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Unit 1

Nice to meet you

1 Business situation

At the airport



A 1 **Hiroshi Akimoto works for GameZ, a video games company in Japan. He is at the airport to meet two visitors. Listen. Check (✔) what you hear.**

1	☐ Excuse me.	6	☐ This is my colleague.
2	☐ No, I'm not.	7	☐ Can I help you with your coat?
3	☐ Yes, that's right.	8	☐ That's very kind.
4	☐ Good afternoon.	9	☐ How was your flight?
5	☐ Welcome to Osaka.	10	☐ It was fine.

B 1 **Listen again. Check (✔) true or false.**

	True	False
1 Mr. Akimoto and Mr. Tomlin know each other.		
2 Mr. Tomlin and Ms. Klein arrive in the morning.		
3 The airport is in Osaka.		
4 Ms. Klein is Mr. Akimoto's colleague.		
5 The flight was long and hard.		
6 Mr. Akimoto wants to take a taxi.		

C **Work in groups of three. Practice meeting and introducing yourself and others.**

Excuse me. Are you . . . ?
My name is . . .
Nice to meet you.
Nice to meet you, too.
How was your flight / your trip?
Good morning/afternoon.
I'm . . . from . . .
This is . . .
Can I help you with . . . ?

▪ airport ▪ colleague ▪ flight
▪ to meet ▪ to introduce

I can welcome a visitor.

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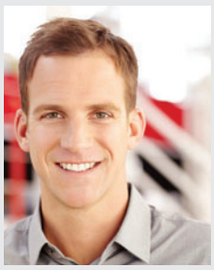
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2 Grammar focus

The verb *to be* and the present simple

A **Read the information about these four businesspeople.**

	 Hiroshi Akimoto	 Lin Yao Chen	 Christine Klein	 Robert Tomlin
from	Tokyo, Japan	Taipei, Taiwan	Berlin, Germany	Glasgow, Scotland
works in	Osaka, Japan	Osaka, Japan	London, UK	London, UK
company	GameZ	GameZ	Digital Design	Digital Design
job	marketing manager	IT data scientist	video game designer	product manager

Hiroshi Akimoto and Lin Yao Chen are colleagues. They work for GameZ in Japan. What do they do there? Hiroshi is a marketing manager. Lin Yao is an IT data scientist. They like their jobs. They live in Osaka, but they don't come from there. Hiroshi comes from Tokyo. And where does Lin Yao come from? She comes from Taipei.

Christine Klein and Robert Tomlin are colleagues, too. But they aren't in the same department. Christine is a video game designer. Robert is a product manager. They work for Digital Design in London, but they don't live in London. They live outside London. And where do they come from? Robert comes from Glasgow and Christine comes from Berlin. She isn't English. She's German. But she doesn't speak German at work. She speaks very good English. And you? Do you speak good English, too?



He is a marketing manager. She is an IT data scientist.
We use *an* before the letters *a*, *e*, *i*, *o*, and *u*.

B **Complete the chart. How many examples of these forms can you find in the text?**

The verb *to be*		
Long form	**Short form**	**Negative**
he is		*he isn't*
she is		
	they're	

Hiroshi is a marketing manager.

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C Complete the sentences.

Present simple	
Statements	
Hiroshi ..... . for GameZ. He ..... . his job. Lin Yao ..... . for GameZ, too. She also ..... . her job.	Hiroshi and Lin Yao ..... . for GameZ. They ..... . their jobs.
Negatives	
Christine comes from Berlin, but she ..... . there. Robert comes from Scotland, but he ..... . there.	Christine and Robert work in London, but they ..... . there.
Questions	
A: Where ..... . Lin Yao ..... . ? **B:** She works in Osaka. **A:** What ..... . she ..... . ? **B:** She's an IT data scientist.	**A:** Where ..... . Hiroshi and Lin Yao ..... . ? **B:** They work in Osaka. **A:** What ..... . they ..... . ? **B:** He's a marketing manager. She's an IT data scientist.



