

# Business Result Elementary

## Student's Book Answer Key

### 1 | Jobs

#### Working with words

1

Dahlia is from India.  
Charlotte is from the UK.  
Yuko is from Japan.  
Lukasz is from Poland.

Raquel is from Brazil.  
Randy is from the USA.  
Tiziana is from Italy.  
Jacob is from South Africa.

2

Dahlia is Indian.  
Charlotte is British.  
Yuko is Japanese.  
Lukasz is Polish.

Raquel is Brazilian.  
Randy is American.  
Tiziana is Italian.  
Jacob is South African.

3

Japan Japanese British Italy Italian India American Brazilian Polish Africa

5

	Name	Job title	Nationality of company
1	Dahlia	Receptionist	American
2	Raquel	Human Resources Manager	Italian
3	Randy	Sales Rep	Japanese
4	Lukasz	Team Leader	Indian
5	Tiziana	Personal Assistant	Polish
6	Charlotte	Chief Executive Officer	British
7	Yuko	Technician	Brazilian
8	Jacob	Financial Director	South African

7

#### Possible answers

managing director, sales director, technical assistant, production assistant, sales manager, production manager

#### Language at work

1

Facebook is a website for people to meet friends\*.  
Mark Zuckerberg is the CEO.

2

1 's, are      2 aren't (or: 're not)      3 it is

3

1 is              3 are              5 am              7 is  
2 's              4 are              6 are              8 're

7

1 my              2 your              3 her              4 its              5 their

8

1 your              2 my              3 His              4 My (or: Our)

## Practically speaking

1

The letters are grouped because they have the same vowel sound.

2

1 Gorski      2 Lufthansa

3

How do you spell that?

## Business communication

1

1 Gorski      2 Elzbieta      3 Maria

2

1 c      2 a      3 e      4 f      5 d      6 b

3

1 1c, 2a      2 3e, 6b      3 4f, 5d

6

1 See you soon                      3 Bye. Have a good journey.  
2 Nice meeting you

## 2 | Products and services

### Starting point

- 1 Lufthansa - German (airline)  
Sony - Japanese (electronics)  
Coca-cola - American (drinks products)
- 2 Philips - electronics  
Bayer - pharmaceuticals  
Microsoft - software
- 3 Banco do Brasil - financial services  
Allianz Worldwide Care - insurance  
CNN - news / media

### Working with words

1

- |                   |                      |
|-------------------|----------------------|
| 1 electronics     | 5 automobile         |
| 2 pharmaceuticals | 6 software           |
| 3 recruitment     | 7 hospitality        |
| 4 real estate     | 8 financial services |

2

recruitment, pharmaceuticals, software, financial services, electronics, automobile

3

- |                   |                      |               |
|-------------------|----------------------|---------------|
| 1 recruitment     | 3 software           | 5 electronics |
| 2 pharmaceuticals | 4 financial services | 6 automobile  |

4

pharmaceuticals electronics recruitment hospitality finance automobile

6

- |           |           |           |
|-----------|-----------|-----------|
| 2 service | 4 product | 6 product |
| 3 product | 5 service |           |

7

GlaxoSmithKline produces pharmaceuticals.  
Microsoft produces software.  
Manpower provides staff.  
Toyota produces cars.  
Deutsche Bank AG provides finance.

9

**A 2                      B 1                      C 4                      D 3**

10

**1 sell                      2 employ                      3 export                      4 develop                      5 buy                      6 provide**

## Language at work

1

**A Food and Food Service                      C Entertainment and Media**  
**B Bio Pharma                      D Home Shopping and Logistics**

2

**1 produce                      3 provides                      5 develop                      7 import                      9 provide                      11 provides**  
**2 has                      4 export                      6 produces                      8 have                      10 have**

3

Students tick 2 (*he / she / it*).

