

Pre-Intermediate

English for

BUSINESS LIFE

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Course Book

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Contents chart

UNIT	EXPRESSIONS	STUDY POINTS	FEATURES
1 You and your background	I work for a company called Delta. I have a degree in accountancy. I am (I'm) married. I come from London	The Simple Present tense (<i>I work for ...</i>) <i>have</i> and <i>have got</i> (<i>I have a degree in ...</i>) Family members (daughter, daughter-in-law, etc.) Marital status (engaged, married, etc.)	Profiles in a company magazine Your colleagues
2 Company structure	We are (We're) in the oil business. We're part of the DAB group. Who is in charge of production? Maxine runs the Portuguese plant.	Articles (<i>a, an</i> and <i>the</i>) Nationalities (Italian, Chinese, etc.) Job titles Names of industries Some abbreviations (PLC, CEO, etc.)	An organisation chart Explaining company structure
3 Company history	When was the company founded? It was founded in 1990. I joined the company in 1997. We were taken over in the spring of 2004.	The Simple Past (active and passive) Prepositions of time (time, dates, etc.) Some phrasal verbs (<i>take over, close down</i> , etc.)	Company milestones The history of a company
4 Current projects	What are you working on at the moment? We are (We're) building a new warehouse. We build a lot of warehouses. How is it going? Are you on schedule?	The Present Continuous tense contrasted with Simple Present <i>I (don't) think so</i> and <i>I hope so/not</i> .	A project update Learning a language
5 Meeting a visitor	Hello, how was your journey? It was not (wasn't) too bad. Whose is this briefcase? It does not (doesn't) belong to me.	Possessive adjectives and pronouns (<i>my, mine</i> , etc.) Object pronouns (<i>me, you</i> , etc.) <i>whose?</i> (<i>Whose is this?</i>) Some greetings and introductions	Meeting arrangements Greetings and introductions
6 Introducing your home town	Excuse me, can you give me a lift? That is the town hall. There is an industrial park on the outskirts. A river bus runs regularly through the city.	Demonstrative adjectives (<i>this, these</i> , etc.) <i>there is/was/used to be</i> Civic buildings and amenities Numbers (1.2m, etc.)	A city profile Your home town
7 Chance meetings	How nice to see you. What are you doing these days? We must meet for lunch. I have (I've) just seen Tony Kwon.	The Present Perfect tense (<i>I've just ...</i>) <i>how</i> and <i>what</i> in exclamations Imperatives in courtesies (<i>Remember me to ...</i>)	A follow-up letter Chance meetings

UNIT	EXPRESSIONS	STUDY POINTS	FEATURES
8 Shopping	I am (I'm) looking for a pair of trousers. What is (What's) your waist size? Have you got anything cheaper? Do you have them in cotton?	Indirect questions (<i>Can you tell me ...?</i>) <i>too</i> and <i>enough</i> (<i>too tight, not long enough, etc.</i>) <i>a pair</i> and <i>a couple</i> Inches and centimetres Payment	Tax free shopping Buying clothes
9 Health problems	What is (What's) the matter (with you)? I think I have (I've) got a temperature. I've got a bad back. You should take the day off.	<i>some</i> and <i>any</i> (<i>Have you got any paracetamol?</i>) <i>should</i> and <i>ought to</i> (<i>You should go to bed.</i>) Irregular plurals (feet, teeth, etc.) Parts of the body Common health problems	Cancelling an appointment Saying what is wrong
10 Location and layout	Our office is ten miles west of the town centre. It is (It's) on an industrial estate. Come off the motorway at Junction 17. It's the building with the red roof.	Imperatives (<i>Take the first on the left.</i>) Prepositions of place (<i>in the middle of, at the top of, etc.</i>) Prepositions of direction (<i>into, towards, etc.</i>) Some office vocabulary Points of the compass	Directions to the office by email Directions to the office by phone Describing office facilities
11 The people you work with	Can I speak to someone in Sales, please? Are you responsible for export sales? Do you have to liaise with the production department? Who is in charge of production?	<i>who</i> (<i>Who do you deal with?</i>) <i>have to</i> and <i>don't have to</i> <i>someone, somebody</i> and <i>anyone</i>	Brief job profiles Talking about colleagues Areas of responsibility
12 A tour of the premises	Welcome to Sarco Aerospace. I would (I'd) like to tell you something about the company. Then I will (I'll) show you round the plant. Do you have any questions?	Imperatives for warnings (<i>Be careful!</i>) <i>Do you mind if ...?</i> (<i>Do you mind if I smoke?</i>) <i>Would you like me to ...?</i> (<i>Would you like me to show you anything else?</i>)	Text of a welcoming speech Introducing the company Giving a tour of the premises
13 Graphs and charts	The graph shows our annual sales figures. Sales have increased dramatically since 1997. Sales have risen in recent years. They rose by 25% last year.	Some expressions of time (<i>for, since, in, ago</i>) Adverbs (<i>slowly, substantially, etc.</i>) Fractions and percentages	Production figures Talking about staffing levels Comparing facts and figures
14 Profit and loss	We made a profit of £2 million last year. We have (We've) lost a lot of money this year. Expenditure has increased. Turnover is down on last year.	The Simple Past contrasted with the Present Perfect <i>much, many</i> and <i>a lot (of)</i> Everyday financial English	An extract from a financial statement Talking about financial performance

