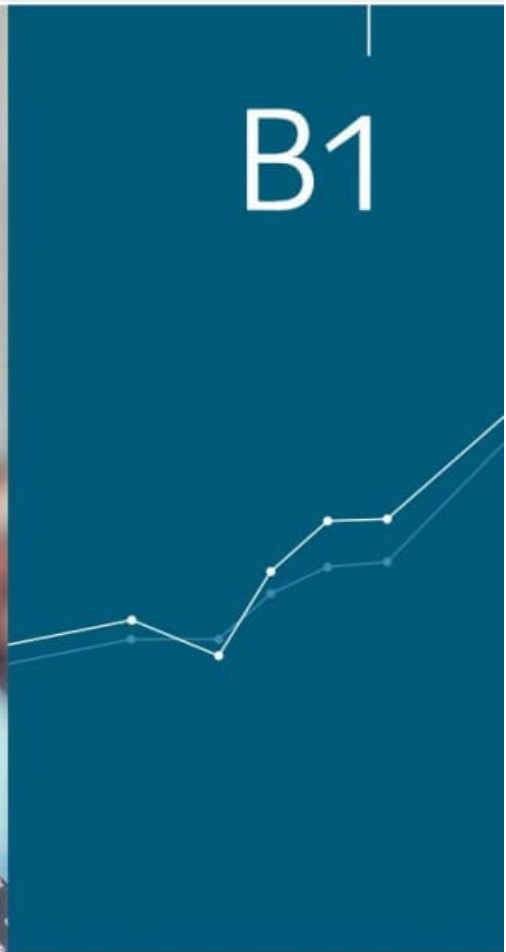


B1



DELTA Augmented:
Play all audios for free!

Real Business English

21st century skills at work

Student's Book with audios



Real Business English B1

21st century skills at work

Student's Book with audios

by

Hazel Grünewald

Anette Bradbury



Access all the accompanying digital components for this book on **allango**, the DELTA Publishing language learning platform:



Scan the QR code
or go directly to
www.allango.co.uk

Enter this licence key to activate
the additional components:



When you see this symbol, accompanying digital content
is available.

Authors Hazel Grünewald, Anette Bradbury
Content Consultants Rebecca Rubel, Karlsruhe; Cornelius Carey, Stuttgart
Editors Ines Haelbig, Herne; Mary Ann Poerner
Layout and typesetting Britta Petermeyer, SNOW, München
Production Anastasia Raftaki

Information and additional products/material for this series can be found here:
www.deltapublishing.co.uk/real-business-english

Please note that the DELTA Augmented App is no longer available.
For more information on how to access the digital material for this title, please see page 1.

1. Edition 1³ 2¹ | 2026 25 24

The last figure shown denotes the year of impression.

DELTA Publishing, an imprint of the Ernst Klett Sprachen GmbH
© Ernst Klett Sprachen GmbH, Rotebühlstraße 77, 70178 Stuttgart 2024
Original edition published by Ernst Klett Sprachen GmbH, 2017
Original edition: Global English Training GET, © PONS, Stuttgart 2004

All rights reserved. The use of the contents for text and data mining is expressly reserved and therefore prohibited.

www.deltapublishing.co.uk
www.klett-sprachen.de/delta

No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without prior written permission from the publisher.

Printing and binding: Elanders Waiblingen GmbH

ISBN 978-3-12-501780-1



9 783125 017801

Real Business English

REAL Business English was developed for REAL companies with input from REAL international companies.

Each unit deals with a specific topic commonly found in companies around the world. Through a variety of activities, you will gain practical experience talking and writing about your own company. The aim is to offer you as much personalized practice as possible, while still dealing with a variety of topics which companies in various industries encounter. Example:

In class, talk about the questions below.

- What does your company do to encourage teamwork?
- Have you ever participated in team-building activities?
Tell the group about your experience.


