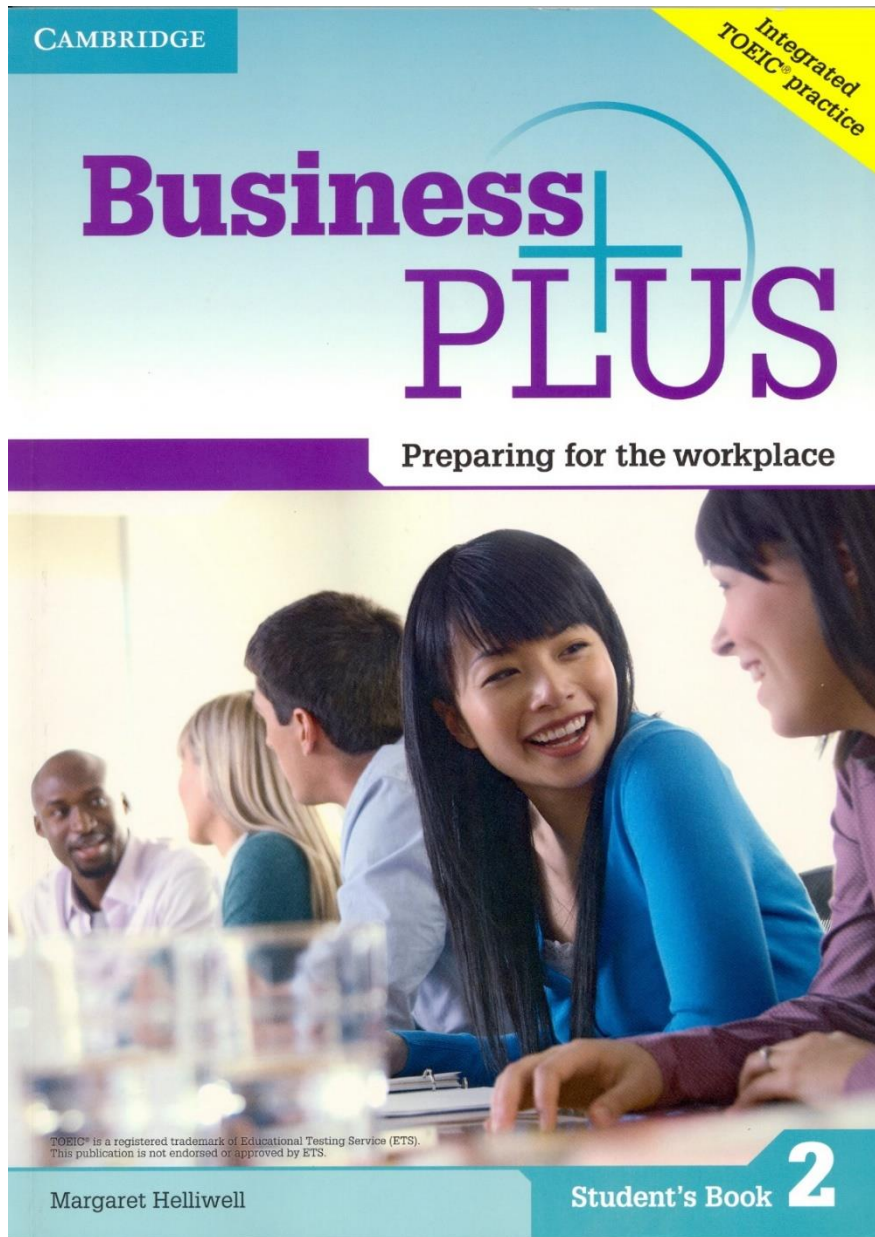


This course is taught by using this commercial book. Students were assigned to buy the book.



These only the sample, if you want to know more details of this book, please contact to the distributor of Cambridge University Press in your country.

#Credit : Helliwell, M. (2014). Business Plus 2 : Cambridge university Press.

# Welcome to our company

## Unit 1

### 1 Business situation A visitor



**A** (1) David Tan from Singapore is visiting Le Thi Mai and Tran Thanh Ly at their office in Hanoi. Listen to their conversation. Who says what? Write *M* for Mai, *L* for Ly, or *T* for David.

- |  |  |
|--|--|
| 1 Welcome to our company. ....           | 7 What's the place like? .....                   |
| 2 It's great to see you again. ....      | 8 Could you tell me where the restroom is? ..... |
| 3 Pleased to meet you. ....              | 9 I'll be right back. ....                       |
| 4 Our office is on the third floor. .... | 10 What's the plan for the day? .....            |
| 5 Please, have a seat. ....              |  |
| 6 How do you take your tea? .....        |  |

**B** Work with a partner. Student A is at work. Student B is a visitor.

Student A	Student B
Greet the visitor. You have met before. →	Greet A. You have met before.
Offer B a seat. ←	Thank A. Say something about the office.
Offer B tea or coffee. How does he or she take it? ←	Tell A tea or coffee and how you take it. Ask about the plan for the day.
Tell B about the plan for the day (meet colleagues – have meeting – lunch). ←	Tell A what you think of the plan. Ask the way to the restroom.
Tell B the way to the restroom. ←	Thank A.

