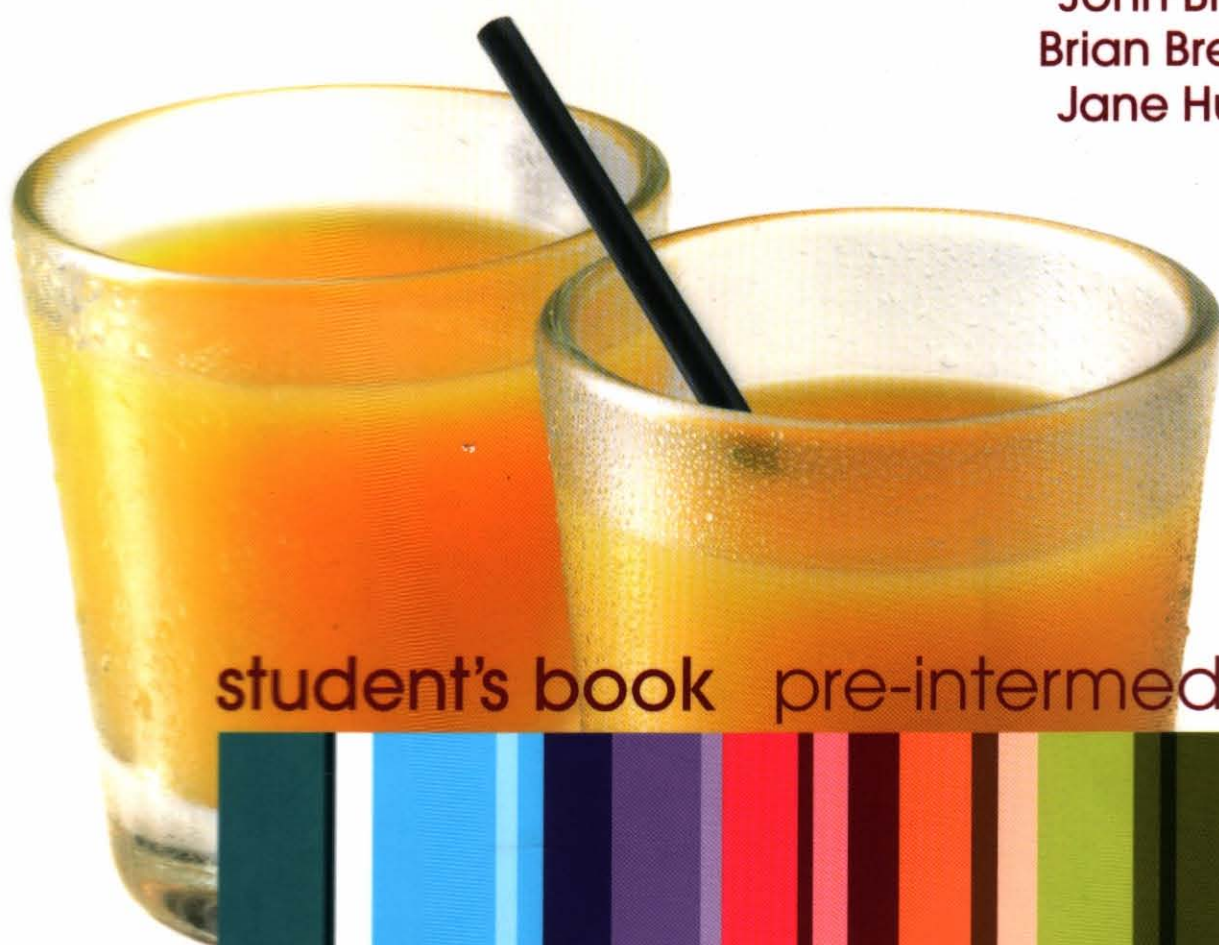


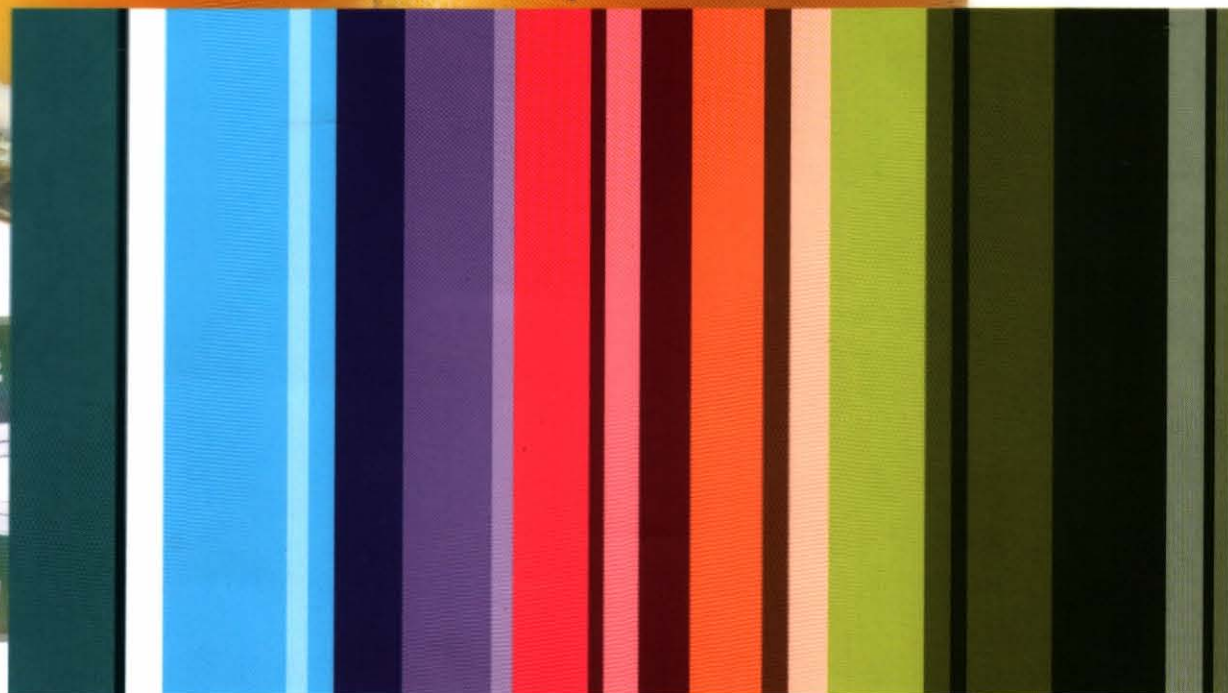
business

one : one

Rachel Appleby
John Bradley
Brian Brennan
Jane Hudson



student's book pre-intermediate



course syllabus

dealing with people

- 01 How to **say hello and goodbye** ○
- 02 How to **make offers** ○
- 03 How to **offer help** ○
- 04 How to **check and clarify** ○
- 05 How to **start small talk** ○
- 06 How to **describe an event** ○
- 07 How to **talk about yourself** ○
- 08 How to **talk about other people** ○

projects

- 09 How to **talk about time** ○
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- 11 How to **talk about money** ○
- 12 How to **talk about a project** ○
- 13 How to **talk about personnel** ○
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How to say hello and goodbye

In this lesson you will learn language for meeting people and introducing them to others.

Starter

- 1 Look at the questions below. Which ones can you ask when you meet someone for the first time in English-speaking countries?
 - Where are you from?
 - What is your first name?
 - How old are you?
 - Do you have any children?
 - What is the weather like in your country now?
 - How much do you earn?
 - Are you married?
- 2 Can you ask all these questions when you meet someone for the first time in your country? Which questions are not OK?



Expressions

- 1 Design4all is running a training course in Cairo. The participants meet on Sunday night to get to know each other. They meet again to say goodbye at the end of the week. Look at the two conversations. Find six mistakes in each conversation.

Hey, Jenny! Good to see you again.

Jordi, hi. I didn't expect to see you here. How are you?

Thanks, fine. And you?

Not bad. Is Tim coming too?

No. He can't come.

That's a shame. Ah look, here's Asim. Hi there. Do you know each other? Jordi - this is Asim Khan. He's from Karachi.

Hi. Nice to meet you.

Nice to meet you too. When did you get to here?

About an hour ago. And you?

I came early today morning ... and this is Safina. She works here in Cairo. I'm sorry, what you did say your name was?