5

**1 Do you, do                      3 Does, doesn't**  
**2 Does, company, it does                      4 Do, import, we don't**

6

**1 does, do                      3 does, do**  
**2 doesn't, don't                      4 doesn't, don't**

## Business communication

1

### Possible answers

computer hardware, pizza, insurance, office equipment, tickets

2

**1 C                      2 R                      3 C                      4 C                      5 C                      6 R**

3

2 give            4 repeat            6 confirm            8 speak  
3 tell            5 have            7 have            9 spell

4

1 Yes, of course. Yes, we do. Yes, certainly.  
2 I'm sorry, but ...

6

#### Possible answer

A Hello. Can I order some mobile phones, please?  
B Can I have the product code, please?  
A Yes, of course. It's DFK 1678.  
B Sorry, can you speak more slowly?  
A Certainly, it's DFK 1678.  
B OK. Thank you.  
A Can you deliver next week?  
B I'm sorry, but that isn't possible. We don't have them in stock at the moment.  
A OK. Can you send them as soon as possible?  
B Yes, of course. Can you confirm that by email?  
A Sure. Can I have your email address?  
B Yes, it's info at bcom dot biz.  
A Can you spell that?  
B Yes, of course. It's info, I-N-F-O, at bcom, B-C-O-M, dot biz, that's B-I-Z.  
A That's great. Thank you very much. Goodbye.

## Case study

### Task

1

Catalogue? No, but products are online.  
Free delivery? Yes, for orders over £30. For orders under £30 there is a £3.90 delivery charge.  
Delivery times? Next day for orders over £30. Other orders take two days.  
Return products? Yes, within 14 days.  
International deliveries? No, only in the UK.

### 3 | Location

#### Working with words

1

The company is in different locations: on six continents in 120 countries.

2

#### Possible answers

North America – USA, Canada  
Latin America – Argentina, Chile  
Asia-Pacific – China, Vietnam

Africa – Cameroon, Egypt  
Egypt Europe – Denmark, Poland

3

1 North America  
2 Latin America

3 Europe  
4 Asia-Pacific

5 the Middle East  
6 Africa

4

1 North America  
2 Latin America  
3 Europe

4 China  
5 10  
6 13

7 3  
8 14  
9 Middle East

10 38

5

1 factory  
2 head office

3 distribution  
4 technical centre

5 sales office

6

1 factory  
2 technical centre

3 sales office  
4 head office

5 distribution centre

#### Language at work

1

#### Possible answers

At the centre of the Middle East and near to Europe, Asia, and Africa  
An international airport  
Conference and exhibition centres  
Excellent services (banks, law firms, advertising agencies)  
Hotels at every price  
Good transport (taxis, public transport, bus every 20 minutes)

2

1 there are                      2 there isn't                      3 there is, there aren't

3

1 Are there                      3 there isn't                      5 there is  
2 there are                      4 is there

4

We use *some* with plural nouns after *there are*. We use *any* with plural nouns after *Are there...?* or *There aren't...*

7

	The Arabian Garden Hotel	The Dubai Grand Hotel
Bus to the airport?	Yes, every 30 minutes	Yes, every 20 minutes
Car park?	No but you can park on the street	Yes, for 100 guests
Restaurants and bars?	2 restaurants and 1 bar	No, but there are some near the hotel
Leisure facilities (swimming pool, gym)	Swimming pool, gym, and sauna	Swimming pool and gym
Services (Internet, bank)?	Internet access in all rooms	Internet access in all rooms Bank and post service
Conference / Meeting rooms?	Conference room for 80 people and 4 meeting rooms	6 meeting rooms
Other services?	Tourist information and day trips	Free taxi service to city centre

## Practically speaking

2

	start / end	caller / receiver
1 Hello, the Dubai Grand hotel.	start	receiver
2 Can I help you?	start	receiver
3 This is ...	start	caller
4 I'm calling about...	start	caller
5 Thanks for your help.	end	caller
6 You're welcome.	end	receiver
7 Goodbye.	end	caller / receiver

