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978-1-107-63764-1 – Business Plus Level 2
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Business PLUS

Preparing for the workplace

Margaret Helliwell

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Student's Book 2

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79 Anson Road, #06-04/06, Singapore 079906

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It furthers the University's mission by disseminating knowledge in the pursuit of education, learning and research at the highest international levels of excellence.

www.cambridge.org
Information on this title: www.cambridge.org/9781107637641

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First published 2014

Printed in Singapore by C.O.S. Printers Pte Ltd

ISBN 978-1-107-63764-1 paperback Student's Book 2
ISBN 978-1-107-63872-3 paperback Teacher's Manual 2

Additional resources for this publication at www.cambridge.org/businessplus

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Acknowledgments

The author and publisher thank the many teachers in the Asian region whose invaluable insights helped revise and fine-tune *Business Plus*. We would like to mention the following in particular:

Professor Hyojin Chung, Dongguk University, South Korea

Da-Fu Huang, Southern Taiwan University of Science and Technology, Tainan, Taiwan

Hsiu-Hui Su, Chaoyang University of Technology, Taichung, Taiwan

Gideon Hockley-Hills, SEICO Inc., Osaka, Japan

Kelly Kimura, Soka University, Tokyo, Japan

Ms. Sirirat Poomprasart, University of the Thai Chamber of Commerce (UTCC), Bangkok, Thailand

The author's special thanks go out to Stuart Vinnie, Cambridge University Press Senior Development Manager, Asia, whose experience of teachers' needs and teaching situations throughout Asia helped to mold her materials to best match the reality in the classroom, and on the editorial side, Chris Caridia, for his good ideas and endless patience. Last but not least, Bob Culverhouse and Ann Jobson for hours of patient listening!

The author would also like to thank the following Cambridge University Press regional staff for their support and advice, without which this course would never have been possible: Nuntaporn Phromphruk, Panthipa Rojanasuworapong and Sura Suksingh (Thailand); Ron Kim and Seil Choi (South Korea); Tomomi Katsuki, John Letcher, and David Moser (Japan); Irene Yang (Taiwan).

Book and cover design by Designers Collective
Book layout by Transnet Pte Ltd
Illustrations by Albert Design House
Casting and audio production by Voice Over Asia Co., Ltd

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Plan of the book

	Business situation	Grammar focus	Listening and speaking	Vocabulary focus
Before you begin *Page viii*				
Unit 1				
Welcome to our company *Pages 1–8*	A visitor	**1** Review of present tenses **2** *Wh-* questions	**1** Commuting in Jakarta **2** Talking about the ideal workplace	**1** Welcoming a visitor **2** Describing people, places, and things
Unit 2				
Business communication *Pages 9–16*	Videoconferences	**1** Verb + *-ing* after prepositions **2** Past tense of *can*, *must*, *have to*	Communicating at work Talking about communicating outside work	Computers and the Internet
TOEIC® practice *Pages 17–18*				
Unit 3				
Products and services *Pages 19–26*	Describing products	**1** Review of past simple **2** The passive	**1** Describing services **2** Talking about how to learn a foreign language	**1** Adjectives to describe products and services **2** ASEAN: countries, languages, and people
Unit 4				
Targeting the customer *Pages 27–34*	Advertising	**1** First conditional **2** Adverbs of manner	**1** Radio commercials **2** Talking about advertising	**1** Advertising words **2** Easily confused words (1)
TOEIC® practice *Pages 35–36*				
Unit 5				
Achievements *Pages 37–44*	Presenting facts and figures	**1** Present perfect **2** *Since* and *for*	**1** Personal achievements **2** Talking about successful people	**1** Graphs and charts **2** Presenting information

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Reading	Culture focus	Business writing	Learning outcomes
			Students can . . .
An unusual workplace	The right time		▪ welcome a visitor in a business situation. ▪ use the present tenses. ▪ ask questions with *wh-* words. ▪ understand a conversation about commuting. ▪ talk about the ideal workplace. ▪ ask people to describe things. ▪ understand a text about working on an oil rig. ▪ understand different attitudes to time and punctuality.
Skype is here to stay		Messages	▪ understand a conversation about videoconferences. ▪ use the *-ing* form of the verb after prepositions. ▪ use modal verbs in the past and to give advice. ▪ talk about communicating at work and outside work. ▪ talk about computers and the Internet. ▪ understand a text about Skype. ▪ write telephone and text messages.
Wearable technology	Stereotypes		▪ understand someone describing a product. ▪ talk and ask questions using the past simple. ▪ understand and use the passive. ▪ understand a conversation about products and services. ▪ talk about how to learn a foreign language. ▪ use different adjectives to describe products and services. ▪ understand the names of ASEAN countries, languages, and people. ▪ understand a text about wearable technology. ▪ discuss stereotypes.
An advertising trend		Formal and informal language in emails	▪ understand a conversation about advertising. ▪ understand and use the first conditional. ▪ use adverbs of manner to talk about how they do things. ▪ understand commercials and talk about advertising. ▪ understand and use advertising words. ▪ use some easily confused words correctly. ▪ understand a text about an advertising trend. ▪ recognize formal and informal language in emails.
Successful Asian businesspeople	Hand signals		▪ understand a presentation of sales figures. ▪ use the present perfect with *for* and *since*. ▪ understand and talk about successful people. ▪ describe graphs and charts. ▪ open and close a presentation and use connecting words. ▪ understand a text about successful Asian businesspeople. ▪ understand typical hand signals.