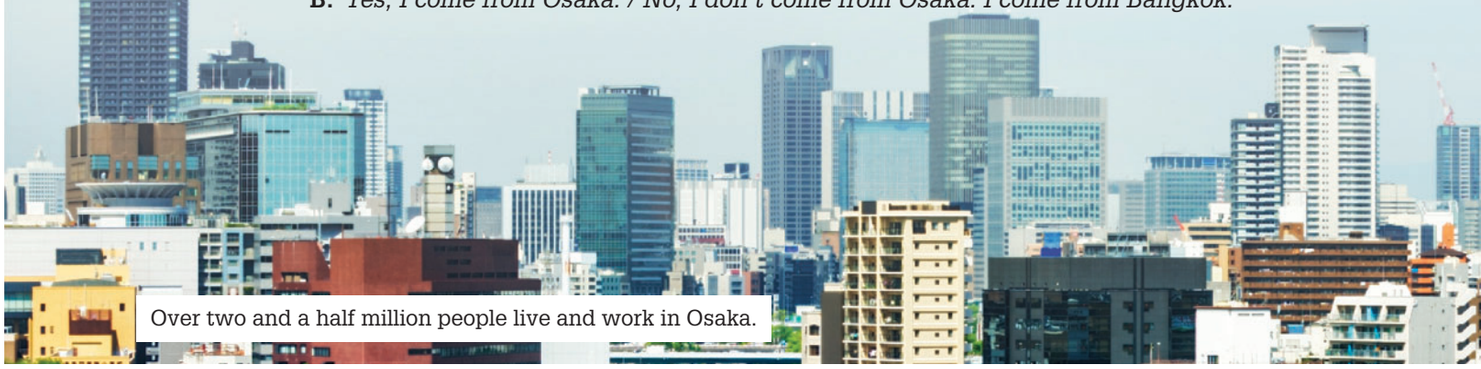
What do you do? asks about a person's job.

D Complete the chart.

Present simple			
	Positive	**Negative**	**Questions**
I/you/we/they	work	.....	Do ..... ?
he/she/it	..... .	doesn't	..... ?

E Work with a partner. Ask your partner five questions with *Do you . . . ?* Use these verbs: *work*, *like*, *live*, *come*, *speak*. Answer your partner's questions.

A: *Do you come from Osaka?*
B: *Yes, I come from Osaka. / No, I don't come from Osaka. I come from Bangkok.*



Over two and a half million people live and work in Osaka.

▪ company ▪ department ▪ marketing manager
▪ data scientist ▪ designer

I can ask for and give personal information.

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3 Listening and speaking
Opening and closing conversations

A 2 **How do you start a conversation? The words in these sentences are mixed up. Put them in the correct order. Then listen and check.**

1 At a hotel
A: me / excuse / Ms. Lee / are / you ?
B: that's / yes / right / Mr. Tang / must / you / be
A: am / I / yes / to / keep / you / sorry / waiting / I'm
B: right / all / that's

2 On an airplane
A: are / you / to / Indonesia / on / business / going ?
B: I / yes / am / you / and ?
A: no / on / vacation / going / I'm
B: you / lucky !





B 3 **When we meet somebody for the first time, we often talk about everyday topics. Listen to the conversation and check (✔) the topics the two people talk about.**

☐ food ☐ hobbies ☐ jobs ☐ language ☐ traffic ☐ vacations

What do you talk about in your country when you don't know somebody?

C 4 **Listen to two ways to finish a conversation. Complete the sentences.**

1 **A:** Well, it was ..... . to you.
B: Yes, I hope ..... . sometime.
A: That would be great. I'll call you next time I ..... .
B: Fine.

2 **A:** Would you ..... . ? I have to go soon.
B: What time ..... . leave?
A: At six. So I really ..... .
B: ..... . Shall I call you a taxi?