## Business communication

1

**Call 1:** The receiver makes a mistake when noting down the spelling of a name.

**Call 2:** The receiver makes a mistake when noting down a telephone number.

2

**Call 1:** The caller clarifies the spelling with the names of cities.

**Call 2:** The caller clarifies the telephone number by saying the numbers in different ways.

4

Message for: Teresa Baum  
From: Richard Andac  
Calling about: your meeting  
Phone number: 0044 207 399 6344  
Call back? ✓  
Urgent? ✓

5

1 f	3 c	5 e	7 b	9 a
2 h	4 g	6 i	8 d	

## Case study

### Discussion

#### Possible answers

1 and 2

If there are other businesses in the area with the same product. If there are, then it may be hard to compete with someone already established and local people may not need another supplier of the same item. On the other hand, you know the demand for that product already exists in that area and you could aim to compete, and be better than the other established businesses.

If there are lots of people nearby. This is because you need customers to buy your products but you also need a source of potential employees to work for you.

You need to know about car parking and public transport because your workforce needs to be able to get to work easily. You might also have visitors who come by car.



## 4 | Technology

### Working with words

1

new Fast Ticket Machines at all stations  
the train seats have power points for laptops or recharging mobile phones  
business waiting areas at stations with desks, photocopiers, and wireless Internet connections

2

1 ticket machine                      4 wireless Internet connection  
2 laptop                                  5 photocopier  
3 mobile phone

3

1 ticket machine              2 mobile phone              3 laptop                      4 photocopier

4

1 screen                                  4 username and password  
2 battery                                  5 button  
3 start menu

7

2 touch                                  4 log on to                      6 recharge                      8 press  
3 click on                                  5 switch off                      7 key in

8

2 key in the code                                  5 click on an icon / switch off a laptop  
3 recharge your mobile phone                      6 push the button  
4 touch the screen

### Language at work

2

1 No, they don't. (They always work 16 hours a day, seven days a week.)  
2 Yes, they do. (They are never late for work.)  
3 Yes, they do. (But: They rarely take breaks - only to recharge their batteries.)

4

1 never      2 rarely      3 always

5

1 before      2 after

6

### Possible answers

- 1 I often work ten hours a day.
- 2 I'm never late for work.
- 3 I usually take breaks.
- 4 I always work five days a week.
- 5 I'm rarely sick and never take a day off.

8

How often do you work 9 or 10 hours a day?  
Where do these robots work?  
The two question words are *How often ...?* and *Where ...?*

9

1 g              3 f              5 b              7 d  
2 a              4 e              6 c

10

3 When          5 Where          7 How often  
4 Who            6 Why

11

Who do you work for? / I work for ...  
What does your company produce? / My company produces ...  
Where do you work? / I work at / in ...  
Why do you like your job? / I like my job because ...  
When do you start work? / I start work at ...  
How often do you take a day off? / I never / rarely / sometimes / often take a day off.

## Practically speaking

1

a 4              b 1              c 5              d 3              e 2

2

b 1 first of all    e 2 then          d 3 next          a 4 after that    c 5 finally

## Business communication

1

Anyone can use the Internet, but only people in a particular organization / company can use the Intranet for that organization / company.