- ▷ sales conference • enormous  
▷ work on sth. • project • to share

*I can* welcome a visitor in a business situation.

# Grammar focus

## Focus 2: Wh-questions

**E** Look at these questions from the conversation in 1A and underline the questions words.

- 1 Where are you staying?
- 2 What's the plan for the day?
- 3 Who's that?
- 4 When are you having lunch?
- 5 Why not?

**F** Which question word asks about . . .

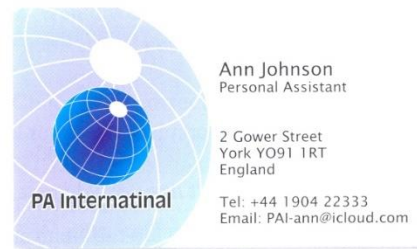
- 1 a time? .....
- 2 a person? .....
- 3 a thing? .....
- 4 a place? .....
- 5 a reason? .....

**G** Four visitors are waiting in your company's reception area. Look at their business cards and the schedule for the day. With a partner, ask and answer questions about them. Ask five questions about each person.

Who is Lam Ji Chiew? — He's . . .  
Where does he work?

Schedule	Time	Visitor	Purpose of visit
May	09:00	Lam Ji Chiew	meeting with Mr. Wang
23	09:30	Ken Clark	meeting with Mr. Zhao
	09:45	Ann Johnson	job interview with Mr. Zhang
	09:15	Kaito Sasaki	meeting with Mr. Yang

SAMPLE ONLY!



- ▢ reception
- ▢ schedule
- ▢ job interview

I can use wh-words to ask questions.

# Business communication

## Unit 2

### 1 Business situation Videoconferences



**A** **4** Sakura Kondo from Japan and Akmal Hasim from Malaysia work for a small British company in Kuala Lumpur. They are talking about videoconferences. Check  the advantages and disadvantages they talk about.

Videoconferences	
Advantages	Disadvantages
easy to keep in touch with business partners <input type="checkbox"/>	some people are shy in front of a camera <input type="checkbox"/>
saves time <input type="checkbox"/>	the equipment is expensive <input type="checkbox"/>
saves money <input type="checkbox"/>	no personal contact <input type="checkbox"/>
less traveling <input type="checkbox"/>	no time for small talk <input type="checkbox"/>
more people can take part <input type="checkbox"/>	different time zones <input type="checkbox"/>
better for the environment <input type="checkbox"/>	technical problems <input type="checkbox"/>

**B** **4** Listen to the conversation again and complete the sentences.

- 1 They had to stop the last videoconference because they . . .
- 2 Akmal thinks that business is about . . .
- 3 Sakura thinks you would need a lot of time to . . .
- 4 Akmal looks forward to . . .
- 5 Akmal is shy . . .
- 6 Akmal hopes that Sakura can give him . . .

- advantages    disadvantages  
 screen    to interrupt

*I can understand a conversation about videoconferences.*

2

**Grammar focus**

**Focus 2: The past tense of *can, must, have to***

**F** Read these parts of the conversation from 1A and put the underlined words in the chart.

**Sakura:** Hi, Akmal. Are you coming to the videoconference this afternoon?

**Akmal:** I have to be there, Sakura. I'm responsible for setting up the equipment, and I'm a bit nervous about it. Remember the last time we had a videoconference? We had to stop because of technical problems – we couldn't get a picture on the screen.

**Sakura:** Yes, I remember. I can see why you're nervous.

Present	Past
have to / must	
can	



We had to stop.

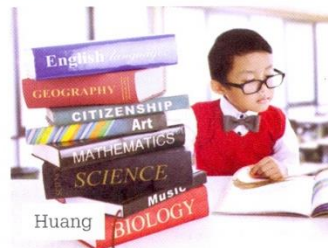
**G** Complete the second sentence in the past tense.

- Every day, I have to get up early for work. Yesterday, I had to get up early.
- Akio has to run for the bus every morning. Yesterday morning, he .....
- I can't attend the meeting this week. Last week, I .....
- We have to discuss some problems with our boss this afternoon. Last Friday, we .....
- Can you contact your clients via Skype? ..... yesterday?

**H** Complete the sentences with *can, can't, could, or couldn't* and one of the verbs.

attend    buy    drive    finish    get    sleep    speak    wait

- I'm sorry, I can't attend the meeting next week.
- Akmal is so nervous about the videoconference, he ..... at night.
- We wanted to go to the concert, but we ..... tickets.
- Borin ....., but he doesn't have a car.
- Ly ..... her car keys, so she took the bus.
- We ..... anything because the shops were closed.
- A: I'm sorry, I'm not ready yet.  
B: That's OK. I .....
- Huang ..... English when he was only five years old.



**I** Work with a partner.

**Student A:** Go to Partner file 1.

**Student B:** Look at the statements below. Your partner has four different statements. Take turns to read the statements and give each other advice. Use *should* or *shouldn't*.