English can be spoken and written differently around the world. Therefore, each unit contains tips on the differences between British English and American English. Example:

BE	AE
organise	organize
programme	program

In addition to highlighting differences in global English, REAL Business English offers a look at cultural differences when doing business internationally. Example:

Read the text. What else do you know about eating out in Britain or North America?

Grammar explanations with exercises and vocabulary practice can be found in the Workbook, along with the answers to all activities.

The DETLA Augmented App lets you access all audio files and PDF versions of this book. Simply download the app onto your device and scan the pages with an audio symbol to access the audio files. To access the PDFs, scan the first page of every unit, where you see this symbol .

We're happy to support you in learning REAL Business English!

Contents



1 Company Structures

6

- 1 Departments
- 2 Responsibilities within departments
- 3 Company set-up
- 4 Working routines



2 Communicating

12

- 1 On the phone
- 2 Appointments
- 3 Letters and emails



3 Online

18

- 1 Using the Internet
- 2 Comparing websites
- 3 Emails



4 Career

24

- 1 Talking about experiences
- 2 Education
- 3 Plans and objectives



5 Good Job!

30

- 1 About your job
- 2 Job applications
- 3 Job interviews



6 Processes

36

- 1 Describing things
- 2 Describing processes
- 3 Instructions



7 Persuading and Selling

42

- 1 Being polite
- 2 Presentations
- 3 Offers
- 4 Persuading and negotiating



8 Buying

48

- 1 Giving reasons
- 2 Getting the best deal
- 3 Payment and delivery
- 4 Placing an order



9 Market Performance 54

- 1 Large numbers
- 2 Describing trends
- 3 Predictions
- 4 Future plans



10 Working Together 60

- 1 Meetings
- 2 Writing minutes
- 3 Assigning tasks
- 4 Participating in meetings



11 Visitors 66

- 1 Meeting and introducing people
- 2 Small talk
- 3 Showing visitors around
- 4 Eating out



12 Business Trips 72

- 1 Times and phone numbers
- 2 Travel preparations
- 3 Checking in and out of hotels
- 4 Cultural differences



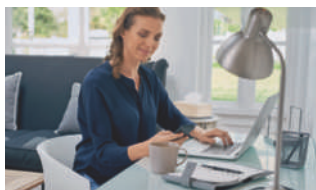
13 Trade Fairs 78

- 1 About trade fairs
- 2 Preparing for the trade fair
- 3 At the stand



14 Building Teams 84

- 1 Team players and team leaders
- 2 Finding the best people for the team
- 3 Building team spirit



15 Working Flexibly 90

- 1 Balancing work and life
- 2 Teleworking
- 3 Advice and obligation
- 4 Budgets



16 Managing Change 96

- 1 Making decisions
- 2 Making changes
- 3 Criticism
- 4 Company reports

Appendix

Info Gap Activities **102**
 Transcripts **105**

Useful Phrases **129**
 Wordlist **134**



1 Company Structures

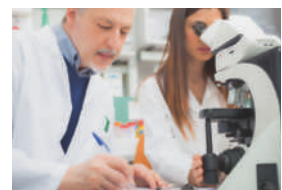
You are at an international conference. How do you introduce yourself?



1 Departments

A Match the department titles with the correct picture.

Purchasing | Human Resources | Research and Development | Production |
Marketing | Accounting | Information Technology | Legal



Accounting

.....

.....

.....

B Listen and complete with the correct departments.  1

Sales | Purchasing | HR (Human Resources) | Marketing | Production | Legal |
Accounting | IT (Information Technology) | R & D (Research and Development)

1. Martina Thorogood works in HR.....
2. Hannah Clare works in
3. Chad Braxton works in
4. Stan Moslowski works in
5. Paige Harrison works in
6. Cole Touhey works in
7. Theresa Erich works in
8. Wendy Goldberg works in
9. Ray Hander works in

C Listen and write down the department for each description you hear.  2

Accounting | Sales | Purchasing | Human Resources | Production | Marketing

1.
2.
3.
4.
5.
6.