2

1 Intranet  
2 lower case letters

3 news  
4 colleagues

5 log out of the Intranet

3

1 A

2 R

3 A

4 A

5 0

6 R

## Case study

1

1 an i-phone  
2 a Wii  
3 an in-car DVD

4 a GPS sat-nav system  
5 a Blue-tooth earpiece  
6 an MP3 player

2

1 GPS

2 MP3 player

## 5 | Communication

### Working with words

1

**1 and 2**

Pinnacle Health – pen tablets – they have more time for patients

Spring Personnel – ScanSnap – reduces paper in the office by 90%

TNT – electronic system PACS – reduces delivery times by up to 8 hours

3

**1** cv

**3** receipt

**5** invoice

**7** hard copy

**2** order form

**4** business card

**6** delivery note

5

**1** There is a problem with an invoice.

**2** invoice, order form, email

6

**b** print a hard copy

**d** forward an email

**f** attach a document

**c** save an order form

**e** open a folder

**g** send an email

7

#### Possible answers

receive / print / attach / send a hard copy

receive / print / save / open / attach / send / forward a CV

receive / print / send a business card

receive / print / save / attach / send / forward an order form

receive / print / save / attach / send a delivery note

receive / print / attach / send a receipt

receive / print / save / open / attach / send / forward an email

receive / print / save / open / attach / send / forward a document

receive / print / save / attach / forward / send an invoice



## Business communication

2

late deliveries (need to give another delivery date)  
bad products (logos on the caps didn't work; wrong colours)  
machinery not working (need to fix the machine today)

3

1 've got                      3 need to                      5 'll speak                      7 'll call, 'll let  
2 did, can, didn't work    4 Don't                      6 need to                      8 would

## Case study

### Discussion

1 – 3

#### Possible answers

- 1 They are 'virtual' assistants, so we assume they work elsewhere and can be contacted by phone or online via the Internet or email.
- 2 Some students might like the idea that someone else can save them time by doing the day-to-day work for them as if they had a secretary. Other students may not see the need - nowadays a lot of business people don't rely on a PA or secretary, but find it more efficient to do these tasks themselves on the Internet, or via email.
- 3 Problems might include the fact that they are not in the office next to you. Working at a distance could create more room for error. If there's a sudden problem it may be harder to solve. Some people might not like the fact that they aren't working with the same person every time, and so it could be difficult to follow up an assigned task. The service may appear impersonal - there isn't the personal touch of somebody you work with very closely and who understands your specific needs.

### Task

1

#### Possible answers

Omega has sent an order form but there's no information on it. The Tasks Everyday person will need to contact Omega for the actual order.  
Human Resources need to be phoned or emailed to confirm the booking.  
The e-confirmation needs to be printed and given to Ms K Adams.  
Someone will have to be found to replace Tony at the meeting in London.

#### Possible answer

Dealing with the phone message and finding a replacement for Tony is the most urgent problem and should be done first. Then contacting Omega about their order form could be done so that there isn't a further delay in any delivery to the customer.

## 6 | Contacts

### Working with words

2

They order a bottle of sparkling water, grilled vegetables, sushi and two coffees. The total bill is 29.50.

3

- |                  |            |                  |          |
|------------------|------------|------------------|----------|
| 1 Do             | 4 I'll     | 7 Would you like | 10 Could |
| 2 We'd like      | 5 I'd like | 8 I'll have      |          |
| 3 Would you like | 6 was      | 9 We'd           |          |

4

- |     |     |     |     |
|-----|-----|-----|-----|
| 1 c | 3 c | 5 c | 7 a |
| 2 a | 4 b | 6 b | 8 b |

6

- |     |        |
|-----|--------|
| 1 a | 2 some |
|-----|--------|

7

- |        |        |        |
|--------|--------|--------|
| 3 some | 5 some | 7 some |
| 4 a    | 6 a    | 8 a    |

### Language at work

2

- 1 The textile industry
- 2 1-4 August, 2009 in Ho Chi Minh City
- 3 China, the Republic of Korea, India, Taiwan, Hong Kong, Vietnam, Austria and Italy

3

The verbs are *went*, *met*, *had*. They describe the past.

4

- |         |                  |                   |
|---------|------------------|-------------------|
| 1 Italy | 2 business cards | 3 They both flew. |
|---------|------------------|-------------------|

5

2 came      3 left      4 flew      5 had      6 met      7 were

6

2 took      4 met      6 left      8 flew  
3 went      5 had      7 came

7

a year ago      last month      two days ago      yesterday      last night      this morning  
—|—————|—————|—————|—————|—————|—————|—

9

1 become      2 leave      3 join

10

- 1 Because the family was in textiles and his father owned a company.
- 2 He went to University and he wanted to work abroad.
- 3 He joined his current company in 2003.