- "I need to have a meeting in Hanoi, but I don't have time to go there."
- "I feel shy when I have to talk to a camera."
- "I'm putting on weight."
- "I'd like to meet some new people."



Should is not as strong as *must* and *have to*. We use it to give advice:

You look tired. You should go to bed earlier. You shouldn't work so hard.

*I can* use *can, must, and have to* in the past and *should* to give advice.

# Products and services

## Unit 3

### 1 Business situation Describing products



**A** 10 Lisa Yam works for an electronics company in Taipei. She is at a trade show and is answering questions about one of her company's products. Listen and check (✓) the features you hear.

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> alarm clock       | <input type="checkbox"/> currency converter | <input type="checkbox"/> USB port       |
| <input type="checkbox"/> audio translation | <input type="checkbox"/> games              | <input type="checkbox"/> voice recorder |
| <input type="checkbox"/> backlighting      | <input type="checkbox"/> LCD screen         |   |
| <input type="checkbox"/> calendar          | <input type="checkbox"/> travel guide       |   |

**B** Are the statements true or false? Correct the false statements.

- |  | True                     | False                    |
|--|--------------------------|--------------------------|
| 1 The man heard about the Lingua Traveler on the radio.          | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 Electronic translators have advantages smartphones don't have. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 The man doesn't like electronic translators.                   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 The Lingua Traveler can help you learn a foreign language.     | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 All Lingua Traveler models translate eight languages.          | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 You can use the Lingua Traveler in the dark.                   | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 It doesn't matter if you make a spelling mistake.              | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 The 03 model costs over \$200.                                 | <input type="checkbox"/> | <input type="checkbox"/> |

**C** Work with a partner. Choose a device (for example, your phone or computer) and tell your partner what features it has.

- ▶ trade show   feature   native speaker  
▶ to depend (on)   to guess

*I can understand someone describing a product.*

2

# Grammar focus

## Focus 2: The passive

**D** 10 Listen to the conversation in 1A again and complete the chart.

Subject	to be	Past participle	
The Lingua Traveler	was	designed	for travelers by travelers.
Mandarin Chinese	.....	.....	by over a billion people.
Words and phrases	.....	.....	on the display.
When the first electronic translators	.....	.....	the audio quality was poor.

**E** Complete the rule.

We form the passive with the verb ..... and the past participle of the verb.

We use the passive when:

- we **know** / **don't know** who does something:  
*The bicycle was invented 200 years ago.*
- it is **important** / **not important** to say who does something:  
*Spanish is spoken in many South American countries.*

**SAMPLE ONLY!**

If we want to say who does something, we use **by**:  
*Mandarin Chinese is spoken by over a billion people.*

**F** Which sentences are active and which are passive? Write A or P.

- A: My colleague wrote the reports. ....  
B: The reports were written by my colleague. ....
- A: He left his computer on all night. ....  
B: His computer was left on all night. ....
- A: English is spoken all over the world. ....  
B: Many people all over the world speak English. ....
- A: I made a mistake in my report. ....  
B: My laptop was made in Korea. ....
- A: The offices are cleaned every day. ....  
B: A cleaner cleans our offices every day. ....

**G** Make sentences in the passive.

- first computer / build / in 1936 *The first computer was built in 1936.*
- first smartphones / introduce / in 2007
- in the 1990s / tapes and CDs / replace / MP3s
- most expensive cell phone in the world / make / of gold and diamonds
- about 120 million cell phones / throw away / every year in the US
- first text message / send / by a Canadian engineer / in 1989
- about 60,000 videos / post / on YouTube / every week
- ebay / invent / by a French scientist / in 1995
- trillions of text messages / send / worldwide / every year
- Amazon / start / in 1994 / by Jeff Besoz



The most expensive cell phone in the world

display

*I can understand and use the passive.*

# Targeting the customer

### 1 Business situation Advertising



**A** **14** Kang Mi-song from South Korea is working in her company's office in Perth, Australia. She is talking to her colleague Jack Robbins about advertising. Listen to the conversation. Which ways of advertising do they talk about? Write the number you hear.

- |  |  |
|--|--|
| <input type="checkbox"/> billboards        | <input type="checkbox"/> leaflets        |
| <input type="checkbox"/> print advertising | <input type="checkbox"/> social networks |
| <input type="checkbox"/> telemarketing     | <input type="checkbox"/> TV commercial   |
| <input type="checkbox"/> webvertising      | <input type="checkbox"/> YouTube         |

**B** **14** Listen again and complete the sentences.

- Mi-song and Jack both saw the ..... for Chunky Choc Cookies and liked the ..... They both think the ..... for hamburgers was funny. They agree that it's silly when a(n) ..... promotes something, and they don't believe that a(n) ..... is better because somebody ..... says they use it.
- Jack thinks ..... is often fun. He likes ..... because they make cities more ..... He likes to get quick ..... about products.
- Mi-song thinks companies spend too much ..... on advertising. She finds ..... annoying, and she hates it when advertisers ..... her through her phone, but she says she can't live ..... it.