I'm Jordi. From Barcelona. Good to meet you. Jenny and I were on Gary's course in London last year. Have you met Gary?

No, not yet. But I've heard a lot about him.

Well, let me introduce you. He's just over there ...

Er ... Gary. Can I introduce you with Safina?

Hi, Safina. How are you? Ah yes - you did the online designs. It's nice to put a face to the name at last!

Pleased to meet you.

Do you like something to drink?

Thank you. Um, yes, an orange juice, please.

Speaking

- 1 You are at a conference. During the coffee break, you introduce a new contact (your teacher) to two colleagues. Later, you explain why you are leaving early. Role-play the conversations with your teacher.



IAN BAKER.

"HAVE YOU MET RUTH?"

Writing

- 1 You receive an email from an international magazine, asking for information about what to do when you meet people in your country. Write an email in reply. Include:
 - how to greet people for the first time
 - how to greet members of the opposite sex
 - one or two greeting phrases from your language
 - what to do when saying goodbye
 - one or two phrases from your language to say goodbye
 - information on when people give gifts.

Hint

You can use **Good evening** when you want to say **Hello** at night.

You can use **Goodnight** when you want to say **Goodbye** at night.

I'm afraid it gets late. I really must go. The taxi's waiting outside.

OK. It was a great week, wasn't it?

Very good - especially the pyramids.

Yes. Don't forget to send me the photos.

No, I won't. Take care, Jenny. Bye.

Yes. Keep in touch and say hi to Tim from me.

Of course. See you, then, and goodbye, Safina.

Goodbye, Jordi. Have a good travel. It was great to meet you.

Bye, everyone!

So, Jenny, when you leave?

My flight is at six, so ... not for a while.

Well, please to visit us here again one day. Gary!

Safina, hi.

I just wanted to say ... Thanks everything. It was a great course.

Not at all. Thank you for telling us about the project. And are you in Dubai next month?

Yes, for the regional team meeting.

Well, I'll send you the schedule next week. See you then. All the best!

I'll look forward to seeing you again. Goodbye.

2 Listen to the conversations and check you found the six mistakes in each one.

3 Complete the sentences with the words used for meeting people.

1 Hi there! Do you know Carl what ?

2 Jordi - This is Asim Khan.

3 It's nice to be able to put a face to the name at last!

4 I really must go. The taxi's waiting outside.

5 Take Care, Jenny. Bye!

6 Yes. Keep in touch. Say hi to Tim from me!

7 Of course. See you then and goodbye, Safina!

8 Well, I'll send you the schedule next week. See you then. All the best!

Language box

Some phrases always use the same form of the verb. There are three groups.

The full infinitive:

I expect to receive the report tomorrow.

The *-ing* form (the gerund):

Thank you for sending the information.

The bare infinitive (without *to*)

I really must go.

Notice that the full infinitive often follows some adjectives - *pleased, nice, good, etc.*

Pleased to meet you.

Nice to hear from you.

Look

Look again at listening script 1.1 on page 113. Find more examples of the infinitive and *-ing*.

Lesson record

3 new words from this lesson

1

2

3

3 useful phrases from this lesson

1

2

3

Things to remember

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How to make offers

In this lesson you will learn language for making, accepting, and refusing offers and suggestions.

Starter

1 Match the words (1-6) with the definitions (a-f).

- 1 a negotiation
- 2 management
- 3 inflation
- 4 a union
- 5 a rise
- 6 bonus

- a an organization that represents employees
- b a meeting to find an agreement
- c the people who run a company
- d when something goes up
- e when the prices in a country go up
- f extra money given occasionally to workers

2 Are you a member of a union? Why? Why not?

Expressions

1 Listen to a negotiation between a union and the management of a company in Ireland. Write down:

- a the inflation rate _____
- b what the union want _____
- c what the management offers _____



Speaking

1 Make suggestions for the situations below to your teacher. Try to make more than one suggestion.

- 1 You and your colleagues cannot use the room that is reserved for a meeting. Your office is free.
- 2 You are in a meeting that has been going on for three hours. You can see that people need a break.
- 3 Your company needs an interpreter for a dinner with a VIP guest from your country.
- 4 A colleague has to get to the airport to fly home, but there are no taxis or public transport at the moment.
- 5 A meeting has come to the point where your knowledge is needed.