## Practically speaking

1

### Possible answers

hotel – nice, good, comfortable, OK, terrible, fine  
journey – nice, good, boring, comfortable, interesting, OK, terrible, fine  
meal or food – nice, good, boring, delicious, interesting, OK, terrible, fine  
presentation – good, boring, interesting, OK, terrible  
city or country – nice, boring, interesting

2

### Possible answers

Student A:

- 1 The journey was terrible.
- 2 The hotel was nice.
- 3 The food was delicious.
- 4 The meeting was boring.
- 5 The city was interesting.

Student B:

- 1 The journey was fine.
- 2 The hotel was OK.
- 3 The food was boring.
- 4 The meeting was good.
- 5 The city was interesting.



## Business communication

2

Audio 36 is situation 1 and audio 37 is situation 2.

3

1 c	3 e	5 h	7 f
2 g	4 a	6 d	8 b

5

- 1 Yes, please. I have an appointment with...
- 2 Yes, it is.
- 3 Thank you.
- 4 Yes, please.
- 5 Yes, and you.

## 7 | Departments

### Working with words

1

2 Finance Director

3 Commercial Manager

4 Logistics Manager

2

**Profile 2**

a checks  
b 's in charge of

**Profile 3**

a develop  
b 's responsible for

**Profile 4**

a deals with  
b control

3

1 deal with  
2 is responsible for

3 controls  
4 develops

5 check

4

#### Possible answers

Teachers check students' work. / Teachers are responsible for their students.

An engineer controls projects. / An engineer deals with projects.

Team leaders manage the team. / Team leaders are in charge of a team.

A production manager is responsible for the factory. / A production manager checks the machines in the factory.

5

#### Possible answers

Finance deals with money.

HR works with other departments.

Sales works with customers.

Marketing organizes information.

IT is responsible for computers. Customer Services deals with customers.

R&D develops products.

Production checks machinery.

6

1 deals /z/

4 products /s/

7 controls /z/

2 plans /z/

5 departments /s/

8 develops/s/

3 organizes /vz/

6 computers /z/

9 resources /vz/

### Language at work

1

The security cabin is on the right, not the left.

2

1 right            3 next to            5 below  
2 below            4 second (US = third)            6 between

5

1 along            2 past            3 down            4 into

6

3 into            4 along            5 past            6 down

## Practically speaking

1 This            2 Those            3 These            4 that

## Business communication

2

1 a visitor's pass            2 no            3 Diego is in charge of Production.

3

1 have            3 is            5 will            7 find            9 show  
2 sign            4 take            6 see            8 like            10 introduce

4

2 R            4 R            6 V            8 H            10 H  
3 R            5 R            7 H            9 H

5

2 How many people work on it (the main production line)?

### Possible answers to 3

Who is responsible for ... ?	Are you in charge of this department?
What do you produce here?	How many do you produce a day?
What's over there?	Do you ever close (for holidays)?
Is there a canteen for staff?	Do you export these products?
What do you do in this part of the factory / building?	

## Case study

### Discussion

1 – 3

- 1 The old offices didn't have many meeting spaces. The new offices have open spaces for meeting.
- 2 The staff work in small offices so they can concentrate when they need to.
- 3 The new design connects different departments by stairs and meeting areas between floors.

**Business Result**

## 8 | Employment

### Working with words

1

- 1 The company designs and produces websites.  
2 position, post  
3 The post of website production assistant states that you need skills in HTML.