**C** Work in small groups. Think of other ways of advertising that are not in 1A. Which group can find the most ways in five minutes?

- ▶ commercial • to go viral • to target  
 • to promote • campaign



## 2

## Grammar focus

## Focus 2: Adverbs of manner

**F** Look at these sentences from the conversation in 1A, then read the rule. Are the words in bold adjectives or adverbs?

Don't take things so **seriously**.  
 Companies can target consumers **quickly** and **cheaply**.  
 Webvertising is an **easy** way to get new customers.  
 You can delete the ads **easily**.  
 I can get **quick** information about products that interest me.

Complete the rule.

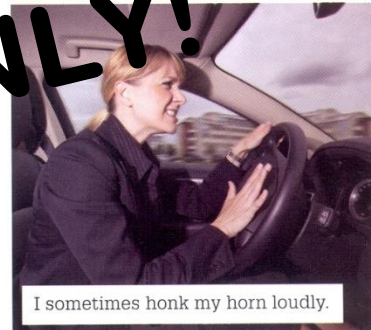
Adjectives describe nouns (people or things).  
 Adverbs of manner tells us about a verb: *how* we do things.  
 To make an adverb of manner we add ..... to an adjective.



These are different:

good → <u>well</u>	fast → <u>fast</u>	hard → <u>hard</u>
He's a <i>good</i> speaker.	→	He <i>speaks well</i> .
She's a <i>fast</i> driver.	→	She <i>drives fast</i> .
They are <i>hard</i> workers.	→	They <i>work hard</i> .

- G** Underline the correct word.
- I always study **careful** / **carefully**.
  - I always speak **easy** / **easily**.
  - He is a **good** / **well** listener.
  - She is a **quiet** / **quietly** person.
  - I eat **slowly** / **slow** and enjoy **good** / **well** food.
  - I'm a very **serious** / **seriously** person.
  - I always study **hard** / **hardly**.
  - I always wait in line **patiently** / **patient**.



**H** Work with a partner. Read aloud the sentences in 2G that are true for you. Your partner agrees or disagrees.

A: I always cross the road . . .  
 B: Me, too / Oh, I don't.  
 A: I don't always . . .  
 B: Oh, I do / Me, neither.

**I** Put the words in the correct order.

- well / speaks / Mi-song / English
- close / please / quietly / door / the
- the / report / wrote / quickly / Jack
- correctly / I / your / did / message / understand ?
- its / company / pays / badly / the / employees

▶ consumer ■ ads = advertisements

*I can* use adverbs of manner to talk about how we do things.

# Achievements

## 1 Business situation Presenting facts and figures



**A** 19 Yi Ling Tan works for an electronics company in Singapore. She is giving a presentation on her company's sales figures to a new group of trainees. Listen to her presentation and decide if she is talking about Table 1 or Table 2.

Table 1

Exports in millions of US dollars			
	Year before last	Last year	This year
Asia	48	50	52
Europe	30	32	33
North America	26	27	29
South America	–	–	20
Total	104	109	134

Table 2

Exports in millions of US dollars			
	Year before last	Last year	This year
Asia	48	50	52
Europe	30	32	28
North America	28	27	29
South America	–	–	–
Total	106	109	109

**B** Look at your answer to 1A and choose the correct word.

- Last year, exports to Asia **increased** / **decreased** compared with the year before.
- This year, exports to Asia **have risen** / **have fallen** again.
- Last year, exports to Europe **fell** / **rose** compared with the year before.
- This year, exports to Europe **have fallen** / **have risen**.
- Total exports this year **have risen** / **have fallen** / **have stayed the same** compared with last year.

increase = rise (– rose – risen)  
decrease = fall (– fell – fallen)



- achievement    figures    to increase  
 to rise    to decrease

*I can understand a presentation of sales figures.*

2

# Grammar focus

## Focus 2: *Since* and *for*

**D** Read about Yi Ling Tan. With a partner, complete the questions and answer them.

Yi Ling Tang works for an electronics company in Singapore. She's worked there since February last year. Before that, she worked for three years for an airline company. She's lived in Singapore since she got married. She and her husband live in an apartment in eastern Singapore. They've lived there for only a few months. They lived in a downtown apartment for two years, but it was very expensive. Yi Ling's husband is a chef. He worked at the Shangri-La Hotel for a long time. Since September, he's had his own restaurant.



- 1 How long *has* Yi Ling Tang *worked* for the electronics company?  
*She's worked for the electronics company since February last year.*
- 2 How long *did* she *work* for the airline company?  
*She worked for the airline company for three years.*
- 3 How long ..... she ..... in Singapore?
- 4 How long ..... they ..... in eastern Singapore?
- 5 How long ..... they ..... downtown?
- 6 How long ..... Yi Ling Tang's husband ..... at the Shangri-La Hotel?
- 7 How long ..... he ..... his own restaurant?

**E** Write all the words and phrases with *since* and *for*.

since: February .....  
for: three years .....

What do you do? underline the correct word.

We use *for* with a period / point of time.  
We use *since* with a period / point of time in the past.

