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Unit 1 Welcome to our company

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 *D* for David.**

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

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.*

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2 Grammar focus

Focus 1: Review of present tenses

A **Look at the sentences 1 to 3 from the conversation in 1A. Match them with the definitions A to C.**

1 We**'re working** on a project together.	**A** the present simple to talk about something that happens usually or often
2 We**'re meeting** him at 11 o'clock.	**B** the present continuous to talk about something that is happening now
3 Ly **works** with me in the sales department.	**C** the present continuous to talk about a future plan

B **Answer the questions. Use one of the present tenses.**

1 What do you do every day?
2 What are you doing now?
3 What are you doing tomorrow?

We don't use some verbs in the present continuous, for example *like*, *know*, *want*, *need*, *prefer*, *understand*:

Now Mai wants to show David her office.

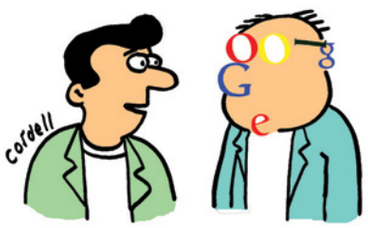
Ly understands the questions now.



C **Complete each sentence with a verb from the box in the correct present tense.**

attend	do	know	make	speak
understand	visit	wear (2x)	work (2x)	

1 My boss ..... . (not) the conference tomorrow.
2 I ..... . a cup of tea. Would you like one?
3 Now I ..... . his telephone number.
4 How many guests ..... . the company this week?
5 Stop! You ..... . too fast. I ..... . (not).
6 What ..... . you usually ..... . in your free time?
7 Next month we ..... . on a project together.
8 I ..... . (not) glasses all the time, but I ..... . them now because I ..... . on the computer.



The glasses suit you.

D **Match the two sentence halves.**

1 Tom is not working right now E	**A** because he's too old.
2 Huang doesn't work now	**B** and he lives there with his family.
3 Irfan writes a report	**C** and will arrive soon.
4 Haziq is writing a report	**D** every time he attends a meeting.
5 Robert comes from London	**E** ~~because he's tired~~.
6 David is coming from his hotel	**F** about the meeting he had yesterday.

Tom is not working right now because he's tired.

▪ glasses ▪ report

I can use the present tenses.

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2 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
May 23

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

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- reception
- schedule
- job interview

I can use wh-words to ask questions.

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3 Listening and speaking
Commuting in Jakarta



A **Oliver Holliday started his new job in Jakarta today. It's the first day in his job. Over lunch he talks to Dian Natsir, a colleague, about commuting in Indonesia's capital. Before you listen, match words 1 to 6 with definitions A to F.**

1	vehicle	.....	**A** make better
2	bus lane	.....	**B** a part of a town that is not close to the center
3	honk	.....	**C** bus, car, truck, bicycle, etc.
4	commute	.....	**D** part of a road only for buses
5	suburb	.....	**E** traveling from home to work and back
6	improve	.....	**F** the sound of a vehicle's horn

B 2 **Now listen to the conversation and complete the sentences.**

1 Oliver's journey to the office took ..... hours.
2 About ..... cars, motorcycles, and other vehicles are on the streets of Jakarta every day.
3 During Ramadan, workers are allowed to leave their jobs between ..... .
4 Sometimes the center of Jakarta is like one ..... parking lot.
5 In the monsoon season, the .... makes things worse.
6 Dian lives in the ..... of Jakarta, and it takes her about ..... to get to work.
7 Dian usually has to stand on the bus because ..... .
8 The ticket collector on Dian's bus jumped off to ..... .

C Talking about ... the ideal workplace

Step 1: Think about your ideal workplace. Make notes about:

type of company | commute to work | colleagues | vacation time
location of company | type of office | hours

Step 2: Interview another student about his/her ideal workplace. Are your ideas the same or different?

I would like / prefer . . . because . . . *I wouldn't like / couldn't stand . . .*

Step 3: Tell the class which of your and your partner's ideas are the same and which are different.

My partner and I both agree that . . .
My partner thinks . . . , but I don't agree. I would prefer . . . because . . .

▪ to commute ▪ traffic jam
▪ suburbs ▪ public transportation

I can talk about my ideal workplace.