D **Work with a partner. Practice the conversations in 3A and 3C.**

▪ topics ▪ conversation ▪ excuse me
▪ on business ▪ on vacation

I can open, continue, and close a conversation.

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4 Vocabulary focus

Focus 1: Numbers



A 5 **Listen to the flight announcements and fill in the chart.**

	Flight number	Destination	Gate		Flight number	Destination	Gate
1		Bangkok		4			
2				5			
3				6			

B 6 **Complete the telephone messages with the numbers you hear.**

1
To: Mr. Akimoto
From: Robert Tomlin
Message: Please call at the Hilton in Osaka.
Number: _____

2
To: Ms. Chen
From: Christine Klein
Message: She has some new information. Please call.
Number: _____

3
To: Ms. Otaka
From: Miti Arak, Palace Hotel
Message: Room is booked. Call if you have questions.
Number: _____

4
To: Yoshio Tani
From: Cintya Dewi
Message: Fax is working. Please send documents.
Number: _____

C **Work with a partner. Ask your partner for these numbers. Write the numbers down and then your partner can check them.**

1 his/her age .....
2 the age of two members of his/her family .....
3 his/her house number .....
4 his/her telephone number .....

I can ask for and tell people numbers.

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4 Vocabulary focus

Focus 2: Countries and regions

D 7 **Listen and check (✔) the countries and regions you hear.**



E Talking about ... countries and regions

Step 1: Work with a partner. List . . .

- ☐ five countries in Asia.
- ☐ five countries in Europe.
- ☐ three countries in ASEAN.
- ☐ two countries in Africa.
- ☐ two countries in South America.
- ☐ two countries in North America.

Step 2: Form a small group and compare your lists.

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

1 A lot of planes fly from this ..... .
2 Christine and Robert work together. She is his ..... .
3 Hiroshi works in the marketing ..... .
4 Christine is a video game ..... .
5 I'm not here on business. I'm here ..... .
6 We use everyday ..... . to start a ..... .
7 How was your ..... . ?
8 .... Is this seat free?

I can talk about countries and regions.

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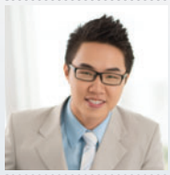
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5 Reading
Talking about jobs

A Before you read
You have three minutes to make a list of all the jobs you know. Then skim the article to see if the jobs it talks about are on your list.

Asian Business **Online**

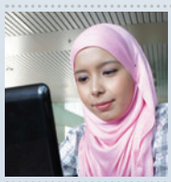
talks to four young people in the ASEAN region about when they use English in their jobs.



My name is Tran Van Huan. I'm a computer specialist in Hanoi. I make computer networks for companies, and I train people to use the networks. I don't work for a company. I work for myself. I like my job. It's interesting. I work with companies all over the world, and we use English to communicate.

My name is Nadia Tengu. I'm a department manager in a bookstore in Kuala Lumpur. I wear a uniform, but only at work. I like my colleagues a lot. Our store is open every day, so we work very hard. Sometimes we have customers from China or Europe, and I need to speak English to help them.





My name is Cintya Dewi. I'm a website designer. I work in an electronics company in Jakarta. It's a big company, so I don't know everyone, only the colleagues in my department. We do a lot of business with Chinese and Indian firms, so I need to read and write emails in English.

My name is Miti Arak. I'm a hotel receptionist in Bangkok. I meet a lot of people in my job. Sometimes I work at night, but I don't like that very much. Most of our guests are from other countries, so we usually use English to communicate. Some of our staff also speak Chinese and German.



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

Tran Van Huan
1 . . . works for a company.
He doesn't work for a company. He works for himself.
2 . . . trains people in companies.
3 . . . thinks his job is boring.

Nadia Tengu
4 . . . works in Kuala Lumpur.
5 . . . wears a uniform all the time.
6 . . . works in a store that closes on Sundays.

Cintya Dewi
7 . . . designs websites.
8 . . . works in a small company.
9 . . . knows all her colleagues in the company.