**F** Work with a partner.  
Student A: Look at Partner file 3.  
Student B: Look at your profile.  
Answer your partner's questions.

He's a chef = He is ...  
He's been to China. = He has ...



I'm a web designer. I work in Sydney, Australia, for an advertising company. I started to work there two years ago. Before that, I worked for a hotel chain. That was in Sydney, too. I worked there for three years. I live in Sydney in a downtown apartment. I moved there one year ago. I lived in the suburbs for a long time, but I got fed up with commuting to work. And the apartment was old. My new apartment is smaller, but it's modern.

Now ask your partner these questions.

- |                                 |  |
|---------------------------------|--|
| What do you do?                 | Where do you live?                             |
| Where do you work?              | How long have you lived there?                 |
| How long have you worked there? | What kind of apartment do you live in?         |
| Where did you work before?      | What kind of apartment did you live in before? |
| How long did you work there?    | Why did you move?                              |

- downtown ▢ chef
- profile ▢ chain

*I can use the present perfect with for and since.*

# How would you like to pay?

## 1 Business situation Banks and their services



**A** (23) Kasem Wattana works for a bank in Bangkok. Listen to the conversations and match the person with the requests.

- |                 |                     |
|-----------------|---------------------|
| 1. May Wattana  | A. take out a loan. |
| 2. Mr. Srijaran | B. cash checks.     |
| 3. the woman    | C. open an account. |

**B** (23) Listen to the conversations again and complete the sentences with words from the box.

ATM   bank transfer   borrow   checking   exchange  
lend   loan   salary   savings   sign   traveler's checks

- 1 What kind of account would you like? A(n) ..... account or a(n) ..... account?
- 2 My employer will deposit my ..... into my account.
- 3 You can pay your bills by ..... or get cash from a(n) .....
- 4 I'd like the bank to give me a(n) .....
- 5 I can open a second shop if the bank can ..... me the money.
- 6 How much do you want to ..... ?
- 7 I want to change some money. What's the ..... rate?
- 8 Please ..... the ..... and take them to the desk over there.

- account    salary    to lend  
 to borrow    loan

*I can understand conversations in a bank.*

2

**Grammar focus**

**Focus 2: Defining relative clauses**

**F** Look at the sentences from 1A and complete the rule.

- I've found a job **that** starts next week.
- Most people **who** need an account for their salary choose a checking account.
- There's a shop **which** is empty.
- She's the person **that** deals with the loans.

Defining relative clauses give us more information about people or things.

Defining relative clauses about . . .

- people begin with ..... or .....
- things begin with ..... or .....

**G** Complete the sentences with *who*, *which*, or *that*. Then compare with a partner.

- 1 The person ..... asked Kasem for help was a tourist.
- 2 The shops ..... are in the Riverfront Mall are very popular.
- 3 Ms. Mookjai was the person ..... advised Mr. P. on the loan.
- 4 I'd like a job ..... lets me work from home.
- 5 Customers sometimes ask questions ..... are difficult to answer.



With that loan that you give me I'd like to buy the bank.

**H** Look at the sentences from the conversations in 1A. Complete the sentences with *who*, *which*, or *that*.

When the relative pronoun is the subject, we use *who*, *which*, or *that*.  
 When the relative pronoun is the object, we can leave it out.

- 1 You remember the business ▲ I started last year ? .....
- 2 Souvenir Land – the shop ▲ you opened in the Riverfront shopping mall. ....
- 3 She was the lady ▲ I spoke to last time. ....
- 4 The checks ▲ I have are for 100 dollars each. ....



**I** Make sentences that are true for you. Tell a partner.



A TV program that makes me laugh

- 1 I like people who . . .
- 2 I don't like people who . . .
- 3 A TV program that makes me laugh is . . .
- 4 The person who knows me best is . . .
- 5 The language I speak best is . . .
- 6 The music I like best is . . .
- 7 The best teacher is a person who . . .
- 8 The food I eat most often is . . .
- 9 I'd like a job which . . .

*I can* use defining relative clauses.

# Future trends

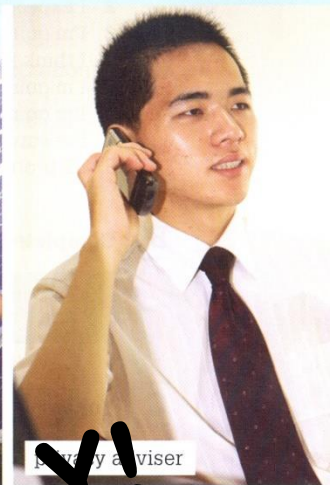
## 1 Business situation Top jobs for the future



food chemist



environment engineer



privacy adviser

**A** **33** Listen to three young people talking about their career choices and check (✓) the correct answer.

SAMPLE ONLY!

Who	Eva	Max	Kaito
1 is studying in Melbourne?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 talks about security systems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 wants to work abroad?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 is going to leave college next year?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 already has a job?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 expects to earn a lot of money?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 is interested in working with astronauts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 will finish studying next month?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 is going to work in an exciting field?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**B** **33** Listen again and complete the sentences.