UNIT	EXPRESSIONS	STUDY POINTS	FEATURES
15 Invoicing and payment	What are your payment terms? You can pay in monthly instalments. I will (I'll) send you the money in two days. Does the bill include VAT?	<i>will</i> for sudden decisions, predictions and promises daily, weekly, every day, etc. Simple mathematical terms (+, -, ×, ÷) Telephone calls	A standard invoice Payment terms An unpaid invoice
16 Setting up a visit	What about the week beginning the 10th? They would prefer to meet the following week. Everyone has confirmed except the group from WZ. You are (You're) now meeting at the earlier time of twelve.	Question words (<i>where, when, what, who</i> , etc.) The Present Continuous tense for the future <i>going to</i> (<i>He's going to visit ...</i>) <i>would</i> (<i>Would the 27th suit you?</i>) The 24-hour clock Time zones	Planning an itinerary Amending/finalising an itinerary
17 Means of travel	How do I get to the site? Visitors usually come by train. Take the train to Berlin. I normally go by air to save time.	Adverbs of frequency and <i>once, twice</i> , etc. <i>why ...?, because</i> and (<i>in order to</i>) Some travel vocabulary (<i>by plane, to fly</i> , etc.)	Travel instructions for visitors Giving directions Means of travel
18 Travel problems	I have (I've) lost my ticket. There are no seats available. The weather is so bad that all flights are cancelled. The temperature is minus 10 (degrees).	<i>so/such</i> <i>no/none</i> Some weather vocabulary Temperatures	A lost baggage questionnaire Travel problems!
19 About the product	We do a wide range of products. What is it made of? Could you tell me how much it weighs? How long is it guaranteed for?	Practice with indirect questions Weights and measurements Materials (<i>It's made of wood/plastic.</i>)	A range of products Describing product details
20 About the process	Orders are processed in this office. Where are the goods manufactured? What happens if an order is delayed? The customer is informed.	The Simple Present Passive Sequencing (<i>first of all, after that</i> , etc.) Words with similar meanings	Talking about order processing A process description Processing an order
21 Making comparisons	How do the two products compare? This one is the best on the market. The other one is not (isn't) as good. It is (It's) less reliable.	Comparative and superlative adjectives <i>another, other</i> and <i>others</i>	Comparing contact lenses Comparing companies A ranking exercise
22 Arranging meetings/ appointments	Are you free on December 9th? I will (I'll) be away until Friday. I am (I'm) away for a week. I should be back by 4pm.	The Present Simple for the future (<i>I'm away until Friday.</i>) More prepositions of time (<i>by, until, in</i> and <i>for</i>) <i>should</i> for predictions	Transport and meeting arrangements Arranging appointments