Language box

To make a suggestion or an offer, we can use:

- Let's start now.
- Shall I start?
- Why don't you start?
- How about starting now?
- What about starting now?
- I'll start, if you like.
- Would you like me to start?

Hint

Be careful with **salary**, **wages**, and **pay**.

salary: the fixed amount of money you get every month

wages: usually not a fixed amount of money, paid by the hour

pay: a general word for the money you get for your work

2 Listen again. Complete the sentences with the words used for making offers and suggestions.

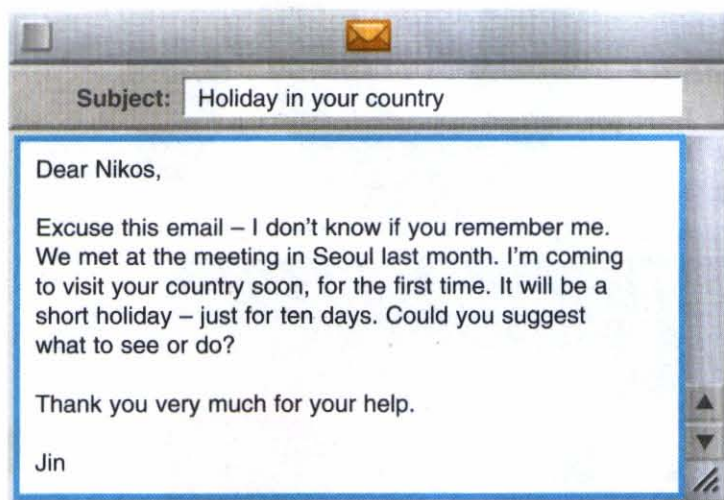
- 1 But anyway, _____ what the union has to say.
- 2 _____ start, Pat?
- 3 Yes, _____ ?
- 4 And _____ a bonus?
- 5 Pat, Maureen, _____ a pay rise the same as inflation.

22 3 Now listen to the second part of the conversation. Complete the sentences with the words used for reacting to offers.

- 1 There's _____ we can pay 5.2%.
- 2 Sorry Josie, _____ just one payment here?
- 3 Hmm, _____.
- 4 I think _____.
- 5 We'll _____ your offer.

Writing

1 Write an answer to the email below. Try to use words and phrases from **Expressions** and the **Language box**.



To react to an offer or a suggestion, some of the expressions we can use are:

There's no way we'd accept that.
(= this is a very direct *no*)

Do you mean Wednesday or Thursday?
(= asking for clarification)

That's not a bad idea.
(= positive, but careful, reaction)

I think it's a great idea.
(= enthusiastic reaction)

Look

Look again at listening script 2.1 on page 113. Find more examples of suggestions, offers, and reacting to suggestions and offers.

Lesson record

3 new words
from this lesson

3 useful phrases
from this lesson

1

1

2

2

3

3

Things to remember

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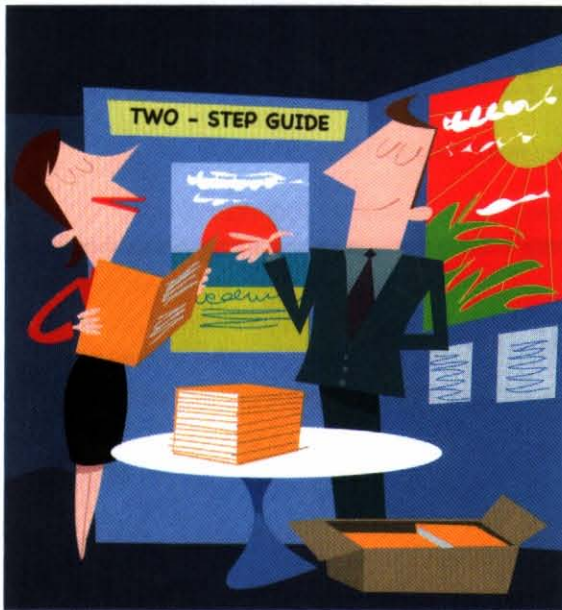
How to offer help

03

In this lesson you will learn language for offering to help someone.

