

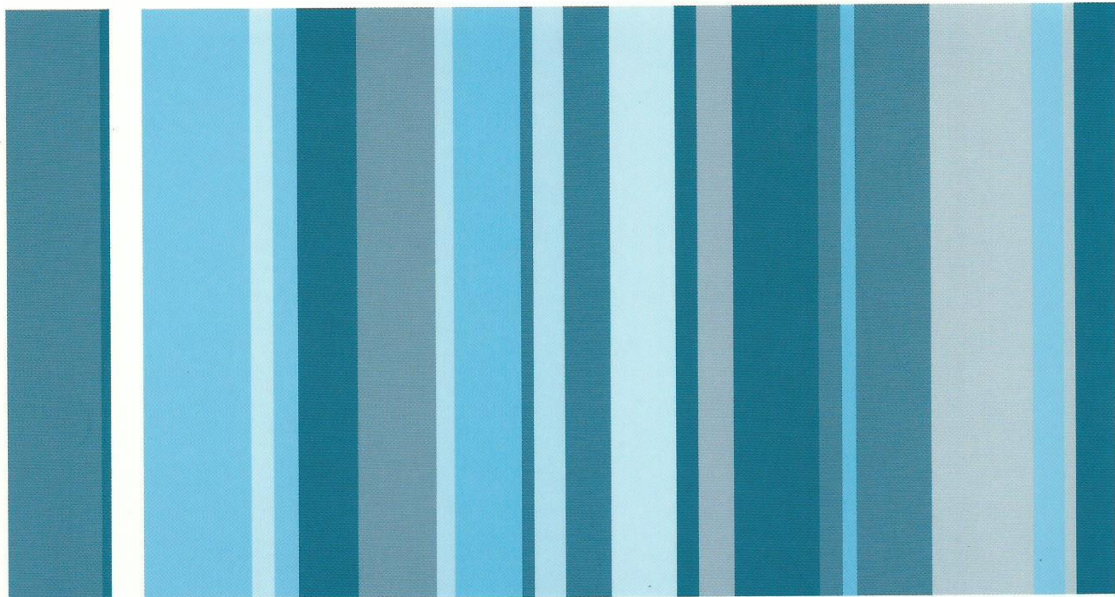


business

one : one

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teacher's book intermediate⁺



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How to ask for something

This lesson practises polite and more direct ways of asking for things.

Starter

- 1 Discuss with the student things we ask people for.

Possible answers

a boss	a pay rise, a day off
a bank manager	a loan, a credit card
a customer	bank details, a cheque
a colleague	a calculator, a document
a supplier	a quote, a discount

- 2 Discuss with the student the last time you both asked these people for something.

Expressions

- 1 1.1 ◦ Listen for the answers to the questions. You could pre-teach *invoice* – a list of goods sold or work done that shows how much you must pay.

Answers

- 1 Alvaro Gómez from Detecsys Systems. Susan Crawley is a customer.
- 2 Alvaro asks for the payment of some computers Detecsys Systems supplied. Susan asks for a duplicate of the invoice and later she asks for more time to pay the invoice.
- 3 Susan is polite because she wants Alvaro to give her company more time to pay. Alvaro is more demanding because he wants Susan's company to pay the invoice now.

- 2 The student listens again to complete the sentences.

Answers

- 1 'd like to
- 2 mind sending
- 3 like you to
- 4 think you could
- 5 expect you to
- 6 don't receive / I'm afraid

- 3 Ask the student to identify which extracts from 2 are polite and which are demanding.

Answers

- polite – 1, 2, and 4
demanding – 3, 5, and 6

Speaking

- 1 There are four situations to role-play here.

Role-play help

- 1 You work for a supplier of office equipment

and the student is an important client. They have been sent twenty black ink cartridges instead of twenty colour ones. Apologize for the mistake and tell the customer you will send the corrected order by messenger.