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	Business situation	Grammar focus	Listening and speaking	Vocabulary focus
Unit 6				
How would you like to pay? *Pages 45–52*	Banks and their services	**1** Verb + object + *to do* **2** Defining relative clauses	**1** A company and its money **2** Role play situations in a bank.	**1** Dealing with money **2** Foreign currencies
TOEIC® practice *Pages 53–54*				
Unit 7				
Future trends *Pages 55–62*	Top jobs for the future	*Will* and *going to* future	**1** The future of education? **2** Talking about future trends	**1** Work and jobs **2** College and university
Unit 8				
When things go wrong *Pages 63–70*	Dealing with a complaint	**1** Second conditional **2** Adverbs that modify adjectives	**1** Making complaints **2** Talking about making complaints	**1** Complaints and apologies **2** Easily confused words (2)
TOEIC® practice *Pages 71–72*				
Unit 9				
Socializing *Pages 73–80*	Networking	**1** Reflexive pronouns and *each other* **2** Present perfect with *ever*, *yet*, *already*	**1** Planning a social program **2** Talking about a social program for visitors to your company	**1** Phrasal verbs **2** Polite phrases for socializing
Unit 10				
Next on the agenda *Pages 81–88*	Organizing a meeting	**1** *May* and *might* **2** Grammar quiz	**1** Meeting styles **2** Talking about organizing a meeting	**1** Prefixes **2** Vocabulary quiz
TOEIC® practice *Pages 89–90*				

Partner files *Pages 91–94* **Irregular verbs** *Page 95* **Transcripts** *Pages 96–115*

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Reading	Culture focus	Business writing	Learning outcomes *Students can . . .*
			▪ understand conversations in a bank. ▪ use verbs + object + *to do*. ▪ use defining relative clauses. ▪ understand an interview about a company and its money. ▪ role-play situations in a bank. ▪ use different words to talk about money. ▪ talk about different currencies. ▪ understand an article about group buying. ▪ write a short sales report.
Group buying		Report on a sales trip	
			▪ understand people talking about their future careers. ▪ use *will* and *going to* to talk about the future. ▪ understand and talk about future trends in education. ▪ use words for different jobs. ▪ talk about college and university. ▪ understand an article about a city of the future. ▪ use names and titles in business in different countries.
Tomorrow's cities	Names and titles		
			▪ understand a complaint and an apology. ▪ understand and use second conditional. ▪ use adverbs that modify adjectives. ▪ understand a conversation and talk about making complaints. ▪ deal with complaints. ▪ use easily confused words correctly. ▪ understand a text about strange complaints in a hotel. ▪ reply to a complaint email.
Solving problems with a smile		Responding to a complaint	
			▪ introduce themselves and make business contacts. ▪ use reflexive pronouns and *each other*. ▪ use the present perfect with *ever*, *yet*, and *already*. ▪ plan a social program for visitors to a company. ▪ use phrasal verbs. ▪ use polite phrases for socializing. ▪ understand a text about communication technology. ▪ understand and talk about gift taboos in Asian countries.
Social or antisocial networks?	Gift taboos in Asia		
			▪ understand plans for a meeting. ▪ use *may*, *might* and *maybe*. ▪ understand about meeting styles. ▪ organize a meeting. ▪ use prefixes to make opposites. ▪ understand an article about etiquette at meetings. ▪ write an agenda for a meeting.
Meetings etiquette in Japan		Writing an agenda	

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Before you begin

Can you match the business situations in Units 1–10 with the photos? Then check the units.

1 Welcome to our company
A visitor

2 Business communication
Videoconferences

3 Products and services
Describing products

4 Targeting the customer
Advertising

5 Achievements
Presenting facts and figures

6 How would you like to pay?
Banks and their services

7 Future trends
Top jobs for the future

8 When things go wrong
Dealing with a complaint

9 Socializing
Networking

10 Next on the agenda
Organizing a meeting





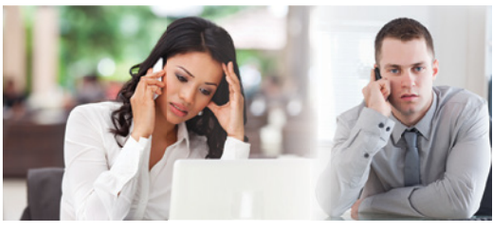
























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