Starter

- 1 Have you ever been to a trade fair? Tell your teacher about it.
- 2 Find these words in the picture: *stand, poster, visitor, exhibitor, brochure, box.*



Expressions

- 1 Fran and John work for a travel guide publisher. They have a stand at a trade fair in London. Read the sentences below, and then listen to four short dialogues. Correct the information in the sentences. One of the sentences is already correct.
 - 1 Fran cannot find the books on Australia.
 - 2 Fran thinks there is space in the car for everything.
 - 3 Fran has made a mistake with her T-shirt.
 - 4 Fran does not want to go to the pub.
- 2 Now listen again. At each stage John is trying to help Fran. Does she accept his help?

Stage	Does Fran accept help?
1 In the office	
2 At the car	
3 Setting up the stand	
4 The end of the trade fair	

Speaking

- 1 A colleague from New York will be working in your department for three months. Your manager wants you to show them round this afternoon. Look at the list below. Is there anything else they need to see or know?
 - members of staff
 - departments / offices
 - meeting rooms
 - where to get help (IT, stationery, etc.)
 - contact information for important clients
 - kitchen (tea, coffee)
 - lunch places
- 2 Decide on the order in which you want to do these things. Then tell your plans to your colleague (your teacher).

Language box

When offering help, there may be several things to do. To order activities, we can use the following phrases:

- First / Firstly / First of all, ...
- Then / Next / Afterwards / After that, ...
- Finally / At the end, ...

First of all, copy the file you want to the desktop. Then put the blank CD into the computer. After that, open the burner program. Then follow the instructions on the screen. Finally, check that the new CD works.

Hint

A **freebie** is something you get for nothing. **Freebies** is a word which is often used to talk about promotional gifts which companies give away, e.g. pens, T-shirts.

3 Put the words from the dialogues in the correct order. Then listen again to check your answers.

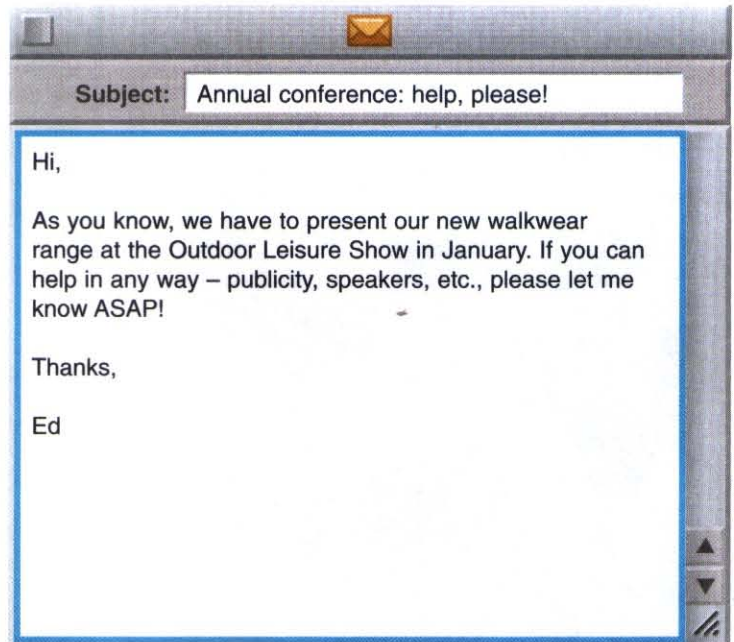
- 1 want / help / you / do / some?
- 2 them / just / I'll / get.
- 3 help / me / let.
- 4 me / to / it / leave.
- 5 OK / doing / you / are?
- 6 want / hand / you / do / a?
- 7 can / how / help / I?
- 8 get / for / one / shall / you / I?



Writing

1 You have received the email below. Write a reply to say how you can help with:

- publicity (send out emails about the conference, put up posters)
- speakers (contact people, suggest topics for talks)
- brochures (help with contents)
- boxes
- the stand.



When talking about your own list of things to do, these phrases are usually followed by *I'll* ...:

First, I'll check my emails, and then I'll make some coffee. After that I'll write up the report, and finally, when it's finished, I'll send it to head office.

Look

Look again at listening script 3.1 on pages 113-114. Find more examples of offers and using *will* for a list of things to do.