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4 Vocabulary focus

Focus 1: Welcoming a visitor

A 1 **Find ten words from the conversation in 1A in the box below. Then complete the sentences.**

A	P	B	E	C	I	D	O	U	W	A	Y	E	R
F	R	G	C	H	A	H	I	J	E	K	L	M	E
C	O	M	F	O	R	T	A	B	L	E	N	S	S
E	J	B	O	W	A	B	C	D	C	H	I	O	T
B	E	Y	C	U	V	W	F	L	O	O	R	T	R
C	C	W	A	B	U	T	O	R	M	I	F	A	O
D	T	V	T	P	L	E	A	S	E	D	T	B	O
I	O	U	R	P	N	I	S	E	Y	Z	E	C	M
F	N	T	E	T	K	U	H	A	D	D	D	Y	Z
G	P	S	S	P	A	B	S	T	A	Y	I	N	G
K	Q	D	T	U	O	G	T	H	O	F	L	D	Y



1 My name is Tran Thanh Ly. ..... to our company.
2 ..... to meet you.
3 My office is on the second ..... .
4 Please, come this ..... .
5 Please, have a ..... .
6 ..... do you take your tea?
7 Where are you ..... ?
8 We're working on a ..... together.
9 The hotel is very ..... .
10 Could you tell me where the ..... is, please?

B **Look at the phrases. Write *I* for the phrases you would say to a visitor to your company. Write *V* for the phrases the visitor would say to you.**

1 Good morning. Can I help you? *I*
2 I have an appointment with Ms. Wang. *V*
3 Can I take your coat? .....
4 I think Ms. Wang is expecting me. .....
5 I'm sorry I'm a bit late. .....
6 Please have a seat. .....
7 Would you like something to drink? .....
8 What's your hotel like? .....

C **Choose the correct preposition to complete the sentences.**

about at (2x) in on (2x) around to

1 Welcome ..... our company.
2 Mai has told me a lot ..... you.
3 We met ..... the sales conference.
4 We are working ..... a project together.
5 I'll be back ..... a moment.
6 The restroom is ..... the left.
7 We're meeting the sales manager ..... 11 o'clock.
8 I'll show you ..... the building.



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4 Vocabulary focus

Focus 2: Describing people, places, and things

D **Look at these questions and answers and complete the rule below.**

What's the place like? – It's simple but very comfortable.
What's it like during Ramadan? – It's chaotic.
What's your commute like? – It's long and stressful.

We use *what* + *to be* + *subject* + ... to ask about people, places, and things.



Note the difference:
What is your boss like?
– He's very nice.
How is your boss?
– Oh, he was sick, but now he's much better.

E **Match the questions with the answers.**

1	What are your colleagues like?	F
2	What was the traffic like this morning?	.....
3	What is your boss like?	.....
4	What was the movie like?	.....
5	What were the people at the party like?	.....
6	What was the weather like during your vacation?	.....

A	Not as chaotic as it was yesterday.
B	Noisy and funny. We had a great time.
C	It was great. I love that director.
D	Good. I really like working for him.
E	Awful. It rained a lot.
F	~~They're very polite and friendly.~~

F **Ask a partner about these things. Use *What . . . like?***

1 his/her college
2 the town where he/she lives
3 his/her neighbors
4 the last movie he/she saw

G **We can also use these phrases to ask about things. Choose one of the phrases to complete the questions.**

What kind of . . . | What size . . . | What color . . . | What brand of . . .

1 clothes do you wear at work/college?
2 coffee do you drink?
3 emails do you write (in the office)?
4 magazines do you read?
5 smartphone do you prefer?
6 spreadsheet software do you use?
7 sports shoes do you wear?
8 food do you eat at lunchtime?

H **Work with a partner. Take turns to ask and answer the questions in 4G.**

I **Key words** **Look at the words at the bottom of pages 1–4. Choose the best word to complete the sentences.**

1 We got stuck in a .... on the way to work.
2 I went for a .... but I didn't get the job.
3 I don't have my own office. I ..... . one with a colleague.
4 Buses, trains, and the subway are part of the .... system.
5 Dian ..... . by bus to work every day.
6 ..... . means "really big."
7 I don't know if I have time. I'll have to check my ..... .
8 Mai and David met at a ....

I can *ask people to describe things.*

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5 Reading
An unusual workplace

A Before you read
Skim the article and find out what Krisada Atthakor does in his free time.

Asian Business **Online**

looks at life and work on an offshore oil rig.