- 1 A food chemist develops and improves .....
- 2 It's also the job of a food chemist to .....
- 3 An environment engineer's job is to protect .....
- 4 And environment engineer has to make sure that .....
- 5 A privacy adviser analyzes ..... and helps you to .....

- trend  
  undergraduate  
  to major in  
 solar power  
  security

*I can understand people talking about their future careers.*

2

**Grammar focus**

*Will and going to future*

**A** Look at the sentences from 1A. Are the speakers making predictions about the future or talking about plans? Write *PR* for prediction or *PL* for plan.

- 1 I'm going to be a food chemist. ....
- 2 I expect it'll be a very exciting field to work in. ....
- 3 I'm going to specialize in alternative energy. ....
- 4 I think it'll be a good job for the future. ....
- 5 I'm going to work here for a couple of years. ....
- 6 I'm going to train to be a privacy adviser. ....
- 7 I'm sure there'll be a lot of work for privacy advisers in future. ....
- 8 I'll probably make a lot of money. ....

**B** Complete the rule.

When we talk about a prediction for the future, we use ..... + verb.  
 When we talk about a definite plan for the future, we use ..... + verb.

**C** Yuka and Daiki have answered some questions about their future plans. Match questions 1 to 4 with an answer A to D from each of them. Which of the two has definite plans?

- 1 What are you going to do when you've finished school?
- 2 Where are you going to spend your next vacation?
- 3 Where are you going to have lunch today?
- 4 What are you going to do after college today?

SAMPLE ONLY!



Yuka



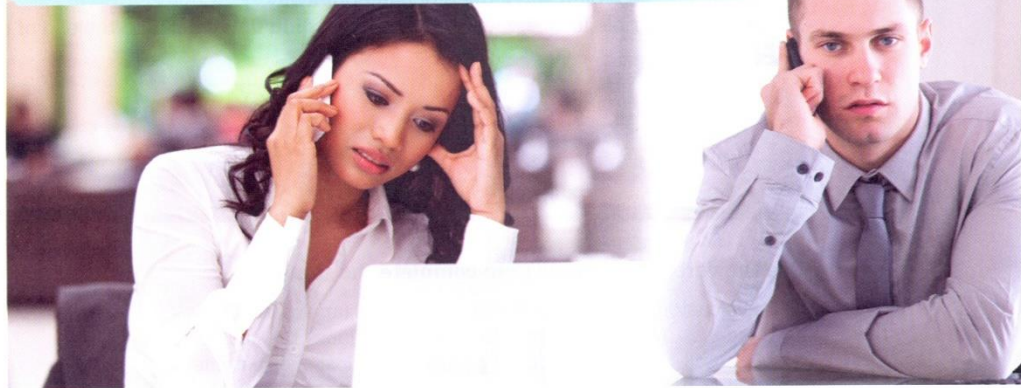
Daiki

- 1 A I'm going to work abroad. I've got a job in Perth, Australia.
- ..... B I'm going to meet some friends. We've got tickets for the theater.
- ..... C I'm going to visit my Australian pen pal in Sydney.
- ..... D I'm going to try the new sushi bar in the mall.

- ..... A I'm not sure. I think I'll go to the cafeteria with some other students.
- ..... B I can't decide. I'll probably go camping in the mountains.
- ..... C I don't know. I'm studying economics, so perhaps I'll do something in that field.
- ..... D I expect I'll go see my girlfriend and watch a movie.

# When things go wrong

## 1 Business situation Dealing with a complaint



**A** 36 Prim Chakorn works in customer service for the Chiang Mai Airport Company in Thailand. She receives a phone call from a customer in the UK. Listen to the conversation and choose the correct answer.

- The delivery to Asian Gifts was
  - late.
  - lost.
  - on time.
- How many items were damaged?
  - 80
  - 40
  - 60
- The order number is
  - AG230
  - AG-230
  - AG/230
- How many items did Asian Gifts order?
  - 80
  - 40
  - 60
- What does Prim promise to do about the complaint?
  - ask the packaging department to deal with it today.
  - look into it and send Asian Gifts an email.
  - send the items by express delivery.
- When did the phone call probably take place?
  - in January
  - in May
  - in November

**B** 36 Listen to the conversation again and match the sentence parts.

- |  |                                |
|--|--------------------------------|
| 1 I'm afraid I have .....                | A to the packaging department. |
| 2 Could you just give me .....           | B fix this for me today.       |
| 3 You didn't send us all the items ..... | C a serious complaint.         |
| 4 I'll pass on your complaints .....     | D the order number, please?    |
| 5 You really have to .....               | E that's possible.             |
| 6 I'm not sure if .....                  | F we ordered.                  |

- complaint    item  
 urgent    inconvenience

*I can understand a complaint and an apology.*



2

Grammar focus

Focus 2: Adverbs that modify adjectives

**E** Look at the sentences from 1A. The red words are adverbs. They modify the adjectives.

A few items are **badly** damaged.  
 I'm **terribly** sorry.  
 It's **extremely** urgent.