Lesson record

3 new words from this lesson 3 useful phrases from this lesson

- | | |
|---------|---------|
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |

Things to remember

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How to check and clarify

04

In this lesson you will learn language for checking and clarifying information.

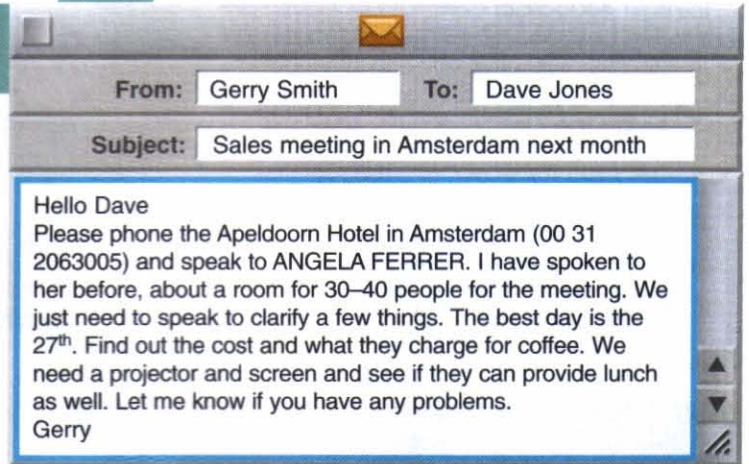
Starter

- Do you have a good memory or do you sometimes forget things? Do you use any of these things to help you remember?
 - a diary
 - a PDA (Personal Digital Assistant)
 - Post-it notes
 - a computer program
 - a mobile phone
- How do you organize a typical day at work?



Expressions

- Read the email that Dave Jones received from his manager. What does Dave have to do? What does *clarify* mean?



- Now listen to the phone conversation and complete Dave's notes.

Apeldoorn Hotel - Angela Ferrer
Room: _____ - can take _____ people Cost _____
Coffee break: _____ per person
Lunch: _____ per person
Projector / screen: yes / no
Email for reservations: _____



IAN BAKER.

"I'M SORRY BUT I THOUGHT IT WAS GOLF FIRST AND THEN THE MEETING."

Speaking

- Role-play the conversation between Dave Jones and Angela. Use the notes from Expressions 1 and the information in the Language box to help you. Make sure that you check all your information.
- Dave tells his boss about the details of the meeting in Amsterdam. Role-play the conversation. Your teacher will be Dave. You are the boss. You need to check:
 - the room
 - the dates
 - the costs
 - Angela's contact details.

Hint

Notice how these verbs are used:
Could you **repeat** me the question, please?
Could you **confirm** me the time of the meeting?
Can you **reserve** me a table for four people, please?

3 The following sentences are all used to check or clarify information. Complete sentences 1–8 with the words below.

do please other whole
that the it just

- 1 Could you _____ spell your company name for me, please?
 - 2 Excuse me, was _____ thirteen or thirty?
 - 3 Do you need the room for the _____ day?
 - 4 Does that include tax, and all _____ costs?
 - 5 _____ you mean a projector for transparencies or for a computer?
 - 6 Sorry, could you repeat that, _____?
 - 7 Yes, I'll spell _____ for you if you like.
 - 8 When can you confirm _____ reservation, please?
- 4 Listen to 4.1 again to check your answers.

Writing

1 Write a question to check the information in sentences 1–9.

Example: The meeting starts at three o'clock.

Sorry. What time did you say?

Did you say two o'clock or three o'clock?

- 1 Can we meet next Wednesday instead?
- 2 I visit our clients in Manchester every four weeks.
- 3 It takes about five days to deliver to Holland.
- 4 Mr Petrovich is speaking at the conference.
- 5 Our new offices are about fifteen kilometres from the airport.
- 6 She decided to buy the biggest one.
- 7 The manager is going to Tokyo next week.
- 8 The new price is €125.
- 9 We didn't buy it because it was too expensive.

Look

Look again at listening script 4.1 on page 114. Find more examples of questions for checking information.

Language box

You can clarify things you do not hear or understand with a general question:

I'm sorry. What did you say?

If you want more specific clarification, use a different question word:

I'm sorry, what time did you say?

I'm sorry, how much did you say?

Excuse me, where did you say?