D What other departments does your company have? Describe them.**2 Responsibilities within departments****A Put Martina's introduction in order.**

- a. Our department is also here for the employees. We organize training days for them, plan events and answer questions on tax and other job-related subjects like holiday and benefits.
- b. I began in Human Resources while I was at university. I did a few internships and when I finished college, I found this job. That was ten years ago.
- c. Mainly my job is to find new employees for the company. I update want ads and job openings online, organize job fairs and also conduct job interviews. But it isn't just our job to find new people.
- d. Hello and welcome back to Human Resources. I'd like to show you around so you can learn a bit about what we do.
- e. Human Resources is a really interesting department. I think what I like most is contact with people.

B Read Martina's introduction again and mark the sentences true (T) or false (F).

1. Martina first worked in Human Resources as a student.
2. She studied for ten years.
3. An intern is a student who works for a company during his or her studies.
4. The Human Resources department organizes job fairs.
5. Martina enjoys dealing with people.
6. Employees in HR are only responsible for new employees.

C Write your own text about your department and job.

D Listen and mark the sentences true or false. 3

- 1. The telephone sales staff sells phones.
- 2. External salespeople travel to companies.
- 3. Telephone sales staff makes presentations on the phone.
- 4. It is Theresa's job to organize meetings for the department head.
- 5. She is working at the company temporarily.
- 6. External sales staff makes presentations at companies.
- 7. The sales staff is responsible for designing new products.



E Listen and answer the questions about the dialogue. 4

1. Ray is responsible for
2. Paige works in
3. studied law.
4. Paige negotiates with customers because she has to
5. Wendy began working at the company years ago.
6. Ray learned about computers because he extra courses after college.



Chad
whole department is working on the annual report; needs three more weeks; checking final figures to make sure they add up

Theresa
extra sales training for new staff members; new, good products on the market; currently arranging training schedule for sales staff to get information and details

Hannah
saving costs by trying to find the best quality for the lowest price

Stan
starting a new programme to watch waste; currently throwing too many things away (= throwing money out the window); department has plans and needs to implement them

Wendy
cost savings have a big effect on what we do; material for experiments costs too much but they have to purchase things they need; cutting costs is difficult

Cole
working on a major advertising campaign for the new line of products; should help increase sales; could help financial troubles

Ray
working on new logistics software; needs three more weeks; organizing software courses; setting up new monitors

Martina
working on the new pay structure and benefits programme for all employees; optimistic about the results

BE
organise
programme

AE
organize
program

F Read the minutes at the bottom of page 8 and answer the questions.

1. Chad ...

 works in IT. is checking figures. is writing the annual report alone.

2. Right now, Theresa is organizing ...

 sales training. computer training. language training.

3. Hannah has to ...

 save time. save her job. save money.

4. Stan wants to ...

 save on time. reduce garbage. streamline production.

5. Wendy has problems because ...

 material is expensive. they don't have any work. their experiments don't work.

6. At the moment, Cole is preparing ...

 a press release. a product presentation. an ad campaign.

7. Ray is ...

 buying a new computer. writing a new program. working on administrator software.**G Match the people with what they do. Then listen and check.  5** 1. Who writes contracts?

a. Martina

 2. Who makes the products for the company?

b. Chad

 3. Who develops new products?

c. Theresa

 4. Who does software development?

d. Hannah

 5. Who makes sure customers know about the products?

e. Stan

 6. Who does purchasing?

f. Wendy

 7. Who works in Sales?

g. Cole

 8. Who does interviews with job applicants?

h. Paige

 9. Who works in the Accounting Department?

i. Ray

H Walk around and ask others about their jobs. Take notes.

Name:

Job title:

Department function:

Job responsibilities:

.....

Current work/projects:

.....

3 Company set-up

A Read the following information about company hierarchies.