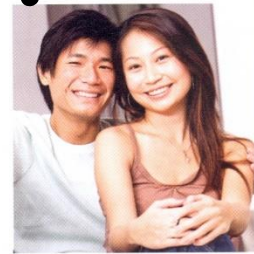
Complete the rule.

Adverbs that modify adjectives come ..... the adjectives.

**F** Use a word from each box and complete the sentences. Use each word only once.

Adverbs		Adjectives	
absolutely	pretty	beautiful	nervous
awfully	really	damaged	nice
<b>extremely</b>	slightly	easy	pleased
highly	surprisingly	enormous	qualified
quite	terribly	<b>interesting</b>	sad

- I read an **extremely interesting** magazine yesterday.
- Hua bought me some ..... flowers for my birthday.
- My boss is a ..... person.
- My sister was only ..... in the accident.
- The exam was .....
- I felt ..... during the job interview.
- The company is looking for ..... staff.
- Their company is very big – in fact, it's .....
- My company is not very big – in fact it's .....
- I was ..... when they asked for my opinion.



They are extremely happy.

**G** Take turns to ask and answer questions. Use one of the adverbs in 2F and one of the adjectives below in your answer.

angry   grateful   rich   pleased   sad   sorry   uncomfortable   worried

- What would you say to a friend who gave you some money.  
*I would say, "Thanks. I'm really ..."*
- How would you feel if a friend told you a lie?
- How would you feel if you heard strange noises in your apartment?
- What would you say if someone was angry with you?
- What would it be like in a crowded bus on a hot day?
- How would you feel if you met your teacher in the supermarket?
- What would you think if someone had a Porsche?
- How would you feel if you lost a friend.



I'm terribly sorry!

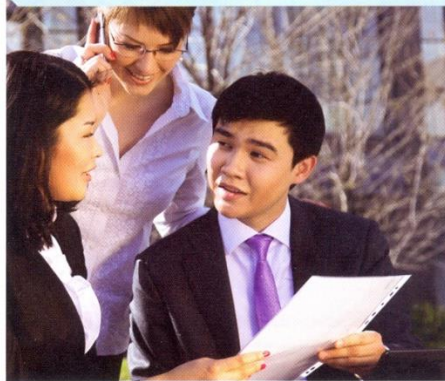
▶ extremely   slightly

*I can* use adverbs that modify adjectives.

# Socializing

1

## Business situation Networking



**A** (41) Listen to four conversations during a conference. Check (✓) if the people have met before and put (x) if they have not.

- |                        |                                     |                  |                          |                   |                          |
|------------------------|-------------------------------------|------------------|--------------------------|-------------------|--------------------------|
| 1 Tuong and Isabel     | <input checked="" type="checkbox"/> | 4 Mai and Isabel | <input type="checkbox"/> | 7 Nick and John   | <input type="checkbox"/> |
| 2 Ly Van Hai and Tuong | <input type="checkbox"/>            | 5 Akamu and Nick | <input type="checkbox"/> | 8 Jon and Rodrigo | <input type="checkbox"/> |
| 3 Tuong and Mai        | <input type="checkbox"/>            | 6 Akamu and John | <input type="checkbox"/> |                   |                          |

**B** (41) Listen again and check (✓) the phrases that you hear.

Conversation:	1	2	3	4
1 Introduce myself?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Good to see you again.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Do you know each other?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 We must keep in touch.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 How's business?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Is this your first time at the annual conference?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 I'm hoping to make some new contacts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Perhaps we can do business together.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**C** Work with a partner.

Student A: Go to Partner file 6.

Student B: You meet Student A for the first time at a conference. Start a conversation. Use the information below, some of the phrases from 1B, and the question *How about you?*

- Introduce yourself.
- Find out where Student A comes from and why he/she is at the conference.
- Has he/she been to the conference before?

You are Nuri Darmadi or Yandi Tan. You come from Surabaya in Indonesia. Your company is called Choc-o-Bars. You are at the conference to give a presentation of your company's new products. You have been to the conference twice before.

▶ annual   contacts

*I can* introduce myself and make business contacts.

2

## Grammar focus

### Focus 2: Present perfect with *ever*, *yet*, or *already*

**F** 41 Listen to conversation 2 from 1A again. Complete the sentences and then complete the rule with *ever*, *yet*, or *already*.

- 1 Have you ..... been to Hanoi?
- 2 I've ..... visited Saigon, but I haven't been to Hanoi .....

We use:  
 ..... to ask about what people have done before.  
 ..... to say that an action happened earlier.  
 ..... to say an action hasn't happened, but we expect it to.

**G** Read the script to 1A on page 111. Make sentences about the people at the conference with the present perfect and *already* or *not yet*.

- 1 Akamu – Manila (be) *Akamu hasn't been to Manila yet.*
- 2 Isabel – Tuong (speak on the phone)
- 3 Isabel – Hanoi (visit)
- 4 Akamu – Nick (met)
- 5 Isabel – her presentation (give)
- 6 John and Rodrigo – anything from the buffet (eat)

**H** Complete the questions with the verbs in brackets ( ) and *ever* or *yet*.

SAMPLE ONLY!