Miti Arak
10 . . . works in a hotel.
11 . . . meets a lot of people.
12 . . . likes to work at night.

C Now you
Choose a person from your family and write about his or her job.

My brother is a(n) . . . He works in . . . He likes/doesn't like his job because . . .

I can understand a text about different jobs.

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6 Culture focus
Meeting and greeting

A **Label the pictures with the greetings 1 to 8.**

1 shake hands	**5** hug
2 kiss on the cheek	**6** bow
3 rub noses	**7** kiss on the hand
4 wai	**8** exchange business cards










B **Which greetings are usual in your country for**

1 family and friends? **2** business partners?

Do you know other greetings?

C **In Europe and North America people usually shake hands when they meet. Here are some tips. Which is correct, A or B?**

Tips for a correct handshake	
1 Use your **A** left hand. **B** right hand.	**3** When you shake hands, **A** look in a person's eyes. **B** don't look in a person's eyes.
2 Your handshake must be **A** strong, but not too strong. **B** very strong.	**4** A correct handshake is **A** quick. **B** for 30 seconds.

I can talk about greeting people in different countries.

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Unit 2

In the office

1 Business situation

Types of office



A one-person office

B open-plan office

A **In which picture can you see this, A or B?**

- ☐ a lot of people
- ☐ a man alone
- ☐ family photos
- ☐ four desks
- ☐ a man without a jacket
- ☐ a man with a jacket
- ☐ an orange office chair
- ☐ telephones

B 8 **Listen to Robert Tomlin and Lin Yao Chen talking about their different offices. Does Robert or Lin Yao say this? Put a check (✔).**

	Robert	Lin Yao
1 It's quiet here.	✔	
2 There are 10 colleagues.		
3 There's no one to talk to.		
4 Colleagues want to chat.		
5 There's always a lot of noise.		
6 It's a bit noisy and hectic.		

C **Complete each sentence with the correct word.**

communicate ~~colleagues~~ desk
freedom noise noisy waste

1 My *colleagues* are great people to work with.
2 It's easier to ..... in an open-plan office.
3 I have a computer and a printer on my ..... .
4 You can ..... a lot of time at work.
5 Be quiet! Don't make so much ..... .
6 My office isn't quiet. It's ..... .
7 Robert has more ..... in a one-person office.



It's quiet in a one-person office.

▪ desk ▪ file cabinet ▪ hectic
▪ to waste time

I can talk about different types of offices.

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2 Grammar focus

Focus 1: *There is . . . , there are . . .*

A 8 **Listen again to Robert Tomlin and Lin Yao Chen talking about their offices. Complete the sentences.**

1 ..... a desk, a chair, and a file cabinet in Robert's office.
2 ..... always a lot of noise in an open-plan office.
3 Lin Yao doesn't want a one-person office because ..... no one to talk to.
4 ..... 10 colleagues in Lin Yao's office.
5 In a one-person office, ... only four walls to look at.

B **Look at these sentences.**

A: **Is** there a printer in the office?
B: Yes, there is. **It** is on the desk.

A: **Are** there any files in the office?
B: Yes, there are. **They** are in the file cabinet.

What's the rule? Underline the correct word.

Use *there is* with a **singular** / **plural** word.
Use *there are* with a **singular** / **plural** word.

C **Work with a partner.**

Student A: Go to Partner file 1.
Student B: Look at the picture below.

You each have a picture of the same office, but on different days. There are 10 differences. Can you find them? Take turns to ask questions.

Is there a . . . in your picture?
Are there any . . . in your picture?
How many . . . ?
Where . . . ?
What color . . . ?

files printer plant
bookcase desk empty
full lamp calculator
notepad trash can



D **Use a word from each box to make sentences with *there are*.**

nine ten eleven ~~twelve~~ twenty-six thirty-one	countries days letters ~~months~~ planets players	English alphabet ASEAN January soccer team solar system ~~year~~

There are twelve months in a year.

▪ noise ▪ bookcase
▪ printer ▪ difference

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