2

- 1 careful      3 imaginative      5 focused      7 experienced  
2 practical      4 energetic      6 friendly      8 patient

3

- imaginative 5      friendly 2      focused 2      experienced 4  
careful 2      practical 3      patient 2

5

	Monica	Roberto
Personal qualities	friendly	energetic, nice, not good at working on his own
Current situation	works in publishing	looking for a job
Skills and experience	book editing, editing websites	summer placement with company, no editing experience
Qualifications		in IT

6

- 1 b                  2 e                  3 d                  4 c                  5 a

### Language at work

1

- Conversation 1:** Sandra is interviewing someone for a job.  
**Conversation 2:** Chantelle is finishing her report for her boss.  
**Conversation 3:** Bill and Sofa are doing a training course.

2

- 2 are you doing      3 are interviewing      4 's waiting

3

an action or event now or around the moment of speaking



## 9 | Competition

### Working with words

1

1 170,000                      3 4,000                      5 All Seasons  
2 100                              4 North America            6 Novotel

3

The areas the manager mentions with examples in brackets:  
Price (budget hotels; low-price hotels; cheap option; economy level; pay more at these hotels; expensive)  
Choice and range (hotels in every market segment; offer all our customers a wide choice)  
Services (modern up-to-date business facilities like meeting rooms and office services)  
Location (in over 100 countries; over four thousand hotels worldwide; they are easy to find in city centres or at international airports)  
Staff (employ one hundred and seventy thousand people; friendly staff)  
Quality (five star quality)  
Something else (every hotel is different and gives the customer a special experience)

5

1 wide                              3 good, friendly              5 expensive  
2 low, cheap                      4 high, up-to-date

6

good – prices, choice and range, location, technology, quality, service, delivery time  
bad – prices, location, quality, service  
cheap / expensive – location, service  
fast / slow – service, delivery time  
up-to-date – location, technology  
wide – choice and range

### Language at work

3

**Business owner 1:** high street shop  
**Business owner 2:** web-based mail order company

4

1 better                              3 friendlier                      5 lower                              7 faster  
2 more experienced              4 more up-to-date              6 bigger                              8 wider

5

1 -er                                  2 -ier                                  3 more                                  4 better

6

2 better      3 wider      4 cheaper      5 easier      6 more experienced

7

### Possible sentences

DVDs are more expensive than CDs.  
English is easier (or more difficult) to learn than Chinese.  
Wine isn't cheaper than mineral water.  
Sales managers are more experienced than sales reps.  
Flying is faster than sea travel.

## Practically speaking

1

€29.99, €17.50, €11.75, \$500, \$7.15, \$30, \$28.60, ¥2,860, ¥170, ¥2,690

2

1 €29.99; €17.50; €11.75      3 ¥2,860; ¥170; ¥2,690  
2 \$500; \$7.15; \$28.60

## Business communication

1

	Weblines	ITE
Lower price?		✓
Smaller company?		✓
Older company?	✓	
Better quality of work?	✓	✓
More experience with online businesses?		✓
Faster delivery?	✓	✓

2

a compare      c better      e advantage      g difference      i choose  
b cheaper      d similar      f disadvantage      h prefer

3

1 a, c      2 d, g      3 b, e, f      4 h, i

## Case study

### Discussion

1

Morrisons – low price, wide range, friendly staff  
Tesco – small and big shops, healthy eating range, loyalty card, also sells non-food products  
Sainsbury's – expensive image, 'green' and fair-trade products, emphasizes quality, well trained staff

# Business Result

## 10 | Teamwork

### Starting point

#### Possible answers to question 2

You can create more ideas more quickly.

You can learn from others.

Teamwork builds good relationships between people.

Everyone knows what's happening, which is good for motivation.

Not everybody is good at the same thing, and so it's good for people to combine their different skills / qualities.

### Working with words

2

3, 4, 6

3

1 d

2 a

3 e

4 f

5 c

6 b

4

1 decisions

2 attend

3 work

4 solve

5 develop

6 solution

6

**Conversation 1:** The speaker's assistant wants more money.

**Conversation 2:** The Managing Director wants to reduce staff numbers in the speaker's department.

**Conversation 3:** The speaker can't make a decision (and she thinks the team can't agree on a final decision).

7

1 small

2 good

3 big

4 difficult

5 final

6 bad

### Language at work

1

1 personnel

2 supply

3 technical



2

An employee is often late. (Jorge is speaking to the team leader on line 2 – he was late again.)