UNIT	EXPRESSIONS	STUDY POINTS	FEATURES
23 Checking programmes and schedules	Will there be anyone in the office on Sunday? I am (I'm) afraid nobody works on Sundays. Can I check when the programme starts? Could you let me know when it starts?	<i>let</i> (<i>Could you let me have a copy?</i>) <i>no one, someone, anyone</i> , etc. Telephone terms	A conference booking form Checking programme details
24 A change of plans	I cannot (can't) make the meeting on Tuesday. Something urgent has come up. Shall we make it Friday instead? Why don't we make it Thursday?	<i>shall</i> (<i>Shall we meet on Thursday?</i>) <i>why don't we</i> (<i>Why don't we meet at two?</i>) Expressions of approximate time (<i>just after, around</i> , etc.)	A late change of plans Reasons for changing plans Altering arrangements
25 Eating out	Do you have a reservation? Are you ready to order? What sort of salad would you like? We would (We'd) like a bottle of wine.	<i>either/or, both/and</i> (<i>I won't have either.</i>) <i>will</i> in ordering (<i>I'll have a salad.</i>) <i>a bottle of wine, a cup of coffee</i>	A menu Ordering a meal
26 Leisure activities	I enjoy walking very much. So do I. I used to play squash a lot. I did too. Would you like a game? Could you take some time off?	<i>used to</i> (<i>I used to play squash.</i>) <i>so, neither and nor</i> (<i>So do I.</i>) <i>too and either</i> (<i>I do too, I don't either</i> , etc.) Some games and pastimes	A visit to the theatre Freetime activities
27 Nightlife	I know a place in Main Street. They are (They're) friends of mine. Can we have a little more coffee? I must go back to the hotel.	<i>must and have to</i> (<i>I must go. I have to catch a train.</i>) <i>a friend of mine, some colleagues of yours</i> , etc. <i>a few, a little</i>	A thank you letter A night out
28 The market	The total market is worth £50 million a year. The market is growing slowly. It is (It's) an exciting new market for us. We have a 20% share of the market.	Comparative adverbs (<i>harder, more easily</i> , etc.) The order of adjectives Continents, parts of the world	The Caribbean market Markets for goods and services
29 Distribution	Do you own your lorries or do you lease them? We use a local haulage company. I have (I've) been trying to contact you all morning. Do you know what has happened to our order?	The Present Perfect Simple and Continuous Verbs of possession (<i>have, own</i>) Transport vocabulary	A haulier's advert Dealing with a delivery problem

UNIT	EXPRESSIONS	STUDY POINTS	FEATURES
30 The competition	Who are your main competitors? How do they compare in terms of size? Fumi is by far the biggest. They are a much bigger company than we are.	Degrees of comparison (<i>much bigger, slightly bigger, by far the biggest</i>) Nouns followed by a singular or plural verb	Comparing statistics Talking about the competition Finding out about competitors
31 Forecasting	How do you expect business to go next year? Sales are likely to fall during the spring. Turnover is unlikely to increase. We will (We'll) export more if there is a devaluation.	The First Conditional Periods of time (<i>in the long term, during the summer, etc.</i>) Degrees of certainty (<i>likely to, unlikely to, certain to, etc.</i>)	A business forecast Projected sales figures Making forecasts
32 Trade enquiries	Can I speak to the person who deals with trade enquiries? You probably need an XL 70. It might not be reliable enough. Can you send me the specifications?	Relative clauses (<i>the person who ...</i>) Relative pronouns <i>may</i> and <i>might</i> (<i>You may need a cheaper one.</i>) <i>enough</i> (<i>good enough, enough time</i>)	A letter of enquiry Enquiring about a product
33 Clarification and adjustment	I think the delivery is wrong. Didn't we order five, not ten? I am (I'm) afraid we made a mistake. How soon can you deliver the replacements?	Negative questions (<i>Didn't we order five?</i>) <i>make</i> and <i>do</i> <i>instead (of), in place of</i> Apologies (<i>I'm very sorry.</i>)	Requesting clarification Amending an invoice Querying a delivery
34 Making bookings	Do you have tickets for the Grand Prix? I would (I'd) like to book two tickets for the game on the 27th. We have two seats in row G. When does the show start?	<i>prefer</i> and <i>would rather</i> <i>when</i> and <i>as soon as</i> The Simple Present tense for timetables (<i>It starts at seven thirty.</i>)	Booking a flight Some voicemail messages Booking an event
35 When things go wrong	I am (I'm) afraid there is a problem with your booking. They said (that) they had no double rooms left. Are there any seats on the later flight? You had (You'd) better call them.	Reported speech (<i>They said that ...</i>) <i>had better</i> (<i>We'd better ...</i>) <i>only</i> (<i>They could only offer ...</i>)	Apologising for a mistake Passing on messages Dealing with booking problems
36 Sorting things out	What is (What's) wrong with the air conditioning? I was having a shower when the water went off. Have you contacted the engineer yet? Where can I get this document copied?	The Past Continuous tense Reflexive pronouns (<i>We had to do it ourselves.</i>) <i>need + -ing</i> (<i>It needs cleaning.</i>) <i>still</i> and <i>yet</i> (<i>It still isn't working.</i>) To get something done (<i>Where can I get it typed?</i>)	Complaints and requesting information An incorrect hotel bill Logging customer complaints Putting things right

