
lỗi lầm  
cảm thấy tự nhiên,  
thoải mái  
tệp hồ sơ  
hàng  
vừa vặn với  
mùi vị  
chi tiết về chuyến bay  
tầng lầu  
yêu thích  
dự báo  
trang trọng  
làm nghề tự do  
thường xuyên  
buồn cười, ngộ nghĩnh

**G** gate  
generous  
genuinely  
to get hold of sb  
get-together  
give, to ~ sb a hand  
gloomy  
to go wrong  
goat cheese  
gossip  
grievance  
grilled  
guided tour

gym

**H** to hang around  
harbour  
hardly  
head buyer

head office  
headquarters  
heads up  
host  
How time flies!  
How's he doing?  
humid

**I** impressed  
impression  
impressive  
improvement  
in addition  
in advance  
to indicate  
insufferable  
to intend  
intersection  
intimidating  
intrigue  
to invite  
It's our pleasure.

**J** to join sb or

**K** to kick off  
to kid

cổng  
hào phóng  
đích thực  
liên lạc, tìm thấy ai đó  
buổi họp mặt  
giúp đỡ ai đó  
âm đạm  
mắc sai lầm  
pho mát sữa dê  
nói chuyện phiếm  
sự khiếu nại  
nướng  
chuyến tham quan có người  
hướng dẫn  
phòng tập thể dục

đi la cà, quanh quẩn  
cảng  
khó có thể  
giám đốc phụ trách mua sắm  
(= Purchasing Manager)  
ván phòng chính  
cơ quan đầu não  
hãy để phòng  
chủ (nhà; nhà hàng)  
Thời gian qua nhanh thật!  
Anh ta thế nào?  
ấm ướt

bị ấn tượng  
ấn tượng  
impressive  
hứng vị  
sự tiến bộ  
thêm vào đó  
trước  
chỉ, báo hiệu  
không thể chịu nổi  
dự định  
giao lộ  
gây kinh hãi  
âm mưu  
mối  
Chúng tôi lấy làm vui khi làm  
điều đó.

tham gia với ai làm việc gì đó

khai mạc  
trêu chọc

**L** to last  
to lay off  
to lay out  
to leave  
leek  
legroom  
likewise  
located  
lose, to ~ touch with  
lost, to get ~  
luggage-drop

**M** major  
to make sure  
manner  
marked  
meantime, in the ~  
memory  
to mention  
mind, never ~  
mishap  
to miss  
mix-up  
to moan

**N** nasty  
nevertheless  
none other than  
to notice  
to nurse

**O** to occur  
odd-numbered  
to offer  
old-fashioned  
on business  
on offer  
to operate  
operations  
opportunity  
to opt for  
overhead locker

**P** parsley  
to pass on  
to pick sb up  
pint  
plenty  
push  
pocketbook  
pop, to ~ into

kéo dài  
cho nghỉ việc  
bày biện  
rời khỏi  
tối tẩy  
chỗ để chân  
tương tự  
toa lạc  
mất liên lạc với  
biến đi  
gủi hành lý

quan trọng  
bảo đảm  
cung cách  
rõ ràng  
trong lúc đó, trong khi chờ đợi  
tri nhớ  
đề cập đến  
đừng bận tâm  
việc rui ro  
nhớ  
sự nhầm lẫn  
rèn ri thê thảm

khó chịu  
tuy nhiên  
không ai khác chính là  
chú ý  
nhắm nháp, thường thức

xảy ra  
số lẻ  
đề nghị  
lạc hậu  
nhằm mục đích kinh doanh  
để bán giảm giá  
vấn hành  
các hoạt động  
cơ hội  
chọn  
ngăn chứa đồ phía trên chỗ ngồi

cây mùi tây  
chuyến  
đón ai đó  
cốc bia (khoảng 1/2 lít)  
nhiều  
quan trọng  
vì nhỏ  
xuất hiện bất ngờ

pop, to ~ off  
pork chop  
to pour down  
prawn  
to prefer  
preference  
preparation  
to print out  
projector  
promoted  
proud  
to provide  
publisher  
pudding  
to put in  
to put sb on the  
right path  
put, to ~ sb through

**Q** queue

**R** rabbit warren  
rack, ~ of lamb  
rarely

to reach  
reach, to ~ a  
conclusion  
to rearrange  
to reassure  
recent(ly)  
reception  
to reclaim  
to recognize  
redecorating  
refreshments  
regards, to send  
one's ~

to relax  
reliable  
remainder  
reputation  
to require  
requirement  
rest  
restaurateur  
restroom  
to reveal  
to review  
reviewer  
rich (food)

rời khỏi trong một lát  
miếng sườn lợn  
đổ xuống  
tôm hùm  
thích hơn  
sự ưu tiên  
sự chuẩn bị  
in ra  
máy chiếu  
được đề bạt  
tự hào  
cung cấp  
nhà xuất bản  
bánh pudding  
chen vào  
đặt ai đó vào đúng vị trí  
nổi máy (cho ai đó nói chuyện)

xếp hàng

mé cung  
miếng sườn cừu nướng  
hiếm khi  
với lấy  
đi đến kết luận

bổ trí lại, sắp đặt lại (kế hoạch)  
làm yên tâm  
gắn đậy  
phòng khách (công ty)  
đòi lại  
nhận ra, công nhận  
trang trí lại  
món ăn nhẹ  
gửi lời thăm hỏi

thư giãn  
đăng tin cậy  
phần còn lại  
danh tiếng  
cần, yêu cầu  
yêu cầu  
sự nghỉ ngơi  
quản lý nhà hàng  
nhà vệ sinh  
tiết lộ  
xem xét lại  
nhà phê bình  
(thức ăn) nhiều chất bổ

# Interactive Language Course Business English: Socializing & Small Talk

Cornelsen

Chịu trách nhiệm xuất bản  
NGUYỄN THỊ THANH HƯƠNG

Biên tập Hoài Nam  
Trình bày sách Công ty Nhân Trí Việt  
Sửa bản in Hữu Lộc

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## Socializing & Small Talk



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