- 2 You are the boss of a small firm and you have arranged a training course for all your staff on Friday morning. The student is one of your employees and has asked for that morning off to sign some documents at the bank. Suggest they sign the documents another day, so that they can attend the meeting.
- 3 You are a ticket officer and the student wants to buy a train ticket. Ask what time the student wants to leave (rush hour trains are more expensive) and how they want to pay.
- 4 You and the student are colleagues. You have been compiling a report together for head office, but you haven't finished your part because you've been off sick. Apologize and promise to finish it before you go home tonight.

- 2 1.2 ◦ The student listens to conversations replicating the speaking task, comparing the phrases the native speaker uses to their own.

Look

The student finds examples of the structures from the Language box in 1.1–1.2.

Answers

- 1.1 I'd like to speak to Susan Crawley / Would you mind sending me a duplicate? / we'd like you to pay for the computers / we expect you to pay for the computers
1.2 I need you to repeat my last order / I'd like a return ticket / I'd like to receive it

Writing

- 1 The student writes an email to Jack.

Model answer

Good morning Fran,
My boss Jack has to be in Milan on the evening of 10th February, so could you send me a list of the possible flights he could take that day? He wants to take the latest flight back to Madrid on 12th February, but we need to know what time it arrives so we can send a car to pick him up. Do you think you could also send me a list of prices for both journeys in business class and economy class? Thank you for your help.
Best wishes,
Laura Hill

How to make a suggestion

This lesson practises different ways to put forward ideas.

Starter

1-3 Student's own answers.

Expressions

- 1 Ask the student to study the reading text and the notes. Elicit the student's opinion of the importance of the different problems.
- 2 2.1 ◦ The student listens and identifies the four problem areas that the consultant mentions. You could pre-teach *to outline* – to explain the most important aspects of a situation, *founder* – the person who starts a business, *to recruit* – to employ someone, and *resources* – the things or people you need to do something.

Answers

- 1 name of company
– change to something more international
- 2 sales manager obviously overworked
– recruit new sales staff
- 3 company doesn't use Internet at all
– use as a marketing tool
- 4 reputation for top quality, but long delays
– reorganize production side of company

- 3 The student listens again to complete the sentences.

Answers

- 1 would like to propose
- 2 suggest changing
- 3 propose that you recruit
- 4 recommend that you employ
- 5 proposal is to investigate
- 6 recommend taking

- 4 2.2 ◦ Use the reading text to establish the new situation. Ask the student to identify the six problem areas that the consultant mentions.

Answers

- name of company
– change the name, not commercial enough
sales and production meetings
– more frequent
staff don't know what's happening
– do something about communication problems
John Bruston MD
– 79 years old, get somebody younger
company doesn't use Internet at all
– consider using it
products old-fashioned
– employ new designer

- 5 The student listens again to complete the sentences.

Answers

- 1 considered changing
- 2 What about
- 3 to say this politely
- 4 about getting
- 5 face it / What if

Speaking

- 1 Role-play the different problems and ask the student to make their own suggestions. Refer to the language from the Language box.
'I just feel I'm going nowhere in my job.'
Have you considered changing your job? What if you looked for another job? I'd recommend that you think about getting a new job.

Look

The student finds examples of suggestions in listening scripts 2.1-2.2.

Answers

- 2.1 we would like to propose / we suggest / we recommend / our third proposal is to
- 2.2 have you considered / what about / how about / what if

Writing

- 1 The student makes notes for each situation.

Model answer

- Change class from Wednesday to Friday
- Change time from 8am to 1pm

- 2 The student chooses one topic and the person they will write to and prepares a short email.

Model answer

To: Course Director
From: Tracey Chen
Is it possible to change the time and day of my English class? Due to new work commitments, I would like to propose that we change from Wednesday to Friday. I would also suggest changing the time of the class from 8am to 1pm. Please confirm if this is possible.
Thank you,
Tracey