There are some technical problems in the factories.

(Production line 1 is slow-the new components didn't arrive on Friday. In Recife production is still slow- the new components don't work well.)

The new components for the production line don't work.

(Pedro says the new components don't work well.)

3

1 is, speaking

3 Are, arriving

5 Is, dealing

2 Is, having

4 is, going

6 is, meeting

4

1 Jorge is speaking to the team leader on line 2.

2 Yes, it is.

3 Yes, they are.

4 Adriana is going to Recife tonight at six.

5 Yes, he is.

6 She is meeting Pedro, the line manager.

5

the present: 1, 2,

the future: 3, 4, 5, 6

6

### Possible answers

Is your department meeting this afternoon?

What are you working on at the moment?

When are your visitors arriving?

When are you starting your new English course?

7

1 F (The problem is bigger than we thought.)

2 T (They were the most expensive solution.)

3 T (They were also the best idea.)

4 F (Pedro says that the new components are worse than the old components.)

5 T (the problem isn't technical ... I think it's a personnel problem.)

6 T (Do you know that staff turnover in Recife is the highest?)

7 F (The biggest problem is Pedro.)

8

a 1

b 4, 5

c 2, 3, 6, 7

9

1 -est

2 most

3 best

10

1 the most important    2 the best    3 the cheapest

## Practically speaking

1

1 c, f    2 a, e    3 b, d

2

Oh no. That's terrible.    Wow. That is surprising.  
Really? How amazing.    I'm sorry. How disappointing.  
Great. That's fantastic!    Good. That's excellent news.

## Business communication

2

1 They discuss prices and long call times. They don't discuss salary or number of phone staff per 1,000 customers.  
2 They have the highest prices and delivery times are slow.

3

1 a, e    2 b, c, h    3 d    4 f, g

## Case study

### Discussion

1 - 3

1 No, there are no fixed offices.  
2 Usually two or three.  
3 The roles of managers and secretaries do not exist. There are only team leaders and team members.

## Working with words

2

- |             |                        |
|-------------|------------------------|
| 1 No delays | 3 Comfortable seating  |
| 2 Security  | 4 Fast Internet access |

3

- |                                    |                |                            |
|------------------------------------|----------------|----------------------------|
| 2 gate                             | 5 hand luggage | 8 queues                   |
| 3 passport control                 | 6 bags         | 9 cancelled                |
| 4 business class,<br>economy class | 7 terminal     | 10 window seat, aisle seat |

5

BA335, Hong Kong

6/7

- |                |          |        |
|----------------|----------|--------|
| 1 check-in     | 4 window | 7 seat |
| 2 bags         | 5 aisle  |        |
| 3 hand luggage | 6 gate   |        |

## Language at work

1

- 1 Business travellers only see the airport, hotel and conference room. They don't usually have time for sightseeing.
- 2 City Running Tours takes you running with a tour guide so you can see the city and get exercise at the same time.
- 3 They operate in the USA in Charleston, Chicago, New York, San Diego, and Washington.
- 4 They plan to offer the service in more cities.

2

The sentences refer to the future. They talk about a general plan.

3

- |            |                                           |
|------------|-------------------------------------------|
| 1 going to | 2 to be ('m not, isn't, 're not / aren't) |
|------------|-------------------------------------------|

6

Canada – Toronto and Quebec (but not Vancouver)

7

1 c

2 a

3 b

4 d

8

The verb is in the *to* infinitive form.  
We use it to explain why something happens.