Krisada Atthakor is an engineer, and he loves his job! He is one of 340 people who live and work on an oil rig in the Gulf of Thailand. Space is limited – he shares his 16-by-16 meter bedroom with another engineer – but he isn't complaining. "Life is very comfortable on the rig," he says. "We don't have to do our own cleaning or cooking. Our cafeteria serves the most marvelous food from early in the morning until late at night."

Located 200 kilometers offshore, the rig pumps natural oil and gas from under the sea and stores it before it goes to customers on shore. After Krisada graduated from Bangkok Technical College, he attended a special training course for work on the oil rig. Now he says there is nowhere he would rather work. "Life is never boring at sea," he told Asian Business Online. "We work long shifts, sometimes up to 12 hours, but after work there's a movie theater and a gym where we can work out. And to relax I watch the sharks, sea turtles, and different kinds of fish that swim under and around the rig."

In the past, distance from friends and family was a problem for people who worked offshore, but since the introduction of fiber optics, there is now a good Internet connection, so everyone can enjoy Skyping and social networking.

"Another advantage of my workplace," says Krisada, "is that I never get stuck in traffic on the way to my job. I just jump out of bed, cross the deck, and I'm at work!"

B Scanning for detail
Are the statements correct? If not, correct them.

1 Krisada has his own room on the oil rig.
2 The workers have to clean their own rooms.
3 Krisada trained to work on the oil rig while he was at technical college.
4 Krisada sometimes gets bored on the oil rig.
5 It is impossible to work out when you live on the oil rig.
6 The sharks around the oil rig make Krisada feel nervous.
7 It is no longer a problem for workers on the oil rig to keep in touch with their families.

C Now you
Would you like to work on an offshore oil rig? Discuss in class. Think about these things:

comfortable life | good food | movie theater | work out | no traffic jams
boring | long shifts | hard work | miss family and friends

I can understand a text about working on an oil rig.

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6 Culture focus
The right time



A **Read about time and punctuality in business in different parts of the world. In which country . . .**

1 do they expect to start and finish meetings punctually? ……
2 is it impolite to be the first person to leave a meeting? ……
3 are they flexible with time in private but not in business? ……
4 do they often blame the traffic when they are late? ……
5 should you never arrive earlier than the given time? ……
6 is it acceptable to arrive earlier than the given time? ……
7 is it normal to be late for a meeting? ……
8 do they not take deadlines seriously? ……

INDONESIA "Jam karet" means "rubber time," which means people can be flexible with time. Deadlines are not always taken seriously. If you want a meeting to begin at 9:30, it's best to invite for 9:00 – and don't get too upset if some people still show up at 9:45!

JAPAN Both in business and in private life, Japanese people often arrive early. The Japanese are very punctual about arriving at work as well as about starting meetings, but not about finishing them. Meetings often go on until a senior person decides the meeting is over. It might seem impolite to the group if you are the first person to leave.

MALAYSIA People generally are not very punctual. It is normal to be late for a meeting or appointment. The usual excuse is the traffic jams. Kuala Lumpur is a big city, and there are always traffic problems.

NORTHERN EUROPE Northern Europeans are usually very punctual, both in business and in private activities. Especially in Germany and Finland, it is important to be on time. Germans expect meetings to start on time, but they also expect them to finish on time.

SOUTHERN EUROPE People in southern European countries such as Spain and Italy are more relaxed about punctuality than Northern Europeans. But even here in business it is unacceptable to keep people waiting for more than 20 minutes.

THE PHILIPPINES It is common for private activities not to start on time. In fact, it is impolite to arrive at social events exactly on time. You are still on time if you come an hour late. But it is different in business, where punctuality makes a good impression.

B 3 **Now listen to these five businesspeople. Complete the sentences about what each person did wrong, why it was wrong, and why it happened.**

1 Isamu Takahashi from Japan *arrived* for an appointment with his German teacher. It was wrong because the Germans …… In Japan people often ……
2 Katja Falkenberg from Germany wanted to …… a meeting with Japanese businesspeople because she had to …… It was wrong because in Japan ……
3 Nick Brown from England was …… for a meeting with an Italian customer. It was wrong because in Southern Europe it is ……
4 Her Filipino colleagues told Anina Fisk from Finland that their party would start at ……, so she arrived …… It was wrong because ……
5 When Philipp de Woolf from the Netherlands worked in Indonesia, he called a meeting for nine-thirty one morning, but …… Philipp was angry, but that was wrong because ……

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