Introduction

English for Business Life is a four-level course designed for people who need English for their everyday work.

English for Business Life is:

- a course written by authors with a wide experience of teaching English for business in a range of international contexts, countries and cultures
- a course that respects the modern need for flexibility; learners can follow fast, standard or comprehensive tracks through the materials
- a course that follows a progressive and comprehensive grammar syllabus, with the stress on the effective use of grammar for clear communication
- a course that satisfies the requirements of the Common European Framework, BEC and equivalent global testing authorities
- a course that supports the learner in a highly connected modern world.

Each level of the course consists of:

- a course book with detachable answer booklet
- two CDs containing course book listening exercises
- a self-study guide packaged with an accompanying audio CD
- a trainer's manual.

Learners can follow fast, standard and comprehensive tracks through the material – 40 to 90 hours of work:

- fast track – 40 hours
- standard track – 60 hours
- comprehensive track – 90 hours.

Summary of components

Course book

The course book consists of:

- 36 units Elementary and Pre-intermediate levels (26 units Intermediate and Upper intermediate levels)
- a glossary of business-related terms
- a grammar/language index
- a word list
- tapescripts of all listening activities
- answers in a detachable booklet.

Two audio CDs are available as a separate component.

Self-study guide

The Self-study guide consists of:

- 36 parallel units (26 units Intermediate and Upper Intermediate levels)
- material that can be used in support of the course book or as a self-standing resource
- audio CD containing recordings of core language, pronunciation points and listening exercises
- reinforcement/consolidation exercises
- a grammar/language reference section
- a glossary of business-related terms.

Trainer's manual

The trainer's manual consists of:

- notes on exercises and ideas for consolidation/extension work
- a glossary of business-related terms
- notes on business practice
- answers and tapescripts for course book exercises
- progress tests.

Business English exams/testing equivalence

Levels	Common European Framework Level	ALTE	BEC	London Chamber of Commerce (EFB)
Upper Intermediate	B2–C1	4	Higher	Fourth level
Intermediate	B1	3	Vantage	Third level
Pre-intermediate	A2–B1	2	Preliminary	Second level
Elementary	A2			Preliminary/first level

Useful websites

For more on the European Framework visit

www.ALTE.org

For BEC visit www.cambridgeesol.org/exams/bec.htm

For the Business Language Testing Service visit

www.BULATS.org

For the London Chamber of Commerce Exams visit

www.lccieb.com

For the TOEIC American exams for working people

visit www.ets.org/toeic

A range of training situations

English for Business Life presents the language that is essential for doing business in English; it has strong global relevance. Groups that will benefit from using the materials include:

- business schools and colleges
- language schools which offer English for business courses
- company training courses and study programmes
- vocational adult education classes
- schools and colleges which aim to equip their students with the language skills they will need in their working lives.