1 ..... (be) to the annual conference before?

4 ..... you ..... (give) a presentation at the annual conference?

2 ..... you ..... (check) into your hotel .....

5 ..... you ..... (write) your report about the last conference .....

3 ..... you ..... (hear) that new speaker over there before? He's interesting.

6 ..... you ..... (have) coffee .....? Shall I get you some?

Use the present perfect with *before* and *never*:  
 Have we met before? I've never been to Manila.

**I** Work with a partner.  
 Student A: Go to Partner file 7.  
 Student B: Go to Partner file 8.

# Next on the agenda

## 1 Business situation Organizing a meeting



**A** 44 Choi Ji-sook works for Bella Pacific, a cosmetics company in Seoul. Her boss, Frank Carter, wants her to organize a meeting. Listen to their conversation. Which of the two agendas below is correct?

Agenda 1

AGENDA FOR MEETING ON APRIL 30	
Chairperson: Frank Carter	
Topic: New products and sales strategies	
9:00 AM	Reception
9:30 AM	Chairperson's introduction
10:00 AM	Presentations by Bella Pacific, Stockholm
	Break
11:00 AM	Presentations by Sales and Marketing, Bella Pacific, Seoul
11:15 AM	Break
1:00 PM	Lunch
2:00 PM	Group work
2:45 PM	Break
3:00 PM	Feedback session
5:00 PM	AOB

Agenda 2

AGENDA FOR MEETING ON APRIL 30	
Chairperson: Frank Carter	
Topic: New products and sales strategies	
9:00 AM	Reception
9:30 AM	Chairperson's introduction
10:00 AM	Presentations by Sales and Marketing, Bella Pacific, Seoul
	Break
11:00 AM	Break
11:15 AM	Presentations by Bella Pacific, Stockholm
12:30 PM	Lunch
2:00 PM	Group work
3:15 PM	Break
3:30 PM	Feedback session
5:00 PM	AOB

**B** 44 Listen to the conversation in 1A again. Check (✓) the things Ji-sook has to do.

- |   |   |
|---|---|
| 1 Reserve a conference room. <input type="checkbox"/>                       | 4 Organize lunch in the cafeteria. <input type="checkbox"/> |
| 2 Arrange for a projector, screen, and flip chart. <input type="checkbox"/> | 5 Reserve a table for lunch. <input type="checkbox"/>       |
| 3 Arrange for drinks for the participants. <input type="checkbox"/>         | 6 Send invitations. <input type="checkbox"/>                |
|   | 7 Write the agenda. <input type="checkbox"/>                |
|   | 8 Bring a laptop. <input type="checkbox"/>                  |

- agenda  chairperson  
 participant  to come up with

*I can understand plans for a meeting.*

2

Grammar focus

Focus 1: *May and might*

**A** (44) Listen again and fill in the missing words.

- Room 102 ..... be reserved already.
- The traffic ..... be bad.
- It ..... look impolite if we don't take our guests out to lunch.
- We ..... not be ready to start again before two.
- That ..... not be a very popular decision.



**B** Underline the correct words to complete the rule.

We use *may* or *might* when we want to say that something is possible / probable, but we are **sure** / **not sure** it will happen.

We can say the same thing in different ways:

We may finish by 5:30.

We might finish by 5:30.

Perhaps we'll finish by 5:30.

Maybe we'll finish by 5:30.



**C** Complete the sentences using *may* or *might* and one of the verbs.

- The meeting ..... for hours.      arrive      be      break
- We ..... the agenda later.      bring      change      last      take
- The participants ..... late.
- Ji-sook ..... not ..... able to reserve the room.
- The equipment ..... down.
- The Swedish colleagues ..... not ..... the new strategy.

**D** Work with a partner. Take turns to reply to your partner's questions in different ways. Use *may*, *might*, or *maybe*.

- What's the date of the conference? **A**
- What time will the meeting finish?
- Where is the meeting going to take place?
- Who is going to attend the meeting?

- Where's Frank? **B**
- Will anyone make any suggestions?
- What equipment is there in the room?
- What will they discuss?

Answers to B's questions:

- (in his office / in the cafeteria)
- (the colleagues from Stockholm / from Seoul)
- (flip chart / projector)
- (new products / marketing strategies)

Answers to A's questions:

- (June 10th / 17th)
- (5 PM / 6 PM)
- (room 101 / room 102)
- (Lim Ji-min / Choi Ji-sook)

Student A: *What's the date of the conference?*

Student B: *I'm not sure. / I don't know. It might be on June 10th or maybe it's on the 17th.*

**E** Work with a partner. Take turns to ask and answer the questions. Answer with *I'm not sure. I may (not) or might (not) . . .*

- What are your plans for the weekend?
- What are your plans for next year?
- What kind of job do you expect to have in the future?
- What do you think your life will be like when you are thirty?
- What kind of car do you think you'll have?

▶ strategy    AOB = any other business

*I can* use *may*, *might*, and *maybe*.