9

### Possible answers

2 We're going to do a course to learn a new computer program.

3 She's going to visit Delhi to see clients.

4 I'm going to ring Sashia to arrange a meeting.

5 He's coming to the office at the weekend to finish his report.

## Practically speaking

1

Conversation 1: b

Conversation 2: c

Conversation 3: a

2

Conversation 1: 20 pounds (18 pounds plus a tip of 2 pounds)

Conversation 2: 58 euros (29 euros each)

Conversation 3: pays 500 dollars; receives 406 euros

3

1 much  
2 change

3 by  
4 change

5 rate  
6 total

## Business communication

1/2

### Student A:

120 euros  
Breakfast  
any time  
at the airport

### Student B:

She's missed her flight.  
one night  
Visa card number 6674 8596  
8374 6374; expiry date 03/14

3

1 V  
2 V

3 V  
4 R

5 R  
6 R

7 R  
8 V

5

- 1 501
- 2 between 5.00 and 10.00 a.m.
- 3 No, she doesn't.
- 4 a wake-up call at 6.00 a.m.; a taxi to the airport at 7.00 a.m.
- 5 Internet access and dinner

6

- |               |             |                |                   |
|---------------|-------------|----------------|-------------------|
| 1 reservation | 3 room      | 5 table        | 7 Internet access |
| 2 credit card | 4 breakfast | 6 wake-up call | 8 room service    |

## Case study

### Discussion

1/2

- 1 Companies use Strand in order to get better prices for business trips.

#### Possible answers to 2

**Advantages:** Using a travel agent should save you time because the agent does the research for you, and they should also be able to find some good deals and offer some extras. If there is a special arrangement with the whole company for booking business travel, then the agent may offer some special discounts.

**Disadvantages:** You can't be sure the agent has found you the best price. There isn't the flexibility you have when looking yourself on the Internet and when you have a whole range of prices and times to choose from. It might also be more expensive as you pay fees to the agent.

## 12 | Schedules

### Working with words

1

**Graph A:** selling houses

**Graph B:** delivering flowers

**Graph C:** trade fair industry

2

1 Katrina and Jayne

2 You can't predict the market these days. For example, even Christmas can be busy.

3 public holidays, Valentine's Day, Mother's Day

3

tight deadline  
busy period

annual leave  
public holiday

busy schedule  
quiet period

time off

4

1 period, quiet

2 off, leave

3 tight

4 public

7

1 long weekend

2 reminder

3 timetable

4 annual conference

### Language at work

1

1 high street shops in Western Europe

2 Pakistan, India and, this year, from Nepal

3 delivery of oil by 20th October (to produce soap for Valentine's Day)

2

1 a past action

2 the present

3

1 has

2 hasn't

3 -ed

4

He's contacted the shipping firm.

He's emailed the producer.

He hasn't telephoned Greta (yet).

He hasn't arranged the next visit to the producers (yet).

He's updated the website with product details.

5

Yes, the delivery is going to be late (by a week).  
Greta is going to change the schedule.

6

1 've sent  
2 've had

3 Have, taken  
4 's been

5 Have, seen  
6 Have, been

7

Yes, I have.

No, I haven't.

## Practically speaking

1

1 in

2 at

3 on

4 in

5 on

6 at

2

1 on

2 in

3 at

## Business communication

1

1 Valentine's Day (14th February)  
2 20th January  
3 the 31st (of October)

4 the end of December  
5 5th January

2

1 h

3 a

5 b

7 c

9 d

11 f

2 k

4 e

6 l

8 g

10 i

12 j

3

1 1h, 2k, 3a

2 4e, 7c

3 5b, 6l, 8g

4 9d, 10i

5 11f, 12j

5

### Possible solution

Here is one possible solution that groups might present.

Note that this takes into account Student B's and Student C's annual leave.

1st July to 14th August – get all the information (about 6 weeks)

14th August to 14th September – design brochure

(Student B hands the text over to designers; Student C in contact with designers while Student B on annual leave)

14th September to 5th October – printing (finish before Student C's annual leave)

18th October – start sending brochures (once Student C is back from annual leave)

1st November – all clients have received brochures

# Business Result