Another useful way to check information is simply to ask *Did you say?* and to repeat the information.

Did you say three o'clock?

Did you say twenty-five people?

Lesson record

3 new words 3 useful phrases
from this lesson from this lesson

- | | |
|---------|---------|
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |

Things to remember

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How to start small talk

05

In this lesson you will learn language for starting conversations with people you have not met before.

Starter

- 1 Look at the conversation topics. Do you talk about these topics in your country?
 - the weather
 - a typical day in my job
 - the people I live with
 - my journey to work
- 2 Choose a topic. Talk about it for a minute.



Expressions

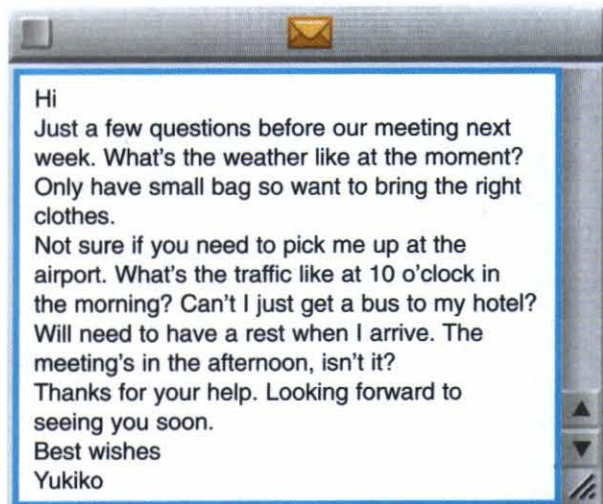


Speaking

- 1 Role-play the following situations. Try to use language from Expressions and the Language box.
 - 1 You arrive in Sydney, Australia for a meeting. Your colleague, Bruce Higgins, is picking you up from the airport. Your teacher, as Bruce Higgins, will start. See how long you can continue the conversation.
 - 2 You are picking up a colleague, Yasmin Hussein, from her hotel. You want to make her feel comfortable, so start making small talk with her. Your teacher is Yasmin Hussein. See how long you can continue the conversation.

Writing

- 1 Read the email from a colleague who is going to visit your office. Write a suitable reply.



Hint

Use the question **What is / are ... like?** in small talk.
What's the traffic like in Tokyo?
It's terrible, especially in the rush hour.
What are the houses like in Rio?
People live in flats, mostly.

1 The picture shows Danilo da Sousa meeting Yukiko Tomioka at Rio de Janeiro international airport. Match Yukiko's comments (a-f) with Danilo's comments in the picture (1-6).

- a Yes, please. I'd like to have a rest.
- b It's a lovely day, isn't it?
- c Yes. We were delayed for an hour in Tokyo.
- d Well, it wasn't too bad.
- e It's terrible, especially in the rush hour.
- f The hotel isn't far, is it?

2 Write the expressions in the correct place under the three headings on the right.

- People work very long hours here, don't they?
- It was raining hard.
- What do people wear to work?
- It's very windy, isn't it?
- It took us two hours to get here.
- It snows a lot here, doesn't it?
- The plane was delayed for an hour.
- Nobody studies languages where I come from.
- How was your flight?
- Most people live in flats in the centre.
- Was someone waiting for you when you arrived?
- Is it always so hot here?

Talking about your journey

- 1 _____
- 2 _____
- 3 _____
- 4 _____

Talking about the weather

- 1 _____
- 2 _____
- 3 _____
- 4 _____

Talking about your country

- 1 _____
- 2 _____
- 3 _____
- 4 _____

Language box

We use question tags at the end of a sentence to check information or make small talk. If the sentence is positive, the tag is negative:

- It's a long flight, isn't it?
- You were late, weren't you?

If the sentence is negative, the tag is positive:

- Your bags aren't heavy, are they?
- The plane wasn't full, was it?

We can also form question tags with *can*, *have*, and *will*:

- He can't drive, can he?
- She's got a dog, hasn't she?
- They'll give us lunch, won't they?

Look

Look again at **Expressions**. Find more examples of question tags.

Lesson record

3 new words
from this lesson

- 1
- 2
- 3

3 useful phrases
from this lesson

- 1
- 2
- 3

Things to remember

-
-
-
-
-
-