Business Life: Pre-intermediate level

The Pre-intermediate level of *English for Business Life* is for you if you have studied English for perhaps two to four years at school; you may also have had practice in using English at work or your leisure activities. You will probably be able to handle straightforward situations in English if the range of discussion is limited, but will have difficulty in handling the unexpected. These materials will help to improve your ability to use everyday English in a wide range of business and business-related social situations.

The materials will also help you if you have a higher level of general English, but need, specifically, to improve your English for business communication.

Content

The materials cover everyday business speaking, listening, reading and writing skills, through a range of guided and free practice and exercises. The aim is to find out what learners can do in English within a given theme and then to help them to develop their skills.

Each unit contains at least one listening exercise (key dialogues) which encapsulates the target language of the unit and others which develop sensitivity to different types of English, in line with the fact that English is used as an international language of communication between speakers of many nationalities.

Each unit also contains a number of study points – grammar and vocabulary. The grammar sections are concerned specifically with helping the learner to use the language accurately for effective and clear communication. There is a grammar/language index at the back of the course book.

There are additional language notes, exercises and a language reference section in the Self-study guide.

Flexibility: different tracks through the materials

Fast track: 40 hours (approximately 1 hour per unit) involving:

- introductory discussion on each theme
- study points
- listening – key dialogues
- practice activities.

Standard track: 60 hours (approximately 1¼ hours per unit) involving:

- introductory discussion on each theme
- reading
- study points
- listening – key dialogues
- practice activities
- study notes and selected exercises from the Self-study guide.

Comprehensive track: 90 hours (approximately 2½ hours per unit) involving:

- introductory discussion on each theme
- reading
- study points
- listening – key dialogues + additional listening exercises
- practice activities
- detailed study of related Self-study guide materials.

Some study tips

- Make time for your English studies. Approach them with the same level of commitment that you would any other project in your work or spare time.
- Find the study pattern that works best for you. In our view ‘little and often’ is more effective than occasional long sessions.
- Keep an organised study file. Make sure that the language that is most relevant to your needs is clearly highlighted.
- Ensure that you relate the language presented in the course back to your area of business or study. If there are terms you need which are not included in the material, consult your trainer, English-speaking colleagues and friends, and make thorough notes.
- Make use of the English-speaking media – web pages, radio, TV, professional journals, magazines and newspapers to follow up your business and leisure interests in English.
- Make use of monolingual and bilingual dictionaries. A number of dictionaries are available on-line and the ‘synonym’ and ‘thesaurus’ keys on your computer are always useful.

Study themes in Business Life

Pre-intermediate level

- You and your company
- Meeting people
- Time off
- The workplace
- Numbers and figures
- Business travel
- The product
- Arrangements
- Business entertaining
- Sales and selling
- Requesting/supplying information

Other levels

Elementary level

- You and your job
- Your company
- Brief exchanges
- Arrangements
- Telephoning
- Business hospitality
- Business trips
- Your working environment
- Enquiring and booking

Intermediate level

- Contacts
- Companies
- Personnel
- Products and services
- Entertaining
- Meetings
- Travel
- Money and finance
- Presentations

Upper intermediate level

- A company visit
- Company background
- Conditions of employment
- Travelling on business
- Money and finance
- Efficiency at work
- Sales and marketing
- Outside working hours
- Business and government
- Projects

The authors

IAN BADGER has extensive experience of developing courses and systems of language training for business. He is a partner in Business and Medical English Services, and a director of English4 Ltd. His publications include *Everyday Business English*, *Everyday Business Writing* (Longman) and *Business English Phrases* (Penguin).

PETE MENZIES is an associate of Pod (Professional and Organisational Development) and founder of Commnet, a dedicated training agency specialising in written communication and email management. Awards for his published work include the Duke of Edinburgh ESU Prize and the Gold Medal at the Leipzig Industrial Fair.