NEWS

MONDAY № 34747/53

founded 1953

Only fresh news

Hierarchies

Companies in the English-speaking world have very different structures. You will often find older, more established firms with a larger hierarchy. This is usually where the **Chief Executive Officer (CEO)** works, then comes the **Board of Directors**. These people generally make all final decisions about the company.

Below the Board you will usually find **Vice Presidents** for the different departments. They report directly to the Board.

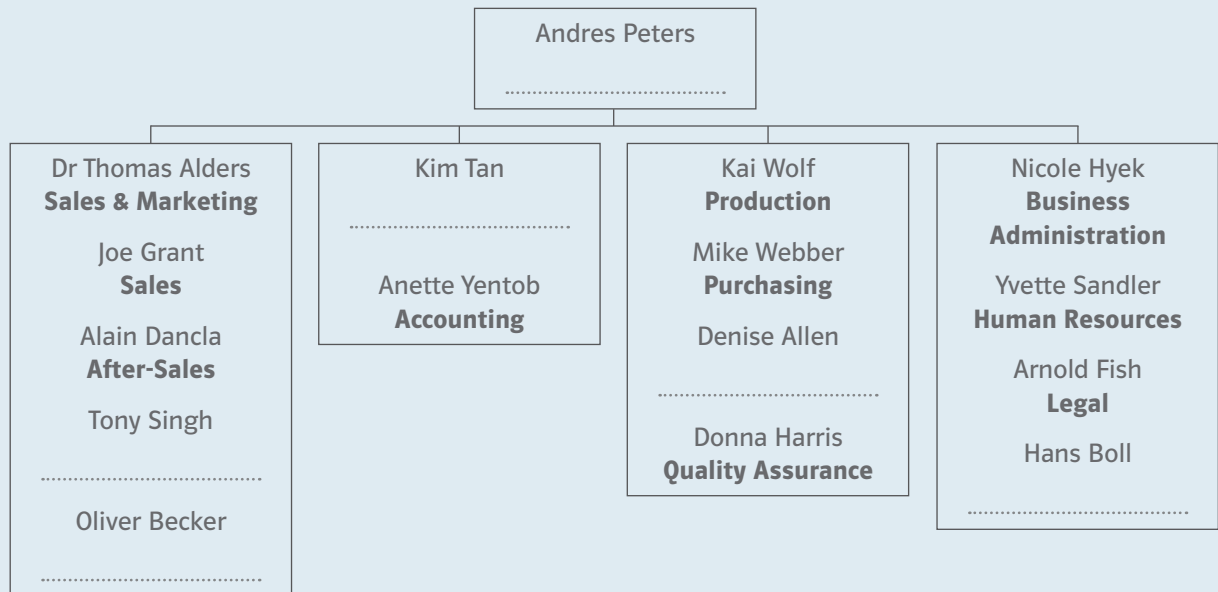
Then there are **managers** and **group leaders** who are in charge of different sections and various duties in each department. This structure is found not only in huge conglomerates but also in smaller firms.

However, you will find **flat management structures** in more modern, progressive companies in such fields as information technology (IT) and software development. Even though there are still bosses, in general the employees have a larger say in how the company runs. People work more in teams and the group is responsible rather than a single person.



B Work in pairs to exchange information and complete your organigram.

The incomplete organigram below shows the management structure of a large steel company. Ask your partner questions in order to fill in the missing information. Then, answer your partner's questions. Student A uses the information on this page. Student B uses the information on page 102.



C In groups, draw the structure of your company. Then compare.

4 Working routines

A Listen and match the types of employment to the people speaking. 6

freelance | full-time | part-time | temp/temporary

1. 3.
2. 4.

B Do you know any other types of employment? Discuss in class.

C Read the text. What are your working hours? Ask and answer the questions below.

Working hours

The amount of time we spend at work depends a lot on the type of work and contract we have. **Full-time** positions generally mean about 40 hours a week. However, this varies from country to country and from company to company. In Asian countries such as Japan, employees often work much longer hours than their European colleagues.

To make working hours more employee-friendly, many companies use **flexitime** and **time accounts**. Flexitime means that you have to be in the office at certain times, e.g. from 9:00 a.m. until 3:00 p.m. This is called **core time**. Employees can come to work and leave when they want, but they must be there for the core time. A time account is similar, but even more flexible. It is based on time, either weekly, monthly or yearly. You could have an account of 37.5 hours a week which you have to work. But, when exactly you work doesn't matter. You could start work at six in the morning or three in the afternoon. The main thing is that you finish your work.

Overtime is the time you work above the scheduled hours. In many companies, you can either take time off to equal out your time account, or you are paid money for the extra time you worked.

There are many jobs that require someone 24 hours a day. To solve this problem, there are **shifts**. A shift is usually eight hours, and that makes three shifts a day: the **morning shift**, the **evening shift** and the **night shift**. Many people also call the night shift the **graveyard shift**.

Do you ever ...
How often do you ...
When do you (normally) ...
How long do you ...
How many ...

work overtime?
start work?
finish work?
take a flexiday?
eat in the cafeteria?
take a long weekend?
hours a day/week do you work on average?
take a coffee break?
work at weekends?
take work home?
take a holiday?
...?

BE
canteen
holiday
at the weekend

AE
cafeteria
vacation
on the weekend

D Is there anything that surprises you about your partner's routine? Give reasons.

Example: I'm surprised that Rita doesn't take a coffee break. I take about four each day.

E Would you like to change your working schedule? Why or why not?



2 Communicating

Which modern technologies help us communicate? What are their advantages and disadvantages?



1 On the phone

A Mix and match the questions and answers to come up with mini dialogues.

May I please speak to ...?
How can I help you?
Can I take a message?
Could I leave a message, please?
Can she return your call?
Is ... in?

I'm calling about ...
Yes, please. My number is ...
Hold on, please.
Yes, no problem.
Yes, I'll put you through.
I'm afraid the line's busy.
Please tell her that I called.
I'm afraid he's not in.

B Find phrases above with similar meanings.

1. I'll connect you. *I'll put you through.*
2. I'm sorry. The line's engaged.
3. Just a moment, please.
4. Would you like to leave a message?
5. Can I speak to ..., please?
6. I'm afraid he's not at his desk.

C In pairs, put the telephone conversation in order. Then listen and check.  7



1. **Suzanne** a. You're welcome. Bye.
2. **Madge** b. Fine. I'll pass on your message.
3. **Suzanne** c. Good morning, Jones & Partner.
4. **Suzanne** d. Sure. Please tell him Madge Simms from Biloxi Chemical called.
5. **Madge** e. Hello, this is Madge Simms. May I please speak to Mr Bob Collins?
6. **Suzanne** f. Yes, he's got it.
7. **Madge** g. Hold the line, please. I'll put you through.
8. **Suzanne** h. Has he got your number?
9. **Madge** i. Thank you.
10. **Suzanne** j. I'm sorry. Bob's not in at the moment. Can he return your call?

D The person you are calling is not available. In pairs, make two phone dialogues.

E Do you find it difficult to speak English on the phone? Discuss in class.

F Listen to six short conversations and decide which answer is correct.  8

1. Antonio wants to speak to ...

- Cara Wilson. Sarah Williams. Sarah Wilson.

2. Mary's phone number is ...

264422. 262244. 264224.

3. Ken is ...

- in a meeting. with a customer. on his way to a customer.

4. Cecile works at ...

- Person Services Ltd. Personnel Services Ltd. Personal Services Ltd.

5. Betsy's appointment is ...

- today at 12:15. tomorrow at 12:15. today at 5:00.

6. Dipika can park ...

- on the right. on the left. wherever she wants.

Phone numbers:
"0" is pronounced
as "zero" or "oh".
Double numbers
(e.g. 44):

BE
"double-four